



TERMS AND CONDITIONS (T & C)

The Customer is deemed to have read, understood, and accepted the following conditions.

"NAM HO TRAVEL" SHALL BE REFERRED TO AS "THE COMPANY", "US", "WE" IN THE TERMS AND CONDITIONS (T&C) LISTED BELOW

01. RESERVATION, DEPOSIT AND FULL PAYMENT

For Package Tours

Type of Package Tour	Min Deposit Per Person	Final Payment
Asia Group Tour	Below S\$1,000	15 days prior to departure or earlier as advised by us.
	Between S\$1,000 - S\$2,500	
	Above S\$2,500	
Europe, USA & Exotic Tour	Below S\$2,500 / Above S\$2,500	21 days prior to departure or earlier.
Alaska Cruise Tour	-	90 days prior to departure
Free & Easy, 2 to Go, Seat In Coach Package, Air Tickets, Cruises, Ferry, Coach & Attraction Tickets		Full Payment

Payment of the deposit and confirmation of the reservation does not constitute confirmation of the Package Tour. 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\$100 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 must be made within three (03) working days. Non-compliance will result in auto-cancellation for reservations 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 dateline, 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 airline tickets, changes of accommodation or surcharges incurred. If full payment is not received basing on the timeline stated, the Company reserves the right to forfeit the deposit and cancel the reservation. In this instance, the cancellation fee as stated below is payable by the Customer.

02. CANCELLATION BY THE CUSTOMER

Cancellation Charges

For Package Tours

No of days between departure date and receipt of cancellation notice	Cancellation Fee Per Person		
	Asia & China Tours	Other Tours	Alaska Cruise Tour
More than 90 days			100% of deposit
49 - 89 days	100% of deposit		100% of tour fare
36 - 48 days			
22 - 35 days	100% of deposit or 50% of tour fare, whichever is higher		
8 - 21 days	75% of tour fare		
7 days and less	100% of tour fare		

Cancellation Charges for Free & Easy Packages

For Free & Easy Packages, admin fees and / or one (01) 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.

Cancellation Charges for Third Party(ies) Packages

For tours or travel components supplied by third party(ies), eg Agencies Consortium, Insight, Trafalgar, train-rides, cruises, hotel bookings etc., respective suppliers' cancellation terms and conditions shall apply with a handling fee of S\$100 per service per Customer.

Cancellation Charges Due to travel advisory

For cancellations due to major event declared by WHO as epidemic, pandemic, or advisory by MFA against non-essential travel, the Company will wherever possible assist to provide documents for any travel insurance claims.

For package tours, an admin fee of \$200 per person will be levied on top of the suppliers (eg airlines, hotels etc.) charges.

For Free & Easy packages, the cancellation fee will be subject to the T&Cs of the third-party suppliers (eg Insight, Trafalgar etc). An admin fee of S\$200 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.

03. 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 circumstance the arrangements cannot be finalized and the reservation has to be cancelled, the Company endeavor to notify the Customer at least one (01) week before departure.

We reserve the right to cancel any tour(s) prior to departure date for any reason including insufficient number of participants met the minimum size for a group. We may, if it so decides, will recommend alternative tour(s). Should the Customer decide not to accept the alternative(s), a full refund on the amount paid by the Customer will be refunded accordingly by us without further obligation or liabilities on our part and that the Customer shall be deemed to have agreed to release us 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.

04. AMENDMENT MADE BY THE CUSTOMER

Any amendment made after booking (wherever possible), amendment fee charged by supplier plus a handling fee of \$100 per service per Customer applies.

Any change made to the Customer's name, departure date or the tour type, the cancellation charges under Clause 02 will apply.

05. AMENDMENT BY THE COMPANY

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

06. EXTENSION / DEVIATION OF STAY

Any 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 the Customer. It is the Customer's responsibility to hold a confirmed seat for the return flight. When extension / deviation request cannot be confirmed three (03) 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.

Transfers for extensions / deviations of stay will be at the Customer's own expense.

Air ticket issued is restricted to a specified airline and date only. It is not negotiable, endorserable, 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 for any extra expenses incurred. No refund will be made for any unused air ticket, accommodation, meals, or sightseeing, in part or in full.

07. TRAVEL DOCUMENTS, TRAVEL INSURANCE

The Company 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 on 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 (06) months' validity from the date of return point. Relevant visa and vaccination certifications may be required.

For Singapore permanent residents, please bring along your re-entry 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 the Customer 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 is rejected, the Customer must make known to the Company at least 60 days prior to departure, admin charge of S\$200 apply due to cancellation of the tour.

If less than 60 days' notice is given, relevant cancellation charges as stated in Clause 02 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.

Compulsory Travel Insurance

Purchase of travel insurance is compulsory 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, or medical wellbeing. We will be pleased to assist in the enquiries of any travel insurance and related matters.

08. 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



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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 and 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 or tatami style etc as it varies with the destinations.

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.

Seats Rotation

The Customer is requested to rotate seating arrangement on the coach during the period of the tour.

Special Request

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

09. 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

The Customer may refer to the respective itinerary for its inclusions. Tour Fares are subject 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, payable in cash only)

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 (These charges are subject to change without prior notice. Any increase / difference shall be borne by the Customer even after full payment is made), 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, and personal expenses are excluded from the Tour Fare. 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 twin sharing accommodation with two (02) 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 (01) adult.

Mode of Payment

Payment can be made in cash, by cheque, NETS, credit card or internet banking etc. Payment by credit card or charge card may not be applicable for Selected Group Tours, FIT and promotional Free-&-Easy packages. 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 02-04 weeks.

For Credit Card payments, refund will be made through Credit Card Company and the refund process will take about 04-06 weeks.

Refunds involving air tickets and / or 3rd party suppliers may however take between 3 - 6 months to process.

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, #04-61/61A, Singapore 059108.

We will investigate and act to resolve areas of concerns. The interim response is within seven (07) 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

The Company will comply with all relevant obligations under the Personal Data Protection Act 2012 ("PDPA") governing the collection, use, disclosure, and care of the Customer's personal data in accordance with its privacy statement, a copy of which can be found at <http://www.namho.com.sg/data-protection-policy/>. We 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 the Company 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 tours or travel services are made by us through our appointed agents. We accept no liability for mechanical breakdown, injuries, damage, accident,

loss, delay, theft, quarantine, failure by the Customer to possess, obtain or maintain any travel documentation required for the tour such as health certifications, vaccination certifications, visas, valid passports 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 and expenses are the responsibility of the Customer. All proper travel documents (eg health certificates, visas 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, we shall have no liability thereafter to any such person.

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

We 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 reason whatsoever notwithstanding that the goods are purchased in shops of which comprise part of the tour package (including itinerary) or which are specifically recommended by the travel services, their guides, servants, employees or independent contractors, nor the Company or the travel services be liable to the Customer for the purchase monies of the aforesaid goods. We 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. We reserve the right to revise the tour fares and to determine the date of commencement of such revised tour fares.

12. MISCELLANEOUS

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

Customer's Declaration

I have read and agree to abide by the preceding terms and conditions on behalf of all my members.

Signature/Date