

TOUR BOOKING TERMS AND CONDITIONS

From Incredible Odyssey Pte Ltd. TA 2478 from 1st of Oct, 2025 onwards

You and your traveling companions are deemed to have read, understood and accepted the following terms and conditions. Incredible Odyssey Pte Ltd shall be referred to as “the Company” in the following.

1. RESERVATION, DEPOSIT & FULL PAYMENT

A deposit is required upon reservation. If your minimum deposit is less than the required amount, please top up the difference within the next two days.

Tour Type	Deposit required per person
All Land Group Tour Packages	S\$500
Special departure Group Tour Packages	S\$1000
Free & Easy Packages	50% - 80% of total tour fare

Payment of deposit does not constitute confirmation of the tour. All group tours are subjected to a minimum group size (as determined by the Company) in order for the confirmation to be effected and for the departure to be finalized.

Full payment is required no later than twenty one 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 below is payable by the Customer.

2. CANCELLATION BY THE CUSTOMER

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

The following cancellation charges applied once any group tour package booking is made in general and specifically mentioned in some of the tours in our invoice based on tour cost and terms and conditions of the tour:

No. of days between departure and receipt of cancellation notice	Cancellation fee per person	
	All tours except those in peak season	Tours in peak season
45 workings days or more	S\$ 500 Per Pax	S\$ 750 Per Pax
31-44 working days	25% of tour cost	25% of tour cost
15-30 working days	50% of the tour cost	50% of the tour Cost
8-14 working days	90% of tour fare	75% of tour fare
7 working days and less	Full tour fare	Full tour fare

For tour products or individual components supplied by third parties, e.g. air ticket, hotel bookings, Cruises etc, cancellation fees under the terms and conditions of the respective third parties shall apply plus a minimum handling charge of S\$ 50 per service per person.

3. CANCELLATION BY THE COMPANY

The Company acts as an agent for service suppliers. After deposit or full payment has been made, all arrangements are still subject to final confirmation by service suppliers. If due to some unforeseen circumstances the arrangement cannot be finalized and the reservation has to be cancelled, the Company will endeavour to notify the Customer at least one week before departure. At times due to low subscription for a group tour, the Company may choose to cancel the entire tour fourteen days prior to departure.

The Company may recommend alternative tours either to the same destination or other tours, based on the tour fare of that cancellation period. Should the customer decide not to accept the alternatives, a full refund on the amount paid by the customer will be made accordingly by the Company without further obligation. The Customer shall receive the refund within four to six weeks upon the Company notifying the Customer of the cancellation.

The Company shall also not be held liable for any contingent costs incurred by the Customer arising from the cancellation.

4. AMENDMENT TO OR CANCELLATION OF PACKAGE TOUR DUE TO PANDEMICS or WAR

If amendment or cancellation is due to the reasons beyond our control due to any reasons whatsoever, guest or their suitable travel insurance shall be fully liable for all losses, costs, damages, expenses (including due to any delay), inconvenience, personal injury, or additional payments you and/or any member of your travel group sustains as a result of any and all of the following are to be paid by guest and company will not be help liable for any of such costs:

- 4.1 The prevailing travel restrictions imposed by the Singapore government or the governments of the countries on airlines or on land tour due to any reasons whatsoever, you are visiting under the Package from time to time; and/or
- 4.2 You and/or any member of your travel group's contracting of a communicable disease which, as a result of or in connection with the travel restrictions referred to would prevent you and/or such member of your travel group from partaking in any component of the Package Tour in any way, including but not limited to flights between countries (including Singapore).
- 4.3 Amendment due to any war, terrorist acts and flight restrictions and missed connected due to any reasons whatsoever beyond our control.
- 4.4 Amendment cost paid due to road closure, heavy snowfall or any natural calamity along the route due to any reasons whatsoever.
- 4.5 Amendment or new flight cost and all related cost due to not performing your online check in on your international and domestic flights. Online check in is sole responsibility of guest unless and until we specifically informed that we will be assisting in online check in.

4.1 & 4.2 shall not apply if the losses, costs, damages, expenses (including due to any delay), inconvenience, personal injury, or additional payments referred to in the said Clause are deemed, in our sole and absolute discretion, to have been caused by our gross negligence.

We shall be assisting guest by issuing relevant letter to assist them in claiming all losses from their travel insurance. In case guest bought travel insurance which do not cover any of these losses due to any reasons whatsoever, we shall not be held liable for any such losses and guest have to bear these losses on their own.

5. REFUND POLICY

No refund will be made with respect to accommodation, meals, sightseeing tours or any other services included in the tour fare but not utilized by the Customer, either in part or full, or when the Customer amends, cancels or otherwise changes any arrangements after commencement of the tour.

All refund will be made within four to six weeks in a form of bank transfer. For credit card payment, refund will be made through the credit card company.

Air tickets with refund value will only be refunded to customers four to six weeks after the respective airlines have refunded to the Company. The standard processing period for air tickets refund varies from three to six months (subject to individual airlines).

During peak period, the refund process may be longer due to increase in transactions.

6. AMENDMENT TO BOOKINGS (REQUESTED BY PASSENGERS)

For any changes in departure date or tour type, cancellation charges apply as listed under section on "Cancellation by the Customer".

For every request made regardless of whether any previous amendments was confirmed by airlines, hotel or otherwise, there will be a minimum fee of S\$100 per person per amendment. This does not include any other charges imposed by the airlines, ground operator or hotel.

Any change made by the Customer to the existing booking must be in writing at least thirty days before the tour, after which strictly NO amendments allowed, or cancellation charge applies.

7. AMENDMENT TO TOUR ITINERARY BY COMPANY

The Company makes reasonable effort to avoid changes in the itinerary. However, the Company reserves the right to make minor changes at any time due to unforeseen circumstances, especially during peak periods or in the event of other circumstances beyond our control.

8. EXTENSION OF STAY / DEVIATION

Extension of stay may be permitted at the end of tour, subject to the restriction of the air ticket, seat availability and hotel confirmation prior to the commencement of the tour. All requests must be made before issuance of air tickets. If the extension of stay / deviation is unable to be confirmed before the flight tickets are issued if flight tickets are included in cost. If case guest bought their own tickets then the extension / deviation must be informed three weeks prior to the group's departure date. Deviation need to be confirmed in writing from the company. In the event that the original schedule has been changed by the Company, any extra cost will be borne by the Customer. Extension of stay / deviation will be at passenger's own expenses and transfer to the airport will not be provided.

It is the Customer's responsibility to hold firm confirmation of their return flight and to re-confirm their flight 72 hours prior to their return date if airline require the same. Guest need to check in flight in time to avoid any de-boarding due to all seats being checked in and there is no seat available during your check in at the Airline Counter.

If company issued the flight ticket, then these air tickets are special ticket, restricted to specific airline only. Tickets are non-negotiable, non- endorsable, non-re-issuable, 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 air ticket, accommodation, meals, or sightseeing in part or full.

9. TRAVEL DOCUMENTS, TRAVEL INSURANCE & TRAVEL VOUCHERS

Passport and other Travel Documents

It is Customer's sole responsibility to ensure that he / she has a valid passport with minimum 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.

Data Protection

We are committed to protecting your personal data in accordance with applicable laws in Singapore, including the Personal Data Protection Act 2012.

By using our services, you agree that we may collect, use, disclose, and process your personal data for the following purposes:

- To provide and improve our products and services
- To respond to your enquiries and communicate with you
- To process transactions and manage your account
- To comply with legal and regulatory requirements

We will only collect personal data that is necessary for these purposes and will take reasonable steps to ensure that your data is accurate and complete.

We may disclose your personal data to third parties, such as service providers or business partners, where necessary to fulfill the purposes listed above. All such third parties are required to protect your data and use it only for the intended purposes.

We will take reasonable security measures to protect your personal data from unauthorized access, use, or disclosure. However, no method of transmission over the internet or storage is completely secure.

You have the right to request access to and correction of your personal data held by us, subject to applicable laws. You may also withdraw your consent to our use of your personal data at any time by contacting us.

If you have any questions about how we handle your personal data, please contact us at tours@incredibleodyssey.com

10. Visa

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

If for any reason, application for visa or exit permit is rejected, full refund less S\$100 administrative fee (excluding visa application fees paid to the respective embassies) will be made if the result of the rejection is submitted to the Company at least 35 days prior to departure. If less than 35 days' notice is given, relevant cancellation fee as stated under section "Cancellation by the Customer" will be applied.

In consideration for the interests of other passengers in the same group, the Company strongly discourage ALL passengers from applying Visa upon Arrival at destiny country. The Company takes no responsibility being

unable to wait for the passengers who apply Visa upon Arrival at the Custom.

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.

11. Travel Insurance

We suggest every guest to buy travel insurance as stipulated by STB to guide every guest who book flights or tours with us. All travelers are strongly encouraged to obtain a comprehensive travel insurance policy to protect against unforeseen circumstances, such as baggage loss, flight delays, travel agent insolvency, medical emergencies, or changes in government or legislative policies or regulations, such as compulsory quarantines due to or in connection with diseases, pandemics or any travel restrictions imposed by Singapore or any foreign Government which might halt your travel plan due to any reasons whatsoever. For avoidance of doubt, we shall not be responsible for any such matters which include any force measure.

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

The Company shall not be responsible for any loss or damage in relation to trip cancellation, loss of personal baggage, accidents, injuries and illness. Suggest you to buy Travel Insurance which also cover some of the pre trip cancellation including travel agency insolvency.

Buying insurance with trip booking is always advisable to safeguard your pre trip financial interest like cancellation based on health, pre trip hospitalizations, demise of close relative etc. Trip cancellation for flight tickets are charged based on airline flight cancellation charges and processing charges of S\$ 50 is charged for such refund processing of your flight tickets.

Should there be any amendment to the date and duration of travel, it is Customer's responsibility to inform the travel insurance company to amend the date and duration of the insurance coverage. The Company will be pleased to assist in the enquiries of any travel insurance and related matters.

Suggesting you to buy suitable travel insurance is just advice and not mandatory condition. In case you have not bought travel insurance you are not liable to claim any of the losses you may incur due to not buying suitable travel insurance or decided not to buy travel insurance even after we inform you here in these terms and conditions as well as by other communication means.

12. Travel Vouchers

The company issues travel vouchers from time to time as part of its promotional activities. The terms and conditions for the redemption of travel vouchers are clearly spelt out in the appropriate documents and shall be binding on the Customer.

13. GENERAL MATTERS RELATING TO TOURS

Accommodation

Accommodation is as specified in the tour brochure / 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. Accommodation for adults is based on twin- share, double or triple-share bedrooms. Please note that the third bed usually will be a "roll-away" bed. Single room occupancy is at additional cost.

Bed configurations (Double Bed / Twin Bed) in hotels is subject to availability at the time of check in even after we have confirmed the bed configuration. All hotels keep the right to change the bed configuration due to operational reasons.

14. Baggage

The Customer is allowed check-in baggage based on the baggage shown on your flight tickets and some tickets can be issued only flight ticket without any baggage and same is informed at the time of booking. Generally check in baggage can be 15 kg to 30 kg depending on airlines. By most airlines only one piece of hand luggage not exceeding 7 kilograms is allowed on board the aircraft. Excess baggage must be paid directly by the Customer to the airlines.

15. Meals on flights

Meals, including meals on board flights, are as indicated in the tour brochure / itinerary / tour booking form. If meals on board are not served due to whatever reasons, there shall be no refund or replacement.

Some budget carrier flights are booked without meals and same is informed during booking. If the meals are not included guest can buy the meals on board flight on direct payment.

16. Seats on flights

Seats on flights are generally charged extra. Guest can request and pay us to book their seats if we are booking their flight in advance or they can select free seats or purchase their seat during online check in based on their preference. We strongly recommend every guest to buy seats in advance to avoid any inconvenience during check in and disappointment due to overbooking by airline and then deny boarding with full refund of ticket. In such events the cancellation policy as stated in our terms and conditions will apply.

17. Seat Rotation during land tours

For the convenience of all members of the group, passengers may be requested to rotate their seating arrangements on the coach during the period of the tour. Please cooperate when requested upon to do so by the tour manager / tour leader / guide.

18. 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. We shall not be held responsible for any special request not met by the airlines or service providers.

During our escorted tours, your tour escort will go extra mile to assist you to meet your special requirements. In case he fails due to any reasons, we shall not be held responsible for these shortcomings as sometimes all these changes are not possible due to multiple reasons.

19. RESPONSIBILITY

The Company acts as agent for the carriers, transportation companies, hotels and other principals of the tour packages. The Company accepts no responsibility for any injuries, losses, damages, accidents, 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 be caused to person or property. Any losses and/or expenses incurred are the responsibility of the passenger. All proper travel documentation is the sole responsibility of the Customer.

The failure of the Customer to follow reasonable instructions including but not limited to check-in and check-out places or times or other cause and the losses and/or expenses resulting therefore shall be borne by the Customer.

20. The Company reserves the right to:

Alter tour itineraries, travel arrangements, accommodation due to unforeseen changes.

Cancel any reservations prior to departure for reasons including but not limited to the insufficient number of participants. The Company will recommend alternative tours, preferably to the same destination or to other destination. Should the Customer decided not to accept the alternatives, the deposit or tour fare to be refunded without further obligation on the part of the Company, upon Customer's surrender to the Company of all documents issued by the Company for the purpose of the tour package.

Require any individual to withdraw from the tour if it is deemed that his/her behaviour is detrimental to or incompatible with the health, safety, interests, harmony and welfare of the other tour participants and the tour group as a whole. Under such circumstances, the Company shall be under no liability thereafter to any such person.

To specify the language in which the tour guide will conduct commentary in.

No tour guides, tour managers, tour leaders or other employees or agents of the Company are authorized to commit the Company to any liability and the Company shall not be bound by any statement or representation unless it is in writing and signed by a Management Executive of the Company.

The Company reserves the right to take photographs and films of the passenger while on tour with the Company, to be used for brochures advertising or publicity material without obtaining any further consent from the passenger.

All tour fares for the respective tour packages are correct at the time of reservation. The Company reserves the right to revise the tour fares and to determine the date of commencement of such revised tour fares.

21. Force Majeure Clause

Neither the Travel Agent nor the Client shall be liable for failure or delay in the performance of their obligations under this agreement if such failure or delay is caused by events beyond their reasonable control ("Force Majeure Event").

Force Majeure Events include, but are not limited to: acts of God, natural disasters (such as earthquakes, floods, hurricanes), pandemics, epidemics, government restrictions, travel bans, war, terrorism, civil unrest, strikes, airline cancellations, or failure of transportation systems.

In the event of a Force Majeure Event:

- The affected party shall promptly notify the other party in writing, stating the nature and expected duration of the event.
- All affected obligations shall be suspended for the duration of the Force Majeure Event.
- The Travel Agent shall make reasonable efforts to assist the Client in rescheduling, rebooking, or obtaining refunds, subject to the terms and conditions of third-party service providers (such as airlines, hotels, and tour operators).
- The Travel Agent shall not be held responsible for any losses, additional costs, or damages incurred due to the Force Majeure Event, including but not limited to cancellation fees or changes imposed by third-party providers.

If the Force Majeure Event continues for more than [30/60] days, either party may terminate the agreement without penalty, except for services already rendered.

22. TREKKING & CAMPING HOLIDAYS COMPLETED EARLY

Sometimes the camping treks are abandoned due to any reasons whatsoever or climbing trips are concluded earlier than planned. No refunds will be provided for any unused portion of the trek or peak climbing. However, guests will be required to bear any additional costs incurred for extra night arrangements along the route at any suitable arrangement available along the route.

23. COMPLAINT & CLAIM

Any complaint / claim have to be made in writing within 7 days from the date of return. No responsibility is accepted in respect of any complaints / claims, which are made after 7 days of return.

24. MISCELLANEOUS

The Company reserves the right to change, amend, insert or delete any Tour Booking Terms and Conditions containing in 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 party service providers such as airline or cruise tickets, hotel check-ins etc.

From: Incredible Odyssey Pte Ltd TA 02478
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Contact:

