

BOOKING FORM

Tour Name	Departure Date
Passenger's Name	Pax 1 (Contact No.)
	Pax 2 (Contact No.)
Address	Postal Code
Email Address	

PASSENGER' DETAILS

	Name of Passengers (As Per Passport)	Mr/Ms /Mdm /Mrs	Date of Birth	Passport No.	Passport Expiry	Nationality	Meals RQ
1							
2							
3							
4							
5							

HOTEL REQUEST (FIT) / EXTENSION (GIT)

City	Hotel Name (in order of priority)	Check In	Check Out	Room Type	Status / Remarks
	1 st Choice				
	2 nd Choice				

Special Request*: () Non Smoking Room () Smoking Room () Inter-Connecting / Adjoining Rooms () Early Check-In / Late Check-Out () Others:

FLIGHT RESERVATION (FIT) / EXTENSION (GIT)

Date	Sector	Flight	Class	Timing	PNR (FIT)	Status / Remarks

TOUR FARE

Adult	Single	@ S\$	X	Paxs	= S\$
	Twin	@ S\$	X	Paxs	= S\$
	Triple	@ S\$	X	Paxs	= S\$
Child	1A1C with bed (Sharing room with 1 Adult)	@ S\$	X	Paxs	= S\$
	2A1C with bed (Sharing room with 2 Adults)	@ S\$	X	Paxs	= S\$
	2A1C without bed (sharing room with 2 Adults)	@ S\$	X	Paxs	= S\$
Infant	No Bed, No Seat	@ S\$	X	Paxs	= S\$
Airport Taxes (subject to change)	Adult	@ S\$	X	Paxs	= S\$
	Child	@ S\$	X	Paxs	= S\$
Deviation / Extension Charges		@ S\$	X	Paxs	= S\$
Hotel Extension Rates		@ S\$	X	NITES X Room	= S\$
Others (Infant/Visa/Insurance/Misc.)		@ S\$	X	Paxs	= S\$
		@ S\$	X	Paxs	= S\$
Discount - Adult		@ S\$	X	Paxs	= S\$
	Child	@ S\$	X	Paxs	= S\$
TOTAL AMOUNT (ESTIMATED)					= S\$

PAYMENT

Payment Mode : Cash / Nets / Cheque No. : Credit Card No. :
 Signature on File IPP 3 mths 6 mths Expiry Date : CVV: Trace No.:

Note : Group Tour is subject to minimum _____ adults to materialise and _____ adults to have a tour leader. Tour will be confirmed 2 weeks prior to departure.

IMPORTANT NOTES

- Charges such as airport taxes, airline insurance / fuel surcharges etc are subject to changes without prior notice.
- Hotel ratings are based on local standards. Any increase in hotel room rates quoted due to major events, conventions or local festive seasons shall be borne by passengers.
- Any increase in room rates arising from change of hotel / room category shall be borne by the passengers.
- Exchange Rate: Passengers should note that prices quoted in foreign currencies may vary according to the prevailing exchange rates quoted by UOB Travel Planners Pte Ltd on the date on which the passengers makes full and final payment for the relevant services or product.
- Other terms and conditions apply. Please see Booking Terms and Conditions overleaf.

Remarks (if any): Tickets issued are non-refundable. Any amendment made to a booking is subject to a S\$50.00 levy per person per amendment, in addition to charges (if any) imposed by the supplier(s). In the event of any cancellation, cancellation charges apply for confirmed bookings. Deposit paid does not constitute confirmation of tour. Rooms, flights, tours or cabins are subjected to availability at the time of reservation.

PASSENGERS' ACKNOWLEDGEMENT

I have read, understood and accepted all the terms and conditions stated herein and all the [Booking Terms and Conditions](#) overleaf. I confirm that all information provided herein is true and accurate and that I will inform UOB Travel of any amendments to the information.

Signature	Date	Attended By :
		Contact :

Booking Terms & Conditions

Passengers are deemed to have read, understood and accepted all of the following terms and conditions. The Organizer – UOB Travel Planners shall be known as “The Company” in the conditions below:

1. RESERVATIONS AND DEPOSIT

A deposit is required upon booking. Minimum deposit per passenger (based on tour fare) is:-
Total amount payable by passenger Deposit amount required (per person)
Below S\$1,000 S\$300
Above S\$1,000 S\$500
Charter flight Amount stipulated by suppliers

2. CREDIT CARD / CHARGE CARD

If you make payment by credit card or charge card, you may not be eligible to book certain promotional tour packages or fares. Payment by installment plan, where applicable, is valid for selected banks and subject to banks' approval and terms & conditions. For payments made by credit card or charge card, refunds (if any) will be made through the relevant credit card or charge card companies.

3. PAYMENT & CANCELLATION CHARGES

Full payment has to be made at least 2 weeks before departure or upon confirmation of flight and/or land arrangements whichever is earlier. Failure to pay within the stipulated deadline may result in cancellation of your booking. In such an event, you will be liable to pay the cancellation charges stated below. Cancellation charges may vary during peak periods (including without limitation, public holidays, day before and after public holidays and school holidays both in Singapore and the destination country).

Cancellation notice and charges per person

More than 34 days prior to departure	S\$250 or cost of air ticket plus S\$50.00 administrative fee, whichever is higher
22-34 days prior to departure	S\$350 or full deposit or cost of air ticket plus S\$50.00 administrative fee, whichever is higher
15-21 days prior to departure	50% of full fare or full deposit or cost of air ticket plus S\$50.00 administrative fee, whichever is higher
08-14 days prior to departure	75% of full fare or full deposit or cost of air ticket plus S\$50.00 administrative fee, whichever is higher
07 days or less	Full fare

Notice of cancellation of booking must be given in writing to the Company. For our product or individual components supplied by third parties e.g. Insight Vacations, Contiki Holidays, ANA First Choice Holidays, Air Mauritius Packages, Cruises, Club Med, Consortium packages, train services, hotel bookings, etc, cancellation fee under terms & conditions of the third parties shall apply with a handling charge of S\$50.00 per service per passenger. For any changes in the departure date or tour type as requested by you, cancellation charges as stated above shall apply.

4. NO REFUND VALUE FOR TICKETS PURCHASED ON LOW COST CARRIERS AND TICKETS PURCHASED PURSUANT TO ANY PROMOTION.

In the event of cancellations for any reasons whatsoever (including medical reasons, death in the family, strikes, wars, weather, natural disasters, airline default or governmental travel warnings), there will be no refund of tickets purchased on low cost carriers or tickets purchased pursuant to any promotion (including taxes and service fees). For the avoidance of doubt, any amendment of flight details, including but not limited to change of date, is considered a cancellation and new tickets at prevailing airfare and taxes must be purchased. For budget airfare booked with land content, in the event that land content is not confirmed, budget airfare cannot be refunded, and service charge will be imposed on the airfare.

5. AMENDMENT TO TOUR ITINERARY (Request by passengers)

A minimum amendment fee of S\$50.00 per person per amendment is applicable for every request to amend the tour itinerary regardless of whether such information were confirmed by airline, hotel or otherwise previously. This fee does not include the additional charges (if any) imposed by the supplier(s). All requests must be made upon booking in writing and received by the Company 30 days prior to commencement of tour.

6. AMENDMENT TO TOUR ITINERARY BY THE COMPANY

The Company will make reasonable efforts to avoid changes in the itinerary. However, the Company reserves the right to make changes to the tour itinerary at any time due to unforeseen circumstances, especially during peak periods, festive seasons, etc.

7. CANCELLATION OF TOUR BY THE CUSTOMER

Passengers are allowed to cancel the reservation with written notice at any time prior to the departure date subject to payment of cancellation fees which includes but is not limited to charges imposed by the airline, hotel(s) and land operator and administrative fee charged by the Company (Please see the section on Payment and Cancellation Charges above). Change of departure date, change of passenger's name or change of tour is considered a cancellation from the original booking and cancellation charges will apply. Once hotel has been confirmed, any change of date or change of hotel, minimum of first night room charge will be levied. Once flight has been confirmed, all issued tickets will have no refund value.

8. CANCELLATION OF TOUR BY THE COMPANY

Tour members/passengers should be aware that the Company is acting as an agent for the Suppliers. All arrangements are still subject to confirmation by the Suppliers even after a deposit or full payment is made. If the Supplier is unable to make such arrangements, the Company will endeavor to notify you 14 days prior to departure.

The Company may, in its absolute discretion, recommend alternative tours preferably to the same destination or other tours to you, based on the tour fare of that cancelled tour. Should you decide not to accept the alternative tours, full refunds will be paid to you within 3 to 4 weeks. Thereafter, the Company shall no longer be liable to you.

9. TOUR FARE INCLUDES (GROUP TOUR ONLY)

- Return economy class group tour air ticket
 - Return airport transfers (airport / hotel / airport)
 - Hotel accommodation on twin-share basis or triple-share basis
 - All meals are as specified in the itinerary, if selected carrier's flight does not allow for certain meals to be taken, there shall not be any refund for meals not consumed
 - Baggage allowance of 20 kilos per passenger
- The above is subject to change without prior notice in the Company's sole discretion

TOUR FARE EXCLUDES

- Visa fees
- Airport taxes, excess baggage charges
- Where applicable, Custom User Fees, Nordic Environment Tax, Fuel taxes, Port, Service Fee, etc
- Meals, beverages, room services or any other item not listed in the itinerary
- Gratuities or tips to drivers, tour guides or tour leaders
- Porter's fee at the hotel and airport
- Optional tour (if any)
- Flight insurance / Travel insurance

Tour prices are based on current airfares and service prices (e.g. Government tax and exchange rates) applicable at the time of print and quotation and are subject to change without prior notice.

10. CHILD FARE

Eligibility: Children below 12 years (on the date of departure). Child fare is based on the relevant Supplier's requirements and subject to the Supplier's terms and conditions.

11. ACCOMMODATION

Accommodation is as specified in the tour itinerary in the tour booking. It is based on sharing twin or doubles. For triple share, the extra bed would be a "roll-away" bed or mattress. Single room occupancy would be at an additional cost to be borne by you. For farm stay and ski resorts, sharing of bathroom facilities may be required. In the event the accommodation booked or requested is not available, every effort will be made for an alternative in another accommodation of similar standard.

12. SPECIAL REQUEST

If there are any requests regarding special meals, dietary requirements, adjoining rooms and any other additional requests, please inform the Company when making the reservation. Such requests are subject to availability and confirmation.

13. TRAVEL DOCUMENTS

It is the passenger's responsibility to ensure that his/her international passport has a validity period of at least 6 months from the date of departure. Relevant visas and vaccinations may be required. Cancellation charges apply for any cancellation due to non-approval of visas or any other reasons as stated above. For Singapore permanent residents, please bring along your exit permits when travelling.

For foreign passport holders, it is the passenger's responsibility to hold valid re-entry visas. The Company will wherever possible, but shall not be obliged to assist you to obtain the necessary visas. Service charges and visa fees will be borne by you. The Company does not guarantee the approval of the visa application. If for any reason, your application for visa or exit permit is rejected, you must notify the Company at least 30 days prior to departure, and administration charges will apply. If less than 30 days notice is given, the relevant cancellation charges will apply in addition to the administration charges.

The Company shall not be responsible for any expenses, reimbursement or refund of any tour prices if any passenger is refused entry by any country on the tour for whatever reason, including lack of necessary visas. All proper travel documentation is the sole responsibility of the passenger.

14. SEAT ROTATION

For the convenience of all members of the tour group, passengers are requested to rotate their seating arrangements on the coach during the period of the tour. Please cooperate when called upon to do so by the tour leader / guide.

15. TRAVEL INSURANCE

Adequate travel insurance is highly recommended. Under no circumstances is the Company to be construed as a carrier under contract for safe carriage of any passenger or his / her baggage and belongings. Our staff will be pleased to assist in the enquiries of any travel insurance.

16. EXTENSION OF STAY / DEVIATION

Extension of stay / deviation may be permitted at the end of tour, subject to validity and restrictions of air ticket, seat confirmation and availability of hotel prior to commencement of tour. It is the passenger's responsibility to confirm his / her return flight. When extension of stay / deviation cannot be confirmed 3 weeks prior to the group's departure date, the passenger is deemed to be taking the original tour schedule. In the event that the original arrangement has been changed by the Company during the process, any additional cost will be borne by you.

Extension of stay / deviation will be at the passenger's own expense and transfer to airport will not be provided. The air ticket issued is a special ticket, restricted to a specific airline only. It is non-negotiable, non-transferable, non-endorsable, non-reissuable, non-refundable and non-reroutable. Any alteration in routing or dates by a passenger is solely at his / her own risk. The Company and its associated agents shall not be held responsible for any inconvenience caused and extra expense incurred. No refund will be made for any unused air ticket, accommodation, meals, or sightseeing in part or full.

17. RESPONSIBILITY AND LIABILITY

The Company and its associates act only as an agent for the service providers including without limitation, transportation companies, hotels and other service providers for the tour programmes. Therefore, the Company accepts no liability for any loss or damages caused by the acts, omissions or negligence of any Supplier.

The Company accepts no liability nor responsibility for injuries, damage, accident, loss (including without limitation, direct, indirect, special, incidental or consequential loss, economic loss), delay, theft, quarantine, customs regulation, strike, force majeure, changes in itinerary, deportation or refusal of entry by Immigration Authorities resulting from improper travel documents, possession of unlawful items or irregularities that may be caused to person or property. Any losses and expenses are to be borne by the passenger.

In the event that the Company is found liable by a court of competent jurisdiction on any basis in relation to your booking done through the Company, the Company's maximum liability to you is limited to the cost of the booking in question. For the avoidance of doubt, the cost of booking includes but is not limited to the costs of the tour package, air tickets and hotel reservations.

The Company reserves the right to alter itineraries, travel arrangements, hotel reservations and to specify the language(s) in which the tour guide will conduct the commentary. For Asia, Mandarin may be the main language; provision of bi-lingual guides is subject to availability (depending on the destination) and confirmation.

The Company reserves the right to cancel any tour 14 days prior to date of departure for any reasons, including without limitation insufficient number of participants. Should this happen, the entire payment shall be refunded without further obligations on the part of the Company. The Company may, in its absolute discretion, recommend alternative tours, preferably to the same destination or other destinations. Should the passenger decide not to accept the alternatives, all monies paid shall be refunded in full by the Company without further obligations on the part of the Company.

The Company also reserves the right to decline the customer as a member of the tour without any liability whatsoever towards such person if the Company deems in its sole discretion that such person's act or conduct is detrimental to or incompatible with the interest, harmony and welfare of other passengers and the tour as a whole.

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

The Passenger consents to his/ her photographs taken while on tour being used for brochures advertising or publicity materials by the Company.

18. FORCE MAJEURE

The Company shall be excused from performance of any of its obligations herein for any period and to such extent that it is prevented from performing, in whole or in part as a result of the delay(s) beyond the reasonable control of the Company which shall include, without limitation, acts of nature (including fire, flood, earthquake, storm, hurricane or other natural disaster), war, invasion, act of foreign enemies, hostilities (whether war is declared or not), civil war, rebellion, revolution, insurrection, military or usurped power or confiscation, terrorist activities, nationalisation, government sanction, blockage, embargo, labour dispute, strike, lockout or interruption or failure of electricity or telephone service and any other circumstances.

19. COMPLAINTS / CLAIMS

Any complication / claim must be made in writing within two (2) weeks after the product / service had been supplied or rendered. The Company shall not entertain any complaint / claim not made within the stipulated time period.