

## Custom Travel Arrangements – Payment and Cancellation Policy

### Payments

1. The minimum charge for custom travel arrangements for any single trip is S\$3500, regardless of the provisions included.
2. For more elaborate travel arrangements, a formal proposal and quotation is issued for the client's consideration, which shall include all the provision quoted such as accommodations, visits to sights, transport and guide services, and any other arrangements.
3. Upon agreement of the trip proposal and quotation, the client shall pay a Deposit to confirm the services of **Ergo: Travel Pte. Ltd.**
4. The Deposit shall be a rounded amount corresponding approximately to 25-35% of the quoted sum, subject to a minimum of S\$2500, which must be received at least 4 weeks (28 days) prior to the date of commencement of the quoted travel arrangements. A supplement shall be added for confirmations with payments received less than the aforementioned lead time prior to commencement of quoted travel arrangements, based on the following:
  - a. 21-27 days Additional 10% of total final costs
  - b. 14-20 days Additional 20% of total final costs
  - c. 10-13 days Payment in full, plus additional 35% of total costs, no changes allowed
  - d. 7-9 days Payment in full, plus additional 50% of total costs, no changes allowed
5. We cannot accept any confirmation with deposits received less than 7 days prior to commencement of the quoted travel arrangements. Any payment of deposit received 7 days or less prior to commencement of quoted arrangements will be returned after deducting an administrative charge of \$50.
6. Upon receipt of the Deposit, **Ergo: Travel Pte. Ltd.** shall proceed with the following based on prior discussion with the client:
  - a. Reservation of accommodations for each location of stay;
  - b. A listing of train schedules for trains where appropriate for selection;
  - c. Discussion of organised activities;
  - d. All reservations and bookings as required.
  - e. Preparation of all documents, including vouchers, detailed programme, tickets, listings, vouchers and practical information, and other items as appropriate.
7. All documentation for the trip shall be provided upon receipt of the Final Payment. This payment must be received no later than 7 days prior to departure.
8. Payments by cheque, payable in Singapore Dollars (SGD), are to be written in favour of **Ergo: Travel Pte.Ltd.**
9. Payments by bank transfer must include all bank charges incurred.

### Final Travel Arrangements and Cost Implications

1. While **Ergo: Travel Pte. Ltd.** is committed to the quotation upon which the confirmation is based, the client is not bound to the provisions of the trip proposal, as it is to be taken only as a reference of the costs involved.
2. Minor modifications to the trip programme during the planning process can be accommodated, such as changes to individual destinations, schedule, trip extension, activities and escorted tours, and any changes in costs to the original quotation shall be adjusted accordingly during the process of planning and arrangement, and shall be reflected in the Final Payment.
3. Minor modifications to the programme even after confirmation of bookings may be made. However, the client shall bear any cost if such changes involve services already paid for or penalties imposed by third parties (such as non refundable prepaid hotel bookings, scheduled escorted tours, scheduled transport arrangements, etc),

## *Custom Travel Arrangements — Payment and Cancellation Policy (cont'd)*

### **Cancellations and Refunds**

1. Notice of cancellation by the client(s) must be made in writing, either by post, via e-mail or mobile phone text messaging.
2. There shall be no refund of the Deposit.
3. For cancellations by clients after full payment is made but not less than 7 days before departure, a refund of the Final Payment shall be given subject to the retention of an administrative fee of \$500 plus penalties charged by third parties, if any.
4. There shall be no refund given for cancellations made less than 7 days prior to departure.
5. In the event of any cancellation made by a service provider (hotels, tour operators, transport providers, etc) due to overbooking or reasons beyond our control, an alternative arrangement shall be provided subject to the client's agreement. Should the alternative arrangement accepted be of a lower cost, the difference in cost shall be refunded. In the event that no alternative is available, or if the client chooses to not to accept any alternative, a full refund of the cost of the respective service shall given.
6. In cases where trips are cancelled due to causes beyond the control of **Ergo: Travel Pte. Ltd.** (such as war, political instability, disease and acts of God), a refund shall be provided subject to the retention of an administrative fee of \$500 per person plus any other expenses incurred arising from third parties.
7. All refunds shall be effected within 6 months after the conclusion of the trip.
8. All clients are strongly advised to obtain travel insurance in order to cover losses incurred as a result of cancellations arising from causes beyond their control.