

Group Tours — Payment and Cancellation Policy

Payments

1. A Deposit of \$1000 per person is required at the time of booking for reserving a place on a group tour.
2. Final payment is usually requested 2 months prior to the departure date, and payment shall be made as soon as possible upon receipt of the invoice for this.
3. Subject to availability, payment in full is required for reservations made less than 45 days prior to departure in order to confirm a place in the tour.
4. Payments shall be in cash, or by bank transfer, credit card or cheque written in favour of **Ergo: Travel Pte.Ltd.**
5. Payments made via Telegraphic Transfer originating from outside of Singapore are to be in Singapore Dollars (SGD). In such cases, please note that all bank charges are to be borne by the payer.

Alternative arrangements requested by Tour Participants

1. Extensions of trip before or after the tour period is possible, provided that requests are made at least 14 days prior to departure to allow adequate time for proper arrangements to be made.
2. Partial participation in tours (eg. joining late, leaving early, etc.) can be accommodated with a corresponding reduction in the tour price, on the condition that such requests be made at the time of booking. The final tour price shall be determined upon processing of the individual request. Requests for partial participation made after booking shall be subject to an administrative fee of S\$100.

Cancellations by Tour Participants

1. Notice of cancellation must be made in writing, either by post or via e-mail.
2. There shall be no refund of the Deposit as a result of cancellation by tour participants.
3. Refunds of the remaining amount paid for cancellations made by tour participants shall be given subject to the retention of an administrative fee depending on the time of receipt of notice as described in the following table:

Number of days prior to departure	Fees charged for cancellation
45 days or more	S\$100
30 – 44 days	S\$500
15 – 29 days	40% of tour price
8 – 14 days	80% of tour price

4. There shall be no refund given for cancellations made 7 days or less prior to departure.
5. All refunds shall be effected within 2 months after the conclusion of the tour.
6. All participants are urged to obtain travel insurance in order to cover losses incurred as a result of any cancellation arising from causes beyond their control.

Cancellations by Ergo: Travel Pte. Ltd.

1. Tour participants shall be informed at least 1 month prior to the departure date should the tour be cancelled due to insufficient number of persons in the tour group.
2. In such cases, all customers shall be offered a choice of alternative tours for their consideration.
3. In the event that the proposed alternative arrangements be unacceptable to the customer, then all monies paid shall be refunded in full.
4. In cases where tours are cancelled due to causes beyond the control of Ergo: Travel Pte. Ltd. (such as war, political instability, disease and acts of God, etc), a full refund shall be provided within 6 months after the final date stated of the original tour, subject to the retention of an administrative fee of \$250 plus any other expenses incurred arising from third parties. Participants are again reminded to obtain travel insurance in order to cover the remaining amount in such circumstances.