

VISITASIA CO., LTD

TRAVEL NETWORK (License Nr.: 11/04011 - ATTA 03075)

THAILAND * BALI * CAMBODIA * LAOS * MYANMAR * NEPAL * PHILIPPINES * TIBET * VIETNAM

299/55 Areeya Mandarina, Sutthisanvinichai Road / Huay Kwang District, Bangkok 10310 - THAILAND

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General Terms and conditions

Reservations

All services can be booked through our head office in Bangkok or at our offices in Bali, Bhutan, Cambodia, Laos, Myanmar, Nepal, Sri Lanka, The Philippines, Tibet or Vietnam. Bookings through our website are also possible and succumb to all terms and conditions as bookings through an office or licensed (international) agent.

Confirmations

All reservation requests will be confirmed within 24 hours (Bangkok time). In case that an immediate confirmation is not possible, reservation status will be advised by facsimile or e-mail within 48 hours.

In high and peak season Hotels in various countries such as Thailand/Bali/Cambodia/China/Indonesia/Laos/Myanmar/ Bhutan/ Nepal/Philippines/Tibet and Vietnam keep the right to change even already confirmed Hotels or Resorts until day of arrival. Customer must be informed 2 weeks ahead of tour start or latest upon arrival at the booked and confirmed Hotel. A change of a Hotel must be done to same/equal Hotel category or higher without any surcharge for the customer.

Guides

All services will be provided with qualified German- or English-speaking guides. Other foreign language guides can be arranged on request with no additional charge for groups up from 30 Pax (for smaller groups and private services on request and with surcharge only).

Baggage insurance

Neither VISITASIA nor its suppliers shall be held responsible for lost or damaged baggage. We recommend baggage insurance.

Liability

- VISITASIA act as an intermediary between transportation and airline companies, hotels, tourist offices and all other contractors providing the services and as such VISITASIA is not liable for any loss, injury or damage sustained.
- Additional expenses incurred due to delays, accidents, nature disaster, political action and unrest must be borne by passengers. Hotel Rates, Programs and tour prices are based on the updated situation.
- VISITASIA shall have the right to change the itinerary to a reasonable extent due to and depending on unforeseen reasons.
- All quotations are subject to change without prior notice unless your reservations are confirmed in writing by VISITASIA.

No Liability

- In the event of mishandling, misinformation or overbooking by supplier, or any other dissatisfaction or complaint aforesaid, the traveler should take up the matters directly with the supplier who is under an obligation to deal with such matters in accordance with VISITASIA policies.

Deposits

- As we often have to pay deposits in order to secure hotel reservations, a relevant charge will be immediately invoiced to you (for Groups as well as FIT). After confirmation a deposit of 20% of expected full amount has to be paid to us.
- The full payment has to be settled after invoiced to you (generally latest 30 days before tour start).

Payments

- Full payment must be settled through our Bangkok office prior to client's arrival or any option date given in our reply facsimile or e-mail at the time of booking, unless credit facility and/or specific terms and agreement has been made in advance, otherwise all reservations will be cancelled automatically.
- Payment can be done by Bank Draft or Swift transfer pay-in to our Bank A/C.

ACCOUNT NAME: VisitAsia Travel Network CO., LTD

ACCOUNT NUMBER: 0129-5-37121-3

BANK : SIAM COMERCIAL BANK

BRANCH: LADPRAO BANGKOK, THAILAND

SWIFT: BKKBTHBK

ALL RATES ARE NETT, BASED ON THAI BAHT or USD AND SUBJECT TO CHANGE WITHOUT PRIOR NOTICE.

Original Bank draft to be faxed after money transaction at least 7 days prior to client's arrival to our head office:

FAX NUMBER: ++662-274-7109

Remarks:

- All Bank service charges and any kind of transfer fees will be borne by the payee only.
- Payment by credit card, adds an additional 5 % surcharge (bank charge) on to our quoted price.
- Company check or personal checks are not acceptable.

Cancellation Policy:

For Group & F.I.T. Traveler:

- Penalty will be imposed upon cancellation. Penalty will also be imposed on shrinkage of the size of group (up from 10%), unless a minimum of 60 days advance written notice prior to arrival is given to VISITASIA for the shrinkage of group size.
- Cancellation fees will be levied according to the time a written cancellation is made:
- Cancellation up to 60 days before tour start: 10% Cancellation fee
- Cancellation from day 59 until day 31 before tour start: 25% Cancellation fee
- Cancellation from day 30 until day 21 before tour start: 50% Cancellation fee
- Cancellation from day 20 until day 15 before tour start: 75% Cancellation fee
- Cancellation from day 14 until day 04 before tour start: 90% Cancellation fee
- Cancellation from day 03 until day of tour start and no show: 100% Cancellation fee
- **IMPORTANT NOTICES:**
- 100% Cancellation fee until tour start will be charged to any customer (F.I.T or Group Traveler) or agent if flight tickets are already issued, Hotel reservations confirmed, any other requested services already confirmed and paid partly or in full by VISITASIA to all local agents, service providers and handling partners.
- No refund or reduction will be made to any member of GROUP / F.I.T. who breaks the journey from the itinerary or any part of itinerary.
- Special cancellation policy will apply during high and peak season in Thailand/Bali/Cambodia/China/Indonesia/Laos/Myanmar/Bhutan/Nepal/Philippines/Tibet and Vietnam (Loy Krathong Festival, International New Year period, Chinese New Year, Asian New Year period). Customer/agent will be informed by written notice in advance.

Refunds for Group & Individual Traveler

Refund is made by VISITASIA under following circumstances:

- The product or service fully paid for is not available and our suggested alternative is not acceptable for you.
- You cancel your booking within the time period stipulated in our travel voucher where refunds are available (Cancellation period).

Refund shall be made:

- In case where a product or service fully paid for is not available and our suggested alternative (where applicable) is not acceptable to you in full in such manner as VISITASIA may determine at its discretion.

Travel Requirement

It is your sole responsibility to obtain a visa where required.

Please ensure you have a valid passport for the duration of your trip. If you require any further information on passport or visa requirements please refer to our office or contact our customer service department.

Non-Availability

- All products and services offered are subject to availability and acceptance, at the discretion of such product or service.
- In the event a product or service booked by you is not available, visitasian.com shall use its reasonable endeavors to suggest an alternative product or service of similar pricing and quality.
- Where the product or service is either not available or our suggested alternative (where applicable) is not acceptable to you but is fully paid, we shall make a refund in accordance with our refund policy.
- If you fail to accept our suggested alternative product or service by the specified deadline, we reserve our right to cancel our tentative booking of the same.

Voucher

It is your responsibility to ensure that the details on your travel voucher are in order. You are liable for any additional charge arising from correction of any inaccuracies in the voucher.

Currency

You may make payment in any one of the currencies you like. Exchange rates equivalent to Thai Baht or USD are based on date of payment. The applicable exchange rates of the supported currencies shall be determined with our discretion from time to time.