

1. Reservation, Deposit and Full Payment

| Type of Packages' Tour | Min. Deposit per person | Final Payment |
|--|-------------------------|---|
| Asia Group Tour below \$1000 | \$500 | 14*/21 days prior to departure |
| Asia Group Tour between \$1000 - \$2500 | \$1000 | |
| Asia Group Tour above \$2500 | \$1500 | |
| Free & Easy, 2 To Go, Sit-in coach packages | 80% of total tour fare | After confirmation of air and land arrangement before issuance of travel document |
| Europe, USA & Exotic Tour Packages | \$1000 | 30 days prior to departure |
| Europe, USA & Exotic Tour Packages above \$2500 | \$1500 | |
| Alaska Fly Cruise | \$2500 | 90 days prior to departure |
| Air Tickets, Cruises, Ferry, Coach and Admission tickets | Full | - |

* Final Payment to be made **14 days prior** to departure for Thailand, Malaysia and Indonesia. 21 days for all other Asia Group Tours.

Payment of the deposit and confirmation of the reservation does not constitute confirmation of the Package Tours. All Package Tours are subject to a minimum group size (to be determined by the Company, in its absolute discretion) before the Package Tour is confirmed.

For online booking, an initial deposit of S\$50 per person will be charged for selected tours and packages. The Customer is required to do a deposit top-up to the amount as stated above (Top-up has to be made within three (3) working days. Non-compliance will result in auto-cancellation for reservation made online with no refund). Initial deposit does not constitute to confirmation of the tour.

For Free and Easy Packages - Any booking that is not confirmed within the airlines' required deadline, seats will be auto-cancelled by airlines unless tickets have been issued. The Customer is expected to pay the difference if there are any due to re-booking of airlines tickets, changes of accommodation or surcharges incurred during peak dates or high seasons.

If full payment is not received basing on the timeline stated above, the Company reserves the right to forfeit the deposit and cancel the reservation. In this instance, the cancellation fees as stated below is payable by the Customer.

2. Cancellation by the Customer - Charges

| Number of days between departure date and date of cancellation | Cancellation Fee per traveler | |
|--|-------------------------------------|---------------------------------------|
| | Asia Tours operated by the Company* | Europe, USA and Exotic Tour Packages* |
| More than 90 days prior to departure | Full Deposit**+ | Full Deposit**+ |
| 49-89 days prior to departure | Full Deposit**+ | 50% of Total Fare**+ |
| 36-48 days prior to departure | 50% of Total Fare**+ | 75% of Total Fare**+ |
| 22-35 days prior to departure | 75% of Total Fare**+ | 100% of Total Fare**+ |
| 21 days or less prior to departure | 100% of Total Fare* | 100% of Total Fare* |

+ versus applicable **Minimum Deposit (per person), whichever is higher.**

* The above cancellation charges applied can be taken as a guideline. Fees and Charges can only be advised / quoted upon notification. Amendment / Cancellation T & C varies with the applicable Promotion, Destination & Supplier concerned.

+ For **Free & Easy Packages**, administrative fees and / or one-night hotel rate will be imposed for those travel documents not issued. Once travel documents are issued, there will be no changes allowed and no refund value.

+ For **tours or travel components supplied by third party(ies)**, eg Agencies Consortium, Trafalgar, train-rides, cruises, hotel bookings etc., respective suppliers' cancellation terms and conditions shall apply with a **handling fee of S\$200 per service per Customer.**

+ For **cancellation due to major event** declared by WHO as epidemic or pandemic or warning by MFA against non-essential travel. The Company will wherever possible assist to provide documents for any travel insurance claims. For **Group packages**, an **admin fee from \$150 per person** will be charged on top of the third-party suppliers (eg airlines, hotels etc.) charges. For **Free & Easy packages**, the cancellation fee will be subjected to the T&C of the third-party supplier (eg airlines, hotels etc.). An **admin fee of S\$150** will be charged on top of the third-party charges. The remaining value of the tour fare will be refunded in the form of travel vouchers, if any.

3. Cancellation by the Company

Even after deposit or full payment has been made, all arrangements are still subject to final confirmation. If for some unforeseeable circumstances, the arrangement cannot be finalized and the reservations have to be cancelled, the Company endeavor to notify the **Customer at least one (1) week before departure.**

The Company reserves the right to cancel any tour prior to departure date for any reason including insufficient number of participants met the min. size for a group. The Company may, if it so decides, will recommend alternative tour. Should the Customer decides 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 or liabilities on the part of the Company and that the Customer shall be deemed to have agreed to release the Company from all liabilities or damages in connection with the cancellation. There shall be no claim for inconvenience, loss of leave and transportation cost, etc due to the cancellation of tour.

However upon occurrence of a force majeure event, such as an act of God, earthquake, pandemics etc or other similar events ("Force Majeure Event"), we reserve the right to make reasonable changes to the itinerary, or the right to levy any out of pocket expenses for any of the cancellations with an admin charge.

4. Amendment made by the Customer - Charges

Any amendment made after the booking, amendment fee charged by supplier plus a handling fee of \$200 per service per Customer will be applied. Any change made to the Customer's name, departure date or the tour type, the cancellation charges under section 2 will apply. Any re-issuance of air-ticket, minimum administrative fee of S\$200 per air ticket on top of any airline charges will apply. Any amendments must be made at least twenty-one (21) days prior to departure date. After which, cancellation fee applies.

5. Amendment by the Company

The Company makes reasonable effort to avoid changes to the itinerary. However, the Company reserves the right to make changes to the itinerary, travel arrangements, hotel reservations at any time (without prior notice and compensation) due to unforeseen circumstances.

6. Extension / Deviation of Stay

An extension / deviation of stay at the end of the tour or travel arrangement is permitted subject to the maximum validity, availability and restrictions of the air ticket and availability of accommodation prior to the commencement of the tour. The extra costs incurred to process the extension will be borne by Customer. It is the Customer's responsibility to hold a confirmed seat for the return flight. When extension / deviation requested cannot be confirmed three (3) weeks prior to group departure, the Customer is deemed to return on the original flight / tour schedule booked and no cancellation of tour is allowed.

Extensions / deviations of stay / transfer will be at Customer's own expense. Air ticket issued is restricted to a specified airline and date only. It is not negotiable, endorssable, re-issuable, refundable or re-routable. Any alteration of the routing or the date by the Customer is solely at the Customer's risk. The Company and its associated agents shall not be held responsible for any inconvenience caused and extra expenses incurred. No refund will be made for any unused air ticket, accommodation, meals or sightseings, in part or in full.

7. Travel Documents, Travel Insurance

Nam Ho Travel bears no liability for such information and will not be responsible for advising and / or obtaining required travel documentation for any guest, or for any delays, damages, and / or losses including missed portions of your holiday related to improper documentation or government decisions about entry.

Passport and Other Travel Documents

It is the Customer's sole responsibility to ensure that he / she has a valid passport with minimum six (6) months' validity from the date of return. Relevant visa and vaccinations may be required.

For Singapore permanent residents, please bring along your exit permits when travelling. For foreign passport holders, it is the Customers' responsibility to hold valid re-entry visas.

Visa

The Company will, wherever possible, assist you to obtain the necessary visa. Service Charges and Visa Fees will be borne by the Customer. The Company does not guarantee the approval of the visa application. If for any reason, application for visa or exit permit is rejected, the Customer must make known to the Company at least 49 days prior to departure, administration charges apply due to rejection of visa resulting in cancellation of tour. If less than 49 days' notice is given, relevant cancellation charges as stated will apply. The Company cannot be held liable for any expenses, reimbursement or refund of any tour prices if the Customer is refused entry by any country on the tour for whatever reasons, including lack of necessary visa.

Travel Insurance

Purchase of travel insurance is strongly recommended with respect to unforeseen circumstances such as trip cancellation, personal baggage loss, personal accident, injury, illness and insolvency. Under no circumstances shall the Company be construed as a carrier under contract for safe carriage of the Customer or his / her baggage / belongings. The Company will be pleased to assist in the enquiries of any travel insurance and related matters.

8. General Matters Relating to Tours

Accommodation

Accommodation is as per specified in the itinerary or the booking form. Accommodation for adults is based on twin-share, double or triple share bedrooms at the nominated or similar standard hotels. In the event the accommodation booked or requested is not available, every effort will be made for alternative in another accommodation of similar standard. For farm-stays & ski-resorts, sharing of bathroom facilities may be necessary. When booking triple-share rooms, please note that the third bed will be a "roll-away" bed.

Meals

All meals are as per specified in the itinerary. If selected carrier's flight timing does not allow for certain meals to be taken, there will not be any refund for meals, if any, not consumed.

Special Request

Any special requests such as special meals, dietary requirements, adjoining rooms, etc., please inform the Company upon booking. Such requests are subject to availability and confirmation.

9. Pricing Policies

All information and prices shown are accurate at the time of print. However, they are subject to changes without prior notice.

Tour Fare Includes:

Airfare, accommodation, airport transfers and meals (if any), as specified in the tour itinerary / booking form. Tour Fares are subjected to change without prior notice in the event of unforeseen circumstances including currency fluctuations, increases in room rates, local taxes, etc.

Tour Fare Excludes (Subject to change)

Airport taxes, airport security taxes, airline insurance surcharges, fuel taxes, visa fees, travel insurance, customs excise fees as specified by the airlines and airport authorities, local transfer not stated in the itinerary (eg free & easy, deviation), laundry, excess baggage charges, meals, beverages, room services, gratuities to drivers and tour managers / local guides and tips to hotel porters (if any), and personal expenses. Please refer to the Company for visa fees, gratuities to drivers and tour manager / local guides, tips to porters, etc.

Child Fare

Child fare is applicable to children below twelve (12) years old on the return date to Singapore. The child fare is based on the twin sharing accommodation with two (2) adults and no additional bed will be provided. A surcharge will be imposed where an extra bed is required for the child or where the child occupies a room with only one (1) adult.

Mode of Payment

Payment can be made in cash, by cheque, NETS, credit card or internet banking. Payment by credit card or charge card may not be applicable for Selected Tours, FIT & Free-&Easy packages on promotion. Payment by instalment plan, where applicable, is valid for selected banks and subject to the banks' approval and terms & conditions.

Refund Policy

For cash, NETS, cheque and bank transfer payments, refund will only be made in the form of cheque and processed within 2-4 weeks.

For **Credit Card payments**, refund will be made through credit card company and the refund process will take about 4-6 weeks. During peak season, the refund process may take longer due to increases in transaction volume.

Feedback

The Company welcomes constructive feedbacks from the Customer in its continuing efforts to improve its service quality. Any disputes with regards to the tour shall be submitted in writing within fourteen (14) days from the date of return. No responsibility is accepted in respect to any dispute that is made thereafter.

Feedback channels include:

- Written feedback via email to feedback@namho.com.sg or mail to **1 Park Road, People's Park Complex, #01-84D/E, Singapore 059108.**

The Company will investigate and act to resolve areas of concerns. The interim response is within seven (7) working days. Depending on the complexity of the case, the time taken to resolve a complaint is within sixty (60) days.

10. Confidentiality and Privacy

We will comply with all relevant obligations under the Personal Data Protection Act 2012 ("PDPA") governing the collection, use, disclosure and care of your personal data in accordance with our privacy statement, a copy of which can be found at <http://www.namho.com.sg/data-protection-policy/>. The Company will not divulge the Customer's personal information to any unauthorized third party without any written consent.

We may take photographs and videos of travelers participating in our Package Tours for our advertising and publicity materials (eg. Brochures) or related media programs (eg particularly those involving celebrity Package Tours) and by joining our Package Tours, all travelers shall be deemed to have consented to such collection and or use on our part. Notwithstanding, any traveler who wishes to withdraw his or her consent to our collection or use of any photographs or videos that may feature such traveler, may notify us at marketing@namho.com.sg, whereupon we will endeavor, as soon as reasonably practicable, to remove any reference to such traveler from our advertising and publicity materials and / or related media programs; provided always that we shall not be liable to recall or change any such materials or media programs which have been produced, publicly distributed or disseminated by us prior to receiving such notice.

11. Responsibility and Liability

All arrangements for the provision of transport, accommodation, sightseeing and other tour or travel services are made by the Company through our appointed agents. The Company accepts no liability for mechanical breakdown, injuries, damage, accident, loss, delay, theft, quarantine, custom regulation, strike, acts of god, and changes in itinerary, deportation or refusal of entry by Immigration or other circumstances beyond its control.

The Company is an agent of airlines, transport companies etc, and is not liable for changes made by suppliers but will render assistance, wherever possible, for flight delays, changes in itineraries, deportation or refusal of entry by Immigration Authorities resulting from improper travel documents, possession of unlawful items or irregularities that may cause to person or property. Any losses & expenses are the responsibility of the Customer. All proper travel documents (eg health certificates, visa and passports) are the sole responsibility of the Customer.

The Company also reserves the right to 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. Under such circumstances, the Company shall be under no liability thereafter to any such person.

No tour leaders / guides, employees or agents of the Company are authorized to commit the Company to any liability whatsoever and the Company will not be bound by any statements or representation unless it is in writing and signed by a management executive of the Company.

The Company shall not be liable to the Customer for any goods purchased by the Customer during the tour whether or not the goods are of defective quality, not suitable for the Customer's purpose, not in conformity with samples provided to the Customer or rejected by the Customer for any other reasons whatsoever notwithstanding that the goods are purchased in shops which are part of the tour package (including itinerary) or which are specifically recommended by the travel services, their guides, servants, employees or independent contractors, not the Company or the travel services be liable to the Customer for the purchase monies of the aforesaid goods. The Company shall not be liable to the Customer for any deviations of tours purchased by the Customer as itineraries, prices, services and conditions are correct at the time of confirmation. The Company reserves the right to revise the tour fares and to determine the date of commencement of such revised tour fares.

The Company reserves the right to change the terms and conditions without prior notice.

For Passenger:

I have understood and agreed that the T&Cs printed on this page will be the valid copy and they supersede other T&Cs dated before the effective date shown below.

Signature/Date