



Terms & Conditions

Tour Booking Terms & Conditions

You and your travelling companions are deemed to have read, understood and accepted the following Terms and Conditions. Sojourner shall be referred to as "the Company" in the following:

1. RESERVATION, DEPOSIT & FULL PAYMENT

Tour Type	Deposit
All Land Tours	50% upon confirmation
Flights	100% upon confirmation
Cruises & Third-Party Operators Including Rail	75% upon confirmation Full Payment to be made 90 Days to Voyage
Safaris & Expedition Lodges/Journeys	50% upon confirmation Full Payment to be made 90 Days to arrival
Hotels / Resorts / Retreats / Transfers	50% upon confirmation



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- 1.1 Full payment is required no later than twenty-one (21) days prior to departure. In case of tours in peak season, full payment must be made one month before departure. If full payment is not received by the stipulated deadline, the Company reserves the right to forfeit the deposit and cancel the reservation. In such an event, the cancellation fee as stated in Section 2 is payable by the Customer.
- 1.2 By making deposit and balance payment, it is deemed that you have read, understood and accepted the Tour Booking Terms and Conditions in the booking form.
- 1.3 The Company reserves the right to request for a top-up on initial deposit for immediate issuance of air tickets, to avoid incurring additional surcharges.
- 1.4 Customers must top-up the deposits for ticket issuance as and when the flight tickets are required to be issued by the airlines at the stipulated dateline without prior notice. Failure to do so, the Company has the right to cancel the tour and the deposit will be forfeited.
- 1.5 Any amendment within fourteen (14) days or after flight tickets have been issued, the amendment fee would be the same as the cancellation fee as stipulated in the Terms and Conditions.



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2. CANCELLATION BY THE CUSTOMER

2.1 Cancellation of booking must be made in writing or in person to avoid any misunderstanding.

2.2 The following cancellation fees apply once any group tour package booking is made:

Number of Days to Departure	Cancellation Charges
Upon Confirmation & > 90 Days	25% of Total Tour Fare
> 60 Days – 89 Days	50% of Total Tour Fare
> 30 Days – 59 Days	75% of Total Tour Fare
> 15 Days – 29 Days	85% of Total Tour Fare
Commencement of Trip – 14 Days	100% of Total Tour Fare



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- 2.3 The above cancellation fees apply if the air-tickets are not issued. If the air-tickets are issued, the value of the air-tickets will be added onto the cancellation fees. The Company reserves the right to issue flight tickets without prior notice. If the deposit amount is insufficient to cover the cancellation fee, the Customer must pay for the difference.
- 2.4 'Working days' refer to Mondays to Fridays, excluding public holidays.
- 2.5 For Hotel / Resorts / Retreats / Transfers-only bookings, administrative fees and cancellation charges will be imposed for those travel documents not issued. Upon issuance of travel documents, changes will not be allowed and have no refund value.
- 2.6 For any cancellation of one customer in a twin/double/triple sharing room, the other customer(s) sharing the same room will need to top up an additional supplement charges, unless the customer who cancelled had paid the full tour fare and taxes as the cancellation fee.
3. CANCELLATION BY THE COMPANY
- 3.1 In the event of natural disasters, virus pandemics, serious civil unrests, war etc, the Company reserves the right to cancel the tour to safeguard the interests/personal safety of customers. In doing so and under certain circumstances, full refund may not occur but may be allowed for trip postponement / credit for future travel.
4. REFUND POLICY
- 4.1 No refunds will be made with respect to accommodation, meals, sightseeing tours or any other services included in the tour fare but not utilised by the Customer, either in part or full, or when the Customer amends, cancels or otherwise changes any arrangements after commencement of the tour.
- 4.2 All refunds will be made within fourteen (14) working days in a form of cheque. For credit card payments, refunds will be made through the credit card company.
- 4.3 Air tickets with refund value will only be refunded to Customers within fourteen (14) working days after the respective airlines have refunded to the Company. The standard processing period for air-ticket refunds vary from three (3) to six (6) months (subject to individual airlines). However, Group and Promotional tickets are non-refundable.



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5. AMENDMENT TO BOOKINGS (REQUESTED BY PASSENGERS)

- 5.1 For any changes in departure date or tour type, cancellation fees apply as listed under Section 2 on Cancellation by the Customer.
- 5.2 For every request made regardless of whether any previous amendment was confirmed by airlines, hotel or otherwise, there will be a minimum fee of \$250.00 per person per amendment. This does not include any other fees imposed by the airlines, ground operator or hotel.
- 5.3 A postponement of tour by the Customer for any reason is considered as cancellation. Under such circumstances, the above Cancellation Policies will apply accordingly.
- 5.4 Any changes made by the Customer to the existing booking must be in writing or in person at least fourteen (14) days before the tour, after which strictly NO amendments are allowed, or cancellation fee applies.
- 5.5 Any replacement or change of passengers will be considered as a cancellation and not an amendment. This term is applicable to all cases, including but not restricted to medical and pregnancy cases.
- 5.6 The flight ticket issued is a special ticket, restricted to the specific airline only. It is non-negotiable, non-endorsable, non-reissuable, non-refundable & non-reroutable. Any alteration in routing or dates by the Customer is solely at his/her own risk. The Company and its associated agents will not be held responsible for any inconvenience caused and extra expenses incurred. No refunds will be made for any unused flight ticket, accommodation, meals, or sightseeing in part or full.



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6. TRAVEL DOCUMENTS, TRAVEL INSURANCE & TRAVEL VOUCHERS

6.1 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 scheduled return to Singapore, as well as the necessary visas, vaccinations, health certificates and all necessary travel documents as required by various government authorities of the destinations of travel.

6.2 Visa

The Customer may seek advice from the Company on visa application; however, it is the Customer's own responsibility to obtain a valid visa.

6.2.1 If for any reason, application for visa or exit permit is rejected, the Company reserves the right to charge an administrative fee (excluding visa application fees paid to the respective embassies) and necessary tour/flight tickets/cruise/rail/hotels/transfers elements.

6.2.2 It is the Customer's responsibility to check that multi-entry Visas have the correct entry dates and destinations before travelling. Please be aware that for some itineraries you may travel through a country without making an overnight stop but you will still require a Visa to enter/exit the country.

6.2.3 The Company will not be responsible for any expenses, reimbursement or refund of the tour fare if the Customer is deported or refused entry by immigration authorities on the tour for whatever reasons, including improper travel documents, quarantine, custom regulations, possession of unlawful items or irregularities that may cause harm or damage to person or property.

6.2.4 For non-Singapore passport holders, please request for the Company to check on Visa requirements. The Company renders assistance in Visa application wherever possible. The Company cannot, however, guarantee the approval of Visa applications. This service is subject to (auxiliary) fees. Please check with the Company on the amount.

6.3 Travel Insurance

6.3.1 Arrangement of travel insurance coverage is strongly recommended with respect to unforeseen circumstances such as flight cancellation, trip cancellation, loss of deposit, baggage, personal accident, injury, illness, etc. Under no circumstances shall the Company be construed as a carrier under a contract for safe carriage of the Customer or his / her baggage and other personal belongings.



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6.3.2 The Company shall not be responsible for any loss or damage in relation to flight cancellation, trip cancellation, loss of personal baggage, accidents, injuries and illness.

6.3.3 Should there be any amendment to the date and duration of travel, it is the Customer's responsibility to inform the travel insurance company to amend the date and duration of the insurance coverage.

7 GENERAL MATTERS RELATING TO TOURS

7.1 Accommodation

Accommodation is as specified in the tour itinerary / tour booking form. In the event the specified accommodation is not available, every effort will be made to scout for an alternative in another accommodation of similar standard. Hotel room sizes, facilities and services may vary in different country. Accommodation for adults is based on twin-share, double or triple-share bedroom. Different room type might not be on the same level. Single room occupancy comes with an additional cost.

7.1.1 Room size is generally slightly smaller than what you may be used to. Space is precious commodity in Europe and especially in its busiest cities. Many of the buildings will have been in existence for hundreds of years and were not built with the modern traveller in mind. The upside is that they are usually in excellent locations and have a fascinating story to tell.

7.1.2 Bed sizes may also differ. In Europe, King and Queen-sized beds are very rare. Here, double beds are the norm and you may often find that a double room consists of two twin beds pushed together instead of a full bed, made up with one set of linen. You may also find that twin beds will be placed very close together.

7.1.3 A triple room is the same size as a twin-share room. The third bed is always a roll-away bed or sofa bed added into the room. As a result, you may feel that the room is very cramped and small.

7.1.4 Europeans are very socially and environmentally conscious, especially about air-conditioning in Europe. During autumn and winter seasons, the central air-conditioning will be switched off in the hotel rooms. So, do not expect that the air-conditioning will be switched on in the room. You may open the windows to let cold air in, where possible.

7.2 Special Request

If there are any requests regarding special meals, dietary requirements, adjoining rooms, flight seating arrangement and so on, please inform the Company upon booking. However, such requests are strictly subject to confirmation and availability by the airlines/hotels.



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9.3 Baggage

The Customer is usually allowed check-in baggage not exceeding twenty (20) kilograms. Only one piece of hand-luggage not exceeding seven (7) kilograms is allowed on board the aircraft. Excess baggage charges must be borne by the Customer and are subject to individual airlines' company policy.

9.3.1 Depending on airlines and classes of flight tickets booked, check-in baggage allowance are offered differently.

9.3.2 On most safari trips to Africa, India and or expedition journeys that requires the use and necessary commute by light aircrafts, seaplanes or helicopters, normal and rigid suitcases are not allowed and are also limited to no more than 12kg allowance onboard per traveller.

9.4 Meals

9.4.1 Meals, including meals served on flights, are as indicated in the tour itinerary / tour booking form. In the event where in-flight meals are not served due to whatever reasons, there shall be no refund or replacement.

9.4.2 You and your travelling companions will generally dine together at a designated time. Table will often vary in size and free seating enables you to dine with family members or new travelling companions each evening. Breakfast is included daily usually and will reflect the local regions tastes and culture. Very occasionally, an early departure may result in a light breakfast box for you to take away if applicable. Lunches are sometimes included but are usually an opportunity for the guest to enjoy some free time to visit a local café, bar or restaurant and eat where the locals do. Your tour guide will be able to provide you with a range of options to suit all tastes and preferences.

9.4.3 Table reservations for high-end restaurants, Michelin-starred establishments will require a credit card reservation where an amount will be held, but not charged. In the event of cancellation subjected to number of days prior arrival, no-show, the credit card will be charged in full and no refund will be made.



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10. PRICING POLICIES

10.1 Tour Fare Includes

Tour Itinerary, accommodations, flight tickets (international and or domestic/regional), sightseeing admissions, meals as stated in the program unless stated not inclusive or on self-arrangements

10.2 Tour Fare Excludes

Airport taxes, airport security taxes, airline insurance surcharges, fuel taxes, visa fees, travel insurance, customs user fees as specified by the airlines and airport authorities; local transfer not stated in the itinerary (e.g. self-arrangements, deviation), laundry, excess baggage charges, beverages, room services, gratuities to drivers, local guides and tips to hotel porters (if any); and personal expenses. Please refer to the Company for visa fees, gratuities to drivers and local guides, and tips to hotel porters.

10.4 Child Fare

Child fare is applicable to children below twelve (12) years old on the scheduled date of departure & departure date. The child fare is based on a twin-sharing accommodation with two adults and no additional bed will be provided. Additional fees will be imposed where an extra bed is required for the child or where the child occupies a room with only one adult.

10.5 Mode of Payment

Payment may be made in Bank Transfer, Credit Cards and Cheques. Cheques will only be accepted if presented to the Company at least thirty-one (31) working days before scheduled tour departure. Credit card payment will incur additional dependent on the card issuer. Overseas Bank transfer may incur additional surcharge and to be borne by the Customer.

11. RESPONSIBILITY

11.1 The Company acts as an agent for the carriers, transportation companies, hotels and other principals of the tours. The Company accepts no responsibility for any injuries, losses, damages, accidents, flight cancellations, delays, theft, quarantine, customs regulations, strikes, weather hazards, political unrest, 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 damage to person or property. Any losses and/or expenses incurred are the responsibility of the passenger. Ensuring all proper travel documentation is in place is the sole responsibility of the Customer.

12 Tour Language

All tours designed and arranged by the Company are exclusively in English. Any other language request are on request basis and may not be available.

13. MISCELLANEOUS

The Company reserves the right to change, amend, insert or delete any Tour Booking Terms and Conditions contained within this document, as the case may be, without prior notice. The Tour Booking Terms and Conditions complement those Terms and Conditions contained in the relevant documents provided by third (3rd) party service providers such as airlines or cruise tickets, hotel check-ins etc.