



Heart Travel Pte Ltd

861 Ang Mo Kio Ave. 10, Teck Ghee Community Club, #01-02, Singapore 569734.

Email: sales@heart-travel.com

website: www.heart-travel.com

Tel: +65 6452 2262

Fax: +65 6452 3303

TA No. 1720

ACRA No.: 200804596E

BOOKING TERMS AND CONDITIONS

You and your travelling companions are deemed to have read, understood and accepted the following Terms and Conditions. Heart Travel Pte Ltd shall be referred to as the "The Company" in the Terms and Conditions below.

BOOKING CONFIRMATION

Your acceptance of the prices (any travel products of our company) does not mean confirmation; it is subjected to deposit being paid to us on the stipulated date and the availabilities of the above mentioned product(s).

PRICES

Prices shown are those current at the time of publication of brochures and/or the holiday cost which forms part of the brochure. Therefore, it is subjected to change without notice due to increase in airfare, other transport costs, hotel rates, exchange rates, government taxes, fuel surcharges, etc. The company reserves the right to increase the prices accordingly without prior notice. In the event of currency movement, the Company also reserves the right to charge a currency supplement.

PACKAGE PRICE EXCLUDES

Beverages, meals, laundries, room service, cable and telephone charges, tips, excess baggage charges, personal and baggage insurance, airport taxes, fuel surcharge and all other items of a personal nature not specified in our itinerary.

AMENDMENT FEE

For any amendment after reservation, an amendment fee of at least SGD30.00 per booking per amendment will be imposed.

CANCELLATION FEES

In the event that a reservation is cancelled by you for any reason whatsoever, such cancellation must be made in writing to the Company. All cancellations are subjected to the cancellation charges imposed by our principal supplier (airline, hotel, cruise, land operator, etc.) and our company's cancellation fee as stated below:

More than 30 Days before date of departure	:	25% of package fare
15 -30 Days before date of departure	:	50% of package fare
8- 14 Days before date of departure	:	75% of package fare
7 or lesser days before date of departure	:	100% of package fare

REFUND

Refund on normal air ticket will require 3-6 months to process. Prior to submission to airline to process air ticket refund, full payment of air ticket amount and service fee MUST be collected. Upon commencement of travel, no refund in full or part will be given for services included in the program which are not utilized. All promotional products purchased (air tickets, coach tickets, hotel, cruises, etc.) are non-refundable.

HOTEL CHECK-IN / CHECK-OUT TIME

Hotel check-in time is after 3.00pm; check-out time is at 10.00am. Extension of check-out time may be granted subject to availability.

TRAVEL DOCUMENTS – VISA

It is the sole responsibility of the traveller to verify/obtain the relevant entry visa(s) and health certificate(s) which may be required for the destination(s) of entry from the relevant authority. Any advise by our company on the visa requirements shall be construed as an ADVISE only. The Company does not guarantee the issuance and/or approval of the visa. There shall be no claim of inconvenience, loss of leave, transportation cost to the denial of boarding due to lack of relevant visa.

TRAVEL INSURANCE BY TENET INSURANCE COMPANY LTD

We strongly recommend all passengers to purchase this insurance for your personal protection, which covers travel delays, medical, cancellation, personal accident/belongings/liabilities, financial collapse of tour operator, etc.



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RESPONSIBILITIES

Heart Travel Pte Ltd acts only as an agent for the transportation companies, hotels and other principal suppliers. All tickets, vouchers and documents issued are subjected to the terms and contracts under which such transportation and services are provided. We assume no responsibility for injury, damage, accident, loss, delay or irregularities that may be caused to person or property; all bookings are subjected to the contractual conditions of local ground operator(s). The right is reserved to alter or modify itineraries and hotel accommodation in any way necessary in the interest of tour members or due to circumstances over which the operators have no control. The right is also reserved to cancel or withdraw at any time of booking by or for the clients, in which event no liabilities whatsoever in respect of such cancellations or withdrawals shall fall upon the operators, save only that there shall be refunded to the clients the monies paid by him in respect of the booking cancelled or withdrawn. The transportation companies or firms shall exempt from all liabilities in respect of any detention, delay, loss, damage, sickness or injury, by whomsoever caused and of whatever kind occurring of or to the passenger at any time when the passenger is not on board a carrier of conveyance used or operated by the transportation companies or firms. The passage contract in use by the transportation companies or firms concerned shall constitute the sole contract between the transportation companies or firms and the purchaser of these tours and/or passengers.

All tickets, coupons and orders are furnished and issued subject in all respects to those terms and conditions under which the means of transportation or other service provided thereby is offered or supplied by owners, operators, public carriers, managing agents or agents. The company reserves the right to require any person to withdraw from the tour if it is deemed that his act or conduct is offensive to or incompatible with the comfort of other clients and the company shall be under no further liability thereafter to such person.

As the company acts as agent for the overseas operators of the tours & hotel booking, the company shall not be liable for cancellation of rooms or no room available due to overbooking. When such event occurred, passengers are advised to seek assistance from our local operator and the company shall not bear any reimbursement for any overseas calls to our office.

REPORT OF COMPLAINT

All complaints and/or claims must be submitted in writing within one week from the date of return to Singapore for investigation.