

## **Tour Terms & Conditions (2021-12-08)**

### **I. Application Procedures & Payment Methods**

1. Tourist shall show effective travel document and proof of identity. The effective period of travel document shall be over 6 months before the return date. Tourist shall be solely responsible in case of the loss from unsuccessful departures due to ineffective documents.
2. Deposit Amount:  
Deposit of each individual route is different, depending on the amount announced in application.
3. Remaining balance shall be paid within 45 days before departure date. Deposit paid shall be ineffective and non-refundable in case of late submission of remaining balance. Deposit shall not be transferred to others or the use in other tours.
4. Cheque shall be issued by banks in Hong Kong, and shall be crossed and made payable to "Panda Safari" or "熊貓行". It shall be fully paid before 45 bank working days.
5. Due to cost increase by the fluctuation of foreign currency, increase in oil price, tax adjustment or other unpredictable conditions, the Company shall keep the right of adjusting fee before departure. Final announcement from airline companies or related organizations will be considered as final fee of fuel surcharge or tax.

### **II. Tour Fee**

#### **Including:**

1. Air tickets – Return group or individual air tickets of economic class (Not applicable for organizations providing classes other than economic class).
2. Hotel – hotel listed in the itinerary or in similar ranking, and two people sharing a room for the principle. In the case that enrollment is singular and sharing a double room with other group members is not allowed, the Company is entitled to receive single surcharge.
3. Transport - as listed in itinerary.
4. Meals - as listed in itinerary.
5. Tour program - as listed in the itinerary.
6. One checked baggage per person (weight of not more than 20 kg) and one carry-on baggage (volume not exceeding 9X14X22 inches). Restrictions are subject to change with the airline regulations.
7. Stamp duty of Hong Kong Travel Industry Council (TIC) to ensure guarantee to tourists from "Travel Industry Compensation Fund".

#### **Not included:**

1. Apply for travel permits, visas and immunization document fees.
2. Personal travel insurance (TIC suggests tourists should buy travel comprehensive insurance before departure. The Company can assist tourist to apply if necessary).
3. Airport tax, custom tax, fuel surcharge, airline insurance tax and overweight baggage fees.
4. Sightseeing programs and self-financed projects which are not within the itinerary.
5. All costs of a private nature, such as laundry, telephone, electronic communication, soft drinks, alcohol, medical services, hotel waiter's service fees, etc.

6. Hotel and the airport transfer caused by extension of stay, surcharges of stay after completion of tour, single room surcharge, cost of enhancing class or other related expenses.
7. Additional costs because of the strike, typhoon, flight cancellation or change of time, traffic delays, travelers' personal reasons and any emergency situations.
8. Service fee paid to the delegation leader, local guides, drivers and staff of non-accompanying services. Passengers are required to pay the relevant services in local tourism. Services as follows:
  - Contact with airlines, hotels, car companies or ground operators. Implementation of all meals, accommodation, transport and activity arrangements. Gathering tour mates, confirming seat, assisting visitors to manage clearance, boarding and baggage procedures. Manage hotel occupancy and check-out, assigning hotel room, providing wake up tips. Introducing local customs. Settling sudden issues (such as contacting travel insurance companies) and so on.

Amount of service fees recommended by TIC is set out in the "Tourist's Notice", please read the contents carefully. If the tourist is satisfied with the service of the team leader, local guides, drivers and staff of non-delegation, the tourist can give additional service fee, to recognize and reward.

### III. Visa:

1. Our visa application service (if applicable): Since the application of visa requires time, travelers shall submit travel documents, photos and documents required for CCS Visa within the specified date in the application form, late at your own risk.
2. In the case that visa problems or special circumstances causes cancellation of tour, re-scheduled departure or change of other destinations, and the documents have been submitted by the company consulate, the visa fee and handling fee will not be refunded.

### IV. Cancellation and refund arrangements for temporary tours:

1. The Company is entitled to cancel tour seven days before departure (not including the notification date and departure date) due to lack of attendance, flight, transportation problems or reasons beyond control. In this case, excluding the visa and procedure fees, the Company will refund the full cost paid by the passenger.
2. After registration, if for any reason travelers cancel bookings or change the place of departure, date or passenger names, etc., those should be treated as a cancellation. The Company will deduct the costs according to the following method (following fees per person per calculation):
  - i. More than 30 days prior to departure or cancellation, deduct the full deposit.
  - ii. Cancellation 15-29 days before departure, deducting 50% tour fare or full deposit (whichever is higher).
  - iii. Cancel 8-14 days prior to departure, deducting the full deposit or 75% tour fare (whichever is higher).
  - iv. Cancellation 7 days prior to departure, deducting the full fare.

During the hot seasons, like the Lunar New Year, Easter, Christmas, summer, etc., after registration, tour cannot be changed or canceled, otherwise all of the costs have been paid will be deducted.

3. The difference between new fare and original fare caused by reschedule or transfer of tour should be paid back. Balances are not refundable and cannot be reserved for future tourism.
  4. Passengers shall cancel or change information on booking procedures in person or in writing, the phone call will not be accepted.
  5. Passenger, who suddenly quit or does not participate in any group activities (such as meals, sightseeing or accommodation) for a trip, shall be deemed to give up the fee which will NOT be reimbursed.
  6. Visitors must obtain a refund within three months (from the date by actually cancel booking date), late recipients shall not be accepted. Refund will paid in hand (excluding credit card payment). In the case of payment by credit card, the refund will be paid by credit card and Credit Slip. Refund period and the relevant provisions are decided by the credit card companies.
- V. According to Directive No. 203 issued by the Travel Industry Council of Hong Kong and concerning cancellation of package tours by travel agents for reasons beyond control, if a travel agent cancels a package tour because of 'reasons beyond control', it is allowed to collect the handling fee stipulated in the directive concerned and, if applicable, the cancellation charges when making refunds to the tour participants. For details, please visit the website of the Travel Industry Council of Hong Kong at [www.tichk.org](http://www.tichk.org).

1. Passengers can choose to keep the tour after six months or to pay the following procedure fee and refund fee for refund

Fee	
Local Tour	HK\$ 100 Per Person
Overseas Tour	HK\$ 1500 Per Person
Refund fee	
Refers to the actual amount of the refund fee as tours "compelling reasons" to cancel and transportation service providers adhere to impose cancellation fees, travel agencies arrange a refund, you can be charged a cancellation fee of guests	

\* "Reasons beyond control" mean hostilities, political unrest, terror attacks, natural disasters, pestilences, bad weather, technical problems to transport, changes to the frequency/timetable of any means of conveyance by its operator without advance notice, strikes, industrial action, travel advisories (warnings) issued by governments of the destinations/the World Health Organisation, red/black outbound travel alerts issued by the Hong Kong SAR Government, and any other situations of which the industry has no control and which are unfavourable to outbound trips of travellers.

2. Travel Alert

According to the Hong Kong Security Bureau set up a "Outbound Travel Alert System", when there are signs of threat in a place that may affect the personal safety of HKRs, the Security Bureau will assess and consider the need to issue an OTA taking into account factors such as the nature (e.g. whether it is targeted at travellers), level and duration of the threat.

Travel Alert include:

Yellow	Monitor situation, Exercise caution
Red	Adjust travel plans, Avoid non-essential travel
Black	Avoid all travel

When confronted with the above warning, according to the actual situation the company will decide whether to make the trip to travel, such as tours depart as usual, the company will take the following measures in order to make appropriate arrangements:

Yellow and Red Travel Alert	<p>Guests can choose to continue the tour</p> <p>Guests shall bear the responsibility of any accidents in accordance with the travelling situation warned by the 'travel alert', and apply for travel insurance according to actual situation, but as the tour for any reason is unable to continue ultimately, guests must in accordance with this "terms and conditions" the fifth point process, or according to the following guidelines, select the cancellation or transfer to the Company's other tours</p>
	<p>Guests have the option to cancel and return to the tour departure</p> <p>Guests are required to pay all expenses related to the Company made on tour, including airfare, comprehensive fees. After deducting the costs of the company, the balance will be returned by the guests of payment</p>
Black Travel Alert	<p>Tours will be canceled. The company will refer to TIC on "cancellation of package tours by travel agents for reasons beyond control, if a travel agent cancels a package tour because of 'reasons beyond control" Article 303 of the guidelines to deduct fees and refund fees. The balance will be paid according to payment method by guests</p>

VI. Disclaimer:

- Using group tours traffic ticket, passengers must follow the tour group to depart and return. For any reason that the passengers require self-starting individual return or depart in the tour, the Company will be as glad to arrange, but regardless of seat / ship's position to determine whether or not, passengers are not allowed to oppose or exit. The Company will not be responsible for the expenses or losses, directly or indirectly, due to the traveler inability to catch up with pre-arranged transport or accommodation caused by the rearrangement.
- Air tickets, boat tickets, train tickets, hotel accommodation or sightseeing tours, are group-booking. Once confirmed in Hong Kong, and after ordering, regardless of any case fails to use, users will NOT be refunded.
- In case of exceptional circumstances beyond the control of the Company, such as bad traffic delays, natural disasters, war, political unrest, weather, technical problems typhoon, technical problems in transport, missing documents, strikes, etc. which must lead to itinerary changes, or cancellation of any term travel programs, the additional

expenses or losses arising shall be borne by the passenger. It would not be an excuse to oppose or exit, or a request of refund or compensation for travel expenses of the unfinished.

4. Even if the passenger holding a valid visa and travel documents, but the immigration officers refused entry when arrival, the responsibility will not be borne by the company, while the remaining cost of the trip will not be refunded. So all the additional costs arising, such as transportation, accommodation arrangements, passengers shall be borne by the passenger, and will not be responsible for the company.
5. Passenger transport arrangements on behalf of the Company (such as aircraft, ships, trains or buses, etc.), accommodation, meal location, tourist spots or entertainment, are not owned, managed or operated by the Company. All these arrangements represented passengers by the Company, or issuance of any tickets, exchange documents, contract or bills, are prepared in accordance with the rules and terms of service providers. In case of passenger traffic delays, baggage loss, casualties and property losses, the passengers should directly negotiate with or seek compensation from the service providers providing transport, hotels, restaurants, tourist spots or agency management according to the local laws. The company will NOT be responsible. Guests can ask the company for information about service organizations.
6. In case of early departure or giving up of itinerary, passengers should be responsible for any loss and not related to the Company and its agencies commissioned.
7. Passengers must comply with the regulations of Governments. Contraband is prohibited, or the offenders shall bear all the responsibility on their own.
8. All hotels are arranged according to the itinerary, but the company reserves the right to make changes depending on the situation at that time, and to give the same level of the hotel.
9. In case of fewer than 15 people in extraordinary circumstances outside the control of travel agent, the Company reserves the right not to send the delegation leader.
10. The Company reserves the right to merge the tour.
11. In exceptional circumstances, the Company reserves the right to cancel or replace any of the tourism projects before or after departure, and the right to shorten or lengthen the trip. In this case, the cost will increase or decrease, as appropriate. It shall not be an excuse for passengers to oppose or to exit.
12. If any traveler hinder normal activities and interests of the leader or group, or defame or insult other tour members and service personnel in action, speech, the leader of the company is entitled to depend on the specific circumstances of the delegation to cancel their qualifications and reject any request of refund for fees. The fellow passengers aged under 18 affected by the guardianship of passengers must also leave the group. All activities after departure of group will be unrelated to the company.

VII. Guest trip activities:

1. Trip activities are designed and arranged according to the overall needs. When passengers participate in such activities, passengers shall comply with the guidelines of the service personnel and arrangements, and to measure individual age, physique, health, and environment and weather and so on, assess whether it should be involved, and shall bear all the responsibility and the consequences arising therefrom. Travelers

should be based on the actual situation to consult medical advice or professional persons before participation.

VIII. Guest optional activities:

1. Optional activities or goods are provided by third parties outside the company; passengers or goods and other activities such as this have any complaints, you should make contact directly to the service provider or seek compensation, the Company will NOT be responsible.
2. Passengers have the right to decide whether to participate in such activities and the purchase of such goods.
3. Guests staying at their own expense to participate in all activities and arrangements shall comply with the guidelines of the service personnel, and to measure individual age, physique, health, and environment and activities when the weather and so on, in order to assess whether it should participate, and shall therefore assume arising responsibility and consequences, including casualties and property losses. Travelers should be based on the actual situation and consult medical advice or professional persons before participation.
4. The Company has not authorized any person (including the leader and guide) to sell or to introduce a list of self-expense activities or unapproved activities and goods. In case of dissatisfaction or losses from voluntary participation in such activities, passengers should contact the introducer or service providers directly to negotiate or seek compensation; the Company will NOT be responsible.

IX. Travel Industry Compensation Fund guarantees:

1. A levy equal to 0.15% of the tour fare must be franked on all tour receipts, including deposit, balance, full payment and temporary receipts, and any documents acting as receipts.
2. Outbound package tour travellers with receipts showing the payment of the outbound travel service and the levy are protected by the Travel Industry Compensation Fund (TICF) . In the unfortunate case that the travel agent goes bankrupt, affected travellers are entitled to receive from the TICF an ex gratia payment of up to 90% of the tour fare paid.
3. Outbound package tour travellers are also protected by the Package Tour Accident Contingency Fund Scheme. Financed by the TICF, the scheme renders financial relief to tour accident victims and their relatives.