

## GENERAL TERMS AND CONDITIONS

### 1. Licensing and Compliance

Glory Travel And Tours Pte.Ltd is a licensed travel agency under the Singapore Tourism Board (STB) and complies with the Travel Agents Act and all relevant regulations. By booking with us, customers acknowledge and accept these terms and conditions. Glory Travel and Tours Pte.Ltd shall be referred to as “the Company” in the following.

### 2. RESERVATION, DEPOSIT & FULL PAYMENT

- A deposit is required to confirm a booking. The deposit amount and due date vary depending on the package and will be communicated at the time of booking. Deposits are non-refundable unless otherwise stated. For Group Tour Package, paying the deposit and confirming your reservation does not guarantee the confirmation of the tour. The tour is subject to a minimum group size, which we will determine at our sole discretion.

### 3. CANCELLATION AND REFUND POLICY

- Cancellation of booking must be made in writing or in person to avoid any misunderstanding.
- The following cancellation charges applies once any package booking is made:

No. of days between departure and receipt of cancellation notice	Cancellation fee per person
60 days or more and before the issuance of airline ticket	50% of the deposit
After the issuance of airline ticket and 60 working days or more	100% and airline ticket will be submitted for a refund and whatever value is refunded by the airline, if any, will be refunded to the customer.
After the issuance of airline ticket and 30 working days or less	100% of Package price

- Refund processing may take up to **4-6 weeks** from the date of request.
- Certain packages, flights, and accommodations may have non-refundable components.

#### **4. CANCELLATION BY THE COMPANY**

- The Company acts as an agent for service suppliers. After deposit or full payment has been made, all arrangements are still subject to final confirmation by service suppliers. If due to unforeseen circumstances or force majeure events such as strikes, riots, wars, natural disasters, the arrangement cannot be finalized and the reservation has to be cancelled, the Company will endeavour to notify the Customer at least 1 week before departure. At times due to low subscription for Group package, the Company may choose to cancel the entire tour 45 days prior to departure.
- The Company may recommend alternative package dates. Should the customer decide not to accept the alternatives, a full refund on the amount paid by the customer will be made accordingly by the Company without further obligation.
- The Customer shall receive the refund within 4-6 weeks upon the Company notifying the Customer of the cancellation.
- The Company shall also not be held liable for any contingent costs incurred by the Customer arising from the cancellation.

#### **5. REFUND POLICY**

- No refund will be made with respect to accommodation, meals, sightseeing tours or any other services included in the tour fare but not utilized by the Customer, either in part or full, or when the Customer amends, cancels or otherwise changes any arrangements after commencement of the tour.
- Air tickets with refund value will only be refunded to customers 4-6 weeks after the respective airline have refunded to the Company. The standard processing period for air tickets refund varies from 3-6 months (subject to individual airlines). All refund will be made within 4-6 weeks.
- During peak period, the refund process may be longer due to increase in transactions.

#### **6. AMENDMENT TO TOUR ITINERARY BY COMPANY**

The Company makes reasonable effort to avoid changes in the itinerary. However, the Company reserves the right to make minor changes at any time due to unforeseen circumstances, especially during peak periods or in the events of other circumstances beyond our control.

## 7. TRAVEL DOCUMENTS, TRAVEL INSURANCE

- **Passport and other Travel Documents**
- It is the Customer's sole responsibility to ensure that his/her passport has a validity of at least 6 months from the date of departure, and to inform the Company of any changes in passport details before the visa is applied. In the event departure or entry is denied by the Authorities, the Company will not be liable for any or all expenses or refund of the tour fares.
- **Visa**
- The Company may assist customers with visa applications for a fee, but we do not guarantee approval. Processing times vary by Embassy or Consulate. Concurrently, all visa applications are subject to approval by the individual Embassies or Consulate. If Customer's visa application is not approved, not due to failure of the Company's efforts in the application process, the Customer is liable for the full value of the visa and application charges.
- Any other values from other service suppliers will be refunded at the discretion and compassion of the Company.
- The Company will not be responsible for any expenses, reimbursement or refund of tour fare if the Customer is deported or refused entry by Immigration authorities on the tour for whatever reasons, including improper travel documents, quarantine, custom regulations, possession of unlawful items or irregularities that may cause harm or damage to person or property.

## 8. Travel Insurance

Arrangement of travel insurance coverage is strongly recommended with respect to unforeseen circumstances such as trip cancellation, loss of deposit, baggage, personal accident, injury, illness, insolvency of Travel Agency, etc. Under no circumstances shall the Company be construed as a carrier under a contract for safe carriage of the Customer or his / her baggage and other personal belongings.

- The Company shall not be responsible for any loss or damage in relation to trip cancellation, loss of personal baggage, accidents, injuries and illness.

## **9. LIABILITY LIMITATIONS**

### **1. Third-Party Services**

The Company acts solely as an agent for airlines, transportation providers, hotels, and other service operators involved in the tour packages. The Company shall not be liable for any injury, loss, damage, accident, delay, theft, quarantine, customs issues, any force majeure events such as strikes, weather conditions, political unrest, changes in itineraries, deportation, or refusal of entry by immigration authorities due to improper travel documents, possession of prohibited items, or any other irregularities. Any resulting losses and/or expenses shall be the sole responsibility of the Customer.

### **2. Customer Responsibilities**

The Customer is responsible for ensuring compliance with all travel requirements, including valid passports, visas, health certificates, and other necessary documentation. The Company shall not be held liable for any consequences resulting from the Customer's failure to comply with these requirements.

### **3. Itinerary and Tour Modifications**

The Company reserves the right to:

- Modify tour itineraries, travel arrangements, and accommodations due to unforeseen circumstances.
- Cancel any reservations prior to departure due to reasons including, but not limited to, an insufficient number of participants.
- Require any individual to withdraw from the tour if their behavior is deemed detrimental to the health, safety, harmony, or well-being of the tour group. In such cases, the Company shall bear no further liability toward the individual.

### **4. Photography and Media Rights**

The Company reserves the right to capture photographs and video recordings of Customers during the tour for marketing, advertising, and promotional purposes. By participating in the tour, the Customer grants the Company permission to use such media without further consent or compensation.

### **5. Pricing Adjustments**

All tour fares are accurate at the time of reservation. The Company reserves the right to revise prices and determine the effective date of such changes without prior notice.

## **10. Payment Methods**

- Payment may be made in cash, PAYNOW or bank transfer.

#### **11. COMPLAINT AND CLAIM**

- Any complaint / claim has to be made in writing within 7 days from the date of return. No responsibility is accepted in respect of any complaints / claims, which are made after 7 days of return.

#### **12. CUSTOMER DATA PRIVACY**

- The Company values customer privacy. Personal data collected during the booking process will be handled in accordance with our Privacy Policy. To facilitate travel arrangements, we may share necessary personal data with third parties such as airlines, land operators, hotels, and other service providers. These third parties are only provided with the information required to perform their services. Customer data will not be sold or used for unauthorized purposes. We comply with all applicable data protection laws and take appropriate measures to safeguard personal information."

#### **13. MISCELLANEOUS**

- The Company reserves the right to change, amend, insert or delete any Terms and Conditions containing in the documents, as the case may be, without prior notice.
- The Tour Booking Terms and Conditions complements those terms and conditions contained in the relevant documents provided by third party service providers such as airline tickets, hotels, land operators etc.

**By proceeding with a booking, customers confirm that they have read, understood, and agreed to these Terms and Conditions.**