



## Travel Information / Terms & Conditions

### 旅行信息 / 条款与条件

You and your traveling companions are deemed to have read, understood and accepted the following tour booking terms and conditions. Let's Fly Travel Pte Ltd shall be referred to as "company" in the terms and conditions below

您和您的旅行伙伴被视为已阅读、理解并接受以下旅游预订条款和条件。我们启航旅游私人有限公司将以下条款和条件中称为“公司”。

The terms and conditions below applies to all group tours, free and easy and cruise bookings, unless otherwise stated. In the event of any conflict, the terms and conditions herein shall prevail.

以下条款和条件适用于所有团体旅游、自助游和邮轮预订，除非另有说明。如有任何冲突，以本条款和条件为准。

#### RESERVATIONS & PAYMENTS

##### 1) 预订与付款

- 1.a A reservation is made upon the payment of deposit amount as specified below. The deposit forms part of the final payment. Balance payment is to be paid fully to the company 2 to 3 weeks before departure. Failure to comply with this, may result in the automatic cancellation of reservation and the forfeiture of deposit.  
在支付以下规定的押金金额后，即可完成预订。押金将计入最终付款。剩余款项须在出发前2至3周全额支付给公司。如未能遵守，可能导致预订自动取消并且押金不予退还。
- 1.b Payment of deposit does not constitute the confirmation of the tour.  
支付押金并不构成旅游的确认。
- 1.c All reservations are on first-come-first-served basis.  
所有预订均按照先到先得的原则进行。
- 1.d A deposit is required upon making a booking. The minimum deposit required per passengers are as follow:  
预订时需支付押金。每位乘客所需的最低押金如下：

Deposit for Group Tours:

团体旅游的押金：

Tour Fare / Per Person 旅游费用 / 每人	Deposit Amount / Per Person 押金金额 / 每人
Up to \$1800 高达 \$1800	\$500 or cost of air ticket whichever is higher \$500 或机票费用，以较高者为准
\$1801 to \$2999 \$1801 至 \$2999	\$1000 or cost of air ticket whichever is higher \$1000 或机票费用，以较高者为准
\$3000 and above \$3000及以上	\$1500 or cost of air ticket whichever is higher \$1500 或机票费用，以较高者为准

#### MODE OF PAYMENT

##### 2) 付款方式

- 1.a All payments are in Singapore Dollars and Company ONLY accepts Cash, Cheques, Bank Transfers or PayNow. Cheques will only be accepted if presented to the Company at least 28 working days prior to departure date. Full payment must be settled at least 4 weeks before group departure.  
所有付款均以新币进行，公司仅接受现金、支票、银行转账或PayNow。支票必须在出发日期前至少28个工作日提交给公司，才会被接受。全额必须在团队出发前至少4周结清。
- 1.b For payments by debit/credit cards, there will be a 3% service fee being imposed.  
通过借记卡/信用卡支付将收取3%的服务费。
- 1.c Payment(s) shall be made to Let's Fly Travel Pte Ltd  
付款应支付给 Let's Fly Travel Pte Ltd

PAYNOW		SGD bank account details	
Company name	LET'S FLY TRAVEL PTE. LTD.	Bank name	Oversea-Chinese Banking Corporation Limited
UEN	202406294H	Bank Account No.	596306175001
Company address	101A Upper Cross Street #08-22 People's Park Centre Singapore 058358	Bank Address	65 Chulia Street, OCBC Centre, Singapore 049513
Telephone	(65) 67178282	Bank Swift code	OCBCSGSG
		Bank Code	7339
		Branch Code	596

#### TOUR PRICE AND TAXES

##### 3) 旅游价格和税费

- 3.a Tour fare are subjected to increase as the number of group member increase. Airport taxes and airline surcharges. Port taxes are subject to changes due to international fuel charges and security fee charges from respective countries and airport terminal.  
旅游费用会因团体人数的增加而有所上涨。机场税、航空公司附加费和港口税也会因各国和机场航站楼的国际燃油费用和安全费用的变化而有所调整。
- Flight timings may be changed by the airlines at short notice due to unforeseen sub-circumstance (weather/natural condition, war etc). The given time is an estimate based on the current flight schedules.  
航班时间可能会因不可预见的情况（天气/自然条件、战争等）而被航空公司在短时间内更改。给定的时间是基于当前航班时刻表的估计。

#### CANCELLATION POLICY

##### 4) 取消政策

- 4.a Cancellation of bookings must be made in writing and received by the Company.  
取消预订必须以书面形式提交，并且需由公司收到。  
The cancellation fees stated below applies to only tours/services operated by the Company with an additional \$50 per passenger handling fees charged by the Company.  
以下取消费用仅适用于由本公司运营的旅游/服务，并将收取每位乘客额外的\$50手续费。对于由第三方提供的旅游产品和/或个别组件，取消政策/费用将根据第三方的条款和条件适用。取消费用按每位乘客计算，具体如下：
- 4.b Company. For tour products and/or individual components supplied by third parties, the cancellation policy/fees will be subjected to the terms and conditions of the third parties. Cancellation fees are based on per passenger and as follows:  
以下取消费用仅适用于由本公司运营的旅游/服务，并将收取每位乘客额外的\$50手续费。对于由第三方提供的旅游产品和/或个别组件，取消政策/费用将根据第三方的条款和条件适用。取消费用按每位乘客计算，具体如下：

## Group Tours

### 团体旅游

Period of Cancellation Notice 取消通知期限	Group Tours/Free & Easy 团体旅游/自由行	Travel Fair/Roadshow/Special promo/Charter Flight Bookings 旅游展/路演各展/特别促销/包机预订
> 30 Days prior to departure 出发前超过30天	25% of tour fare or cost of air ticket whichever is higher 团费25%或机票费用, 以较高者为准	Full Deposit of booking is Forfeited 预订的全额定金将被没收
22 to 29 Days prior to departure 出发前22至29天	50% of tour fare or cost of air ticket whichever is higher 团费50%或机票费用, 以较高者为准	
15 to 21 Days prior to departure 出发前15至21天	75% of tour fare or cost of air ticket whichever is higher 团费75%或机票费用, 以较高者为准	100% of Tour Fare/Booking 旅游费用/预订的100%
14 Days or less prior to departure 出发前14天或更少	100% of Tour Fare 旅游费用的100%	

## AMENDMENT POLICY

### 5) 修改政策

#### 5.a General Amendments

##### 一般修改

All amendment requests must be made in writing and are subject to availability and confirmation by the Company. For any amendments to tour packages made by you after reservations have been confirmed, including change of departure date or tour type that is requested by the customer, amendments to air tickets or a change of traveler's name, it will be consider as cancellation and cancellation charges as stated above will be apply.

所有修改请求必须以书面形式提出, 并需经本公司确认和视可用性而定。对于您在确认预订后提出的任何旅游套餐修改, 包括更改出发日期或旅游类型、机票修改或更改旅客姓名, 将视为取消, 并将适用上述取消费用。

#### 5.b Amendments on Flights/Air Tickets

##### 航班/机票修改

Tickets issued are restricted to specific airlines and it is non-negotiable, non-reissuable, non-refundable and non-re-routable. A charges of \$125 per ticket will be levied for any amendment of air tickets once issued. Any alternation of the routing or change of date by the passenger is solely at their own risk and no refund will be given for any unutilised flight sector/s. Any flight amendments, extension, deviation on the return date which is different from the group, is strictly on request and subject to airline's terms and condition, additional charges and seat availability. Any additional charges imposed by the airline will be borne by the passenger. For tours operated on charter flights, no extension or deviation will be permitted.

已开票的机票仅限于特定航空公司, 且不可谈判、不可重新签发、不可退款和不可更改路线。每张机票的修改费用为新币125。乘客自行更改航线或日期风险自负, 未使用的航段不予退款。任何航班修改、延长或返回日期的偏差 (与团体不同) 必须根据请求进行, 并受航空公司条款和条件的限制, 包括额外费用和座位可用性。航空公司收取的任何额外费用由乘客承担。对于包机运营的旅游, 禁止任何延长或偏差。

#### Amendment on Tour Itinerary/Flight Schedule (By Company)

#### 5.c 公司旅行行程/航班安排修订

The Company reserves the right to make any changes at any time without prior notice due to unforeseen circumstances without any obligations and compensation.

公司保留在任何时候因不可预见情况而进行更改的权利, 无需事先通知, 并且不承担任何义务和赔偿。

## 6) REFUND POLICY

### 退款政策

#### 6.a Unutilised Tour Components

##### 未使用的旅游内容

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 where the Customer amends, cancels or otherwise varies arrangements after commencement of the tour.

对于客户未使用的住宿、餐饮、观光门票或其他包含在旅游费用中的服务, 均不予退款, 无论是部分未使用还是全部未使用, 或者客户在旅游开始后更改、取消或以其他方式变更安排的情况。

#### 6.b Tour Cancellation (By Customer)

##### 客户取消旅游

Upon cancellation of your tour and/or travel services, the Company will refund the deposit paid accordingly to the charges stipulated in section 4 (under cancellation policy). All refunds will take around 4-6 weeks. However, during the high/peak season, it may take more than 6 weeks.

在您取消旅游和/或旅行服务后, 公司将根据第4条 (取消政策) 中规定的费用退款相应的定金。所有退款大约需要4至6周时间。然而, 在旺季/高峰期, 退款可能需要超过6周。

#### 6.c Air Tickets

##### 机票

The Company acts as an agent for the airlines. All air ticket refunds may take around 1-3 months, depending on the individual carrier/airlines.

公司作为航空公司的代理。所有机票退款可能需要约1-3个月, 具体时间取决于各个航空公司。

#### 6.d Tour Packages (When tours unable to confirm)

##### 旅游套餐 (当旅游无法成团时)

Please note that the Company acts as an agent for travel services rendered and reserves the right to cancel any tours prior to departure for any reason including but not limited to insufficient number of participants or when arrangements cannot be confirmed. Even after deposit or full payment have been made, all arrangements are still subject to final confirmation. The Company may, if it so chooses to recommend alternate tours to you for your consideration. Should you decide not to accept the suggested alternative/s, all refunds will be made accordingly by the Company without any further obligations. The Company shall not be held liable for any contingent costs incurred by the customer arising from the cancellation. Refunds will take around four (4) to six (6) weeks from the date we received your refund application. However, during the high volume/peak period, refunds may take more than six (6) weeks.

请注意, 本公司作为提供旅行服务的代理, 保留在出发前因任何原因 (包括但不限于参与者人数不足或安排无法确认) 取消任何旅游的权利。即使在支付了定金或全款后, 所有安排仍需最终确认。如果本公司选择向您推荐其他旅游选项, 您可以自行决定是否接受建议的替代方案。如您决定不接受所建议的替代方案, 本公司将相应退款, 而不再承担其他义务。本公司不对客户因取消而产生的任何附带费用承担责任。退款申请自我们收到您的退款申请之日起, 处理时间约为四 (4) 至六 (6) 周。然而, 在高峰期, 退款处理可能会超过六 (6) 周。

6.e VISA

签证

The Company will not be holding the responsibility of the VISA application status. Strictly no refund of the VISA application fee & the processing fee if application was rejected or tour is not confirmed.

公司将不对签证申请状态承担责任。如果申请被拒绝或旅游未确认，签证申请费和处理费将严格不予退款。

6.f Refund Mode

退款方式

Refund mode will be in accordance to the Customer's payment mode, For payments made by credit card, refunds will be made via the credit card company, approximately 4-6 weeks or 8 weeks during peak season.

退款方式将根据客户的付款方式进行。对于使用信用卡支付的款项，退款将通过信用卡公司处理，通常需要约4至6周时间，在旺季可能需要8周

**TRAVEL DOCUMENTS**

7)

**旅行文件**

You shall ensure that you have a valid international passport with a minimum of six months validity form the date of scheduled return to Singapore with at least 4 blank pages side by side. Prior to the scheduled departure date, you shall obtain the relevant valid visas, health/vaccination certificates, which may be required at the destination of travel in the tour itinerary.

您需确保持有有效的国际护照，护照在计划返回新加坡之日起至少有六个月的有效期，并且至少有4页相邻的空白页。在计划出发日期之前，您需获得旅游行程中目的地所需的相关有效签证和健康/疫苗接种证明。

7.b VISAS

签证

Different embassies/consulates require vary lengths of time to process visa applications. It is passengers' SOLE responsibility to ensure that he/she has a valid visa for travel to countries that require them regardless of whether the Company was engaged to apply for the visa. The Company will not be responsible for any expenses incurred or will reimburse or refund of any tour fare if the passenger is deported or refused entry by the immigration authorities on the tour for whatever reasons, including improper travel documents, quarantine, custom regulation and possession of unlawful items or irregularities that may cause harm/damage to person or property.

不同的大使馆/领事馆处理签证申请所需的时间各不相同。旅客有责任确保自己持有前往需要签证的国家的有效签证，无论公司是否受托申请签证。如果旅客因任何原因（包括旅行文件不当、隔离、海关规定及携带非法物品或可能对人身或财产造成伤害/损害的违规行为）被移民当局驱逐或拒绝入境，公司将不对因此产生的任何费用负责，也不会退还或赔偿任何旅游费用。

8) **RESPONSIBILITIES AND LIABILITIES**

**责任与义务**

The Company acts as an agent for the carriers, transportation companies, hotels, cruise liners and other principals of the tour package. The Company accepts no responsibility for any injury caused to you, loss or expenses incurred by you and damage to your belongings where the Company has not been negligent nor in breach of any duty and or where the aforementioned injury, loss, expenses and or damage results directly or indirectly from any occurrence beyond the Company's control and or including but not limited to the breakdown of equipment, strike, delay, weather, medical reason, theft, quarantine regulation, customs regulation, cancellation, change in the tour itinerary and or flight and or other transport schedules, deportation and or refusal entry by immigration authorities resulting from the possession of illegal and or unlawful items and or holding invalid travel documents and or behavior and or activities are considered subversive by the foreign government concerned.

公司作为承运人、航空公司、酒店、邮轮和其他旅游套餐的委托代理，不对因公司未出现过失或未违反任何责任而导致的您所遭受的伤害、损失或费用，以及对您财物的损害负责。如果上述伤害、损失、费用或损害直接或间接源自公司无法控制的事件，公司亦不承担责任。这些事件包括但不限于设备故障、罢工、延误、天气原因、医疗原因、盗窃、隔离规定、海关规定、取消、行程变更、航班或其他交通安排的变更、因持有非法或不合法物品而被驱逐或拒绝入境，以及因持有无效旅行文件或被相关外国政府视为颠覆行为的行为和活动。

Require any individual to withdraw from the tour if it is deemed that his or her behavior or conduct is detrimental to or incompatible with the health, safety interests, harmony and welfare of the other tour participants and the tour group as a whole. Under such circumstances, the Company shall be under no liability thereafter to any such person.

如果被认为某个人的行为或举止对其他旅游参与者及整个旅游团的健康、安全、利益、和谐和福祉有害或不相容，旅行公司有权要求其退出旅游。在此情况下，公司对此类人士不承担任何责任。

8.c To specify the language(s) in which the tour guide will conduct commentary in when making the booking.

需要在定团时指定导游将以何种语言进行解说。

No tour guides, tour leaders or other employees or agents of the Company are authorized to commit the Company to any liability whatsoever and the Company shall not be bound by any statement or representation unless it is in writing and signed by a Management Executive of the Company. All tour fares for the respective tour packages are correct at the time of reservation.

公司并未授权任何导游、旅行领队或其他员工或代理人对公司承担任何责任，除非该声明或表述以书面形式并由公司管理层签字。所有旅游配套的费用在预订时均为正确。

9) **CONFIDENTIALITY OF INFORMATION**

**信息保密性**

The Company will consider every transaction as confidential matter and not disclose any information without your permission unless as required by law.

公司将视每笔交易为机密事项，未经您的许可，不会披露任何信息，除非法律要求。

10) **ACCEPTANCE OF TERMS**

**条款接受**

By booking a tour, you agree to these terms and conditions.

通过预订旅游，您同意这些条款和条件。