



AFRICA

非洲



OCTOBER 2021 – OCTOBER 2022

10D9N MOROCCO IMPERIAL CITIES & DESERT ADVENTURE

DAY 1 ARRIVAL CASABLANCA

Once you land in Casablanca, the beauty on the Ocean, our local driver guide will meet and greet you at the exit of the airport front of gate 2, then you will be escorted to the hotel in Casablanca. The rest of the day is yours to relax at leisure.

Overnight in Casablanca.

DAY 2 CASABLANCA / RABAT (B)

After breakfast in hotel, enjoy a city tour of Casablanca, which is the largest city of Morocco. The tour will take you to the main touristic attraction of the economic capital of Morocco including, Bab Marrakech, Aïn Diab Corniche, central market, Habous quarter, and an outside visit of the huge Hassan II Mosque. Lunch at Leisure and drive up north to Rabat, capital of Morocco. Your tour in Rabat includes Mechouar, Royal Palace, Hassan Tower, Kasbah Oudayas, Mausoleum of Mohamed V. Free time to stroll around the souks and bazaars in the old medina of Rabat.

Overnight in Rabat.



DAY 3 RABAT / CHEFCHAOUEN (B)

Breakfast in hotel and transfer to Chefchaouen. Upon arrival, enjoy a tour of Chefchaouen, one of the most beautiful cities in the north of Morocco. The medina is the focal point of interest for most visitors to Chefchaouen. Walking around the town with its whitewashed walls, originally decorated in this style by Jewish immigrants, can be a nice change to the hustle and bustle of the cities of Marrakech, Rabat, and Fez. The waterfall to the east of the medina is a meeting point for local residence who come to cool off, chat and do their laundry. The ruins of an old mosque, on a hill behind the waterfall, overlook the medina and its crumbling tower offers great views of the town. The Kasbah looks quite interesting from the outside and the place is well preserved.

Overnight in Chefchaouen.

DAY 4 CHEFCHAOUEN / MEKNES / FES (B)

Breakfast and departure to Fès via Meknes. Meknes is an Imperial capital founded in the 17th century by the Alaouite sultan Moulay Ismaël who decided to make Meknes one of the most beautiful and powerful Imperial cities in Morocco. And still today, protected by around 40km of walls. Its medina and the remains of the royal palace earned Meknès a place on Unesco's world heritage list. Considered to be one of the most beautiful gates in the world, Bab Mansour was constructed at the beginning of the 18th century. It is the entrance to the Imperial city proper, where a visit to the sultan's mausoleum is still of interest. Meknes has one of the busiest medinas in Morocco. The Place El-Hedime, located exactly between the old town and the Imperial part of the city, houses the covered market and becomes busy at dusk: fire-swallowers, storytellers, animal trainers and jugglers create an atmosphere different from anything you are used to. The largest Roman archeological site in Morocco lies 31km north of Meknes: Volubilis. Triumphal arch, capitol building, and house of Bacchus – everything testifies to

the city's splendor and its economic and political weight. Not to mention the moving delicacy of the mosaics. Allow at least two hours to discover this open-air treasure. Moulay Idriss Zerhoun is the most important pilgrimage town in Morocco. Here lies the tomb of Moulay Idriss I, the founder of the Idrissid Dynasty and great-grandson of the prophet Mohammed. The town has a spectacular setting, with its whitewashed houses straddled over (and between) two green hilltops.

Overnight in Fes

DAY 5 FES CITY TOUR (B)

Fes was once the capital of Kingdom before 1912, Fes has retained its status as the country's Artisan centre. Your trip today will explore Medina of Fes - the old walled city, this UNESCO World Heritage Site was founded in the 9th century and is home to the world's oldest university. Other major sites like Attarine Medresa, Qaraouiyyine Mosque, Moulay Idriss Mausoleum, Souk Nejjarine and the Hebrew district Mellah are followed. The rest of the day is free to walk around the narrow alley of the old town.

Overnight in Fes.





DAY 6 FES / ERFOUD (B/L/D)

After breakfast in the hotel, your English-Speaking driver will take you to Erfoud. En-route you'll pass through a scenic forest of cedars and across the Middle Atlas Mountain range to the mineral mining city of Midelt, where a stop for lunch is scheduled. When you arrive to Erfoud, take a 4X4 excursion to the desert of Merzouga. Go on a camel and sand boat to enjoy the sunset in the desert. Return to Erfoud for overnight stay after the completion of the desert excursion.

Overnight in hotel in Erfoud or Merzouga.



DAY 9 MARRAKECH CITY TOUR (B)

Today the city tour of Marrakech starts at the 12th century Koutoubia Mosque, where its beautiful minaret dominates the skyline of Marrakech and can be seen from almost every approach to the city. You will also visit the El-Bahia Palace, the Saadian Tombs and El Badi Palace. Free to discover the colorful souks of Marrakech this evening.

Overnight in Marrakech

DAY 10 DEPARTURE (B)

Enjoy a free morning before heading to the airport of Casablanca or Marrakech for home bound flight.



DAY 7 ERFOUD / OUARZAZATE (B/D)

Travel today between Erfoud and Ouarzazate with private vehicle and English-Speaking driver. En-route, stop in the Todra Gorge, these gorges are located just southwest of Tinerhir and some 110 km (65 miles) from Ouarzazate. After some stunning photos, you will continue the drive to Ouarzazate. Before reaching there, you will make a stop in Skoura - one of Morocco's beautiful oases. At first glance from the road, it resembles a sort of thin, long, oasis but if you have a chance to explore within it, you will notice it is rather large and impressive.

Overnight in Ouarzazate.

DAY 8 OUARZAZATE / MARRAKECH (B)

Breakfast at your hotel and depart to Marrakech via the breathtaking Ksar of Ait Ben Haddou - the UNESCO World Heritage Centre where movies such as Gladiator and Jesus of Nazareth were filmed, and the dramatic Tizi n'Tichka mountain pass. Once arrival Marrakech, enjoy time at leisure to explore at your own pace, or relax at your hotel.

Overnight in Marrakech



NOTE:

Itineraries may be subject to change at short notice during severe weather conditions and certain outdoor activities/day trips may be cancelled during the winter season in Iceland. In these rare cases, where situations of force majeure apply, excursions/activities cannot be refunded but the local guides will try their best to find reasonable alternatives where and whenever possible. Accommodations are subject to change.

K4-

激情狂野肯尼亞

5 Days in Kenya

“如果這個世界真的有上帝的存在，那麼他的家就在非洲”——斯密斯
 “If there really is a God in this world, then his home is in the Africa” -Smith

D1 抵達肯尼亞首都內羅畢(機場代碼NBO)

酒店：喜來登或同級

抵達肯尼亞首都內羅畢，接機後入住酒店休息。
 Arrive in Nairobi, Kenya, pick up and transfer to hotel for rest. Dinner is a paid program BBQ.
 D: 百靈烤肉大餐(自費)

D2 內羅畢-納瓦沙湖

酒店：湖邊度假村

前往納瓦沙湖，乘快艇遊覽(自費)，納瓦沙湖是肯尼亞最美的也是唯一的淡水湖。湖中產鱸魚和非洲鯽魚，有河馬和各種水禽，乘坐快艇遊覽可以遊覽一部分水鳥最多的湖區，還能看到一群河馬泡在水裏，野趣十足。
 After breakfast, go to Lake Naivasha, one of the most beautiful highland lakes in Kenya. On the way, there are many birds and hippos living in it. The speedboat tour is a paid program.

B: 酒店自助早餐 L: 酒店自助餐 D: 酒店自助餐

D3 納瓦沙湖-馬賽馬拉野生動物保護區

酒店：國家公園度假村

前往世界上最大的野生動物保護區-馬賽馬拉國家野生動物保護區，這裏是動物最集中的棲息地和最多色彩的大草原，獅子、獵豹、大象、長頸鹿、斑馬等野生動物比比皆是，遊客可深入保護區，追逐、探尋動物。草原日出、日落的仙境般的美妙，可以使久居都市的現代人忘記一切壓力與心事，完全融入到奇妙的大自然中，感受到一種回歸的輕鬆與快樂。抵達後在酒店享用午餐。午餐後稍事休息，即正式展開奇妙的動物世界探尋旅程。
 After breakfast, leave Nairobi for Masai Mara National Park, the

world's largest wildlife reserve. There are many kinds of wild animals here. Lions, elephants, giraffes and zebras abound.
 B: 酒店自助早餐 L: 酒店自助餐 D: 酒店自助餐

D4 馬賽馬拉野生動物保護區全天遊獵

酒店：國家公園度假村

早餐後駕車巡遊馬賽馬拉大草原並前往馬拉河區域，追蹤觀察【馬賽馬拉國家公園】內的各種野生動物(Full Day)。非洲馬拉河流經非洲肯尼亞和坦桑尼亞，全長395公里，流域面積13,504平方公里，其中60%位於肯尼亞境內，40%位於坦桑尼亞境內。河流發源於肯尼亞多雨的山區，大遷徙每天都在發生，野生動物橫渡馬拉河，在肯尼亞的馬賽馬拉國家公園和坦桑尼亞的塞倫蓋蒂國家公園之間來回遷徙，在世界壯觀野生動物大遷徙中佔有重要地位。暴漲的激流和鱷魚的狙擊是最艱難而壯觀的一幕，這被稱為馬拉河之渡或天國之渡。

Full day safari in Masai Mara National Park after breakfast.
 B: 酒店自助早餐 L: 野外用餐 D: 酒店自助餐

D5 馬賽馬拉-內羅畢機場離別

(內羅畢機場代碼NBO)

早餐後前往參觀世界上最後一個崇尚英雄的原始土族部落-馬賽村(自費)，並接受歡飲儀式以及觀看歌舞表演等，結束後返回內羅畢，晚餐後送往機場。(建議預定晚上19:00以後起飛的航班)。

After breakfast, leave Masai Mara and visit Masai Village, a primitive tribe. This is a paid program. After that, go to Nairobi. Afternoon free city tour, after dinner transfer to the airport. Please book a flight that departs after seven pm.

B: 酒店自助早餐 L: 中餐 D: 中餐



包含

- 四星酒店以及景區度假村
Four-star hotels and scenic resorts
- 行程所列的早餐、午餐和晚餐
Meals listed in the itinerary
- 專業英文嚮導(正統持證Safari野外嚮導)
Professional English driver guide
- Safari四輪9座車(非旺季免費升級SUV，旺季SUV需要補差價USD150/人)
Four-wheel drive off-road 9-seater. Free upgrade to SUV during non-peak season. High season upgrade to SUV make up the difference USD 150/p.
- 每天提供1-2瓶礦泉水
One complimentary bottle of mineral water per day.

不含

- 往返國際機票和稅，簽證費
International airfare and visa fees
- 各種洗衣、電報、電話、飲料及一切個人性質的消費
Personal consumption
- 旅行保險以及本公司不能控制所引致的額外費用
Travel insurance and uncontrollable extras
- 自費(隨團費支付)：百獸宴+快艇遊湖+馬賽村原始部落=USD150
Programs that require payment: BBQ+A speedboat tour of the lake+Visit to Primitive Tribes in Masai Village=USD150/P. Please pay with the team when you sign up.
- 小費(隨團費支付)：USD15/人/天(共計USD75/人)
Tips: USD15/P, total is USD75/P. Please pay with the team when you sign up.

目前肯尼亞出入境政策：肯尼亞要求所有入境肯尼亞外籍遊客辦理電子入境簽證。遊客入境需要持有新冠疫苗兩次完成注射證書以及72小時內核酸陰性證明。入境時隨身攜帶疫苗證書。離境肯尼亞只需提供72小時內核酸陰性證明即可。離境核酸檢測費用為80美金每人。
 Entry to Kenya requires an online electronic entry visa. Proof of two injections of relevant vaccines. Yellow Fever Vaccination Certificate Yellow Book. If you need testing during the journey, if you need nucleic acid testing, you will pay \$80 on the spot.

超值團

Kenya 7 Day Tour

Kenya 7 Day Tour

K6- 激情狂野

“如果這個世界真的有上帝的存在，那麼他的家就在非洲”——斯密斯

"If there really is a God in this world, then his home is in the Africa" -Smith



D1 抵達肯尼亞首都內羅畢(機場代碼NBO)

酒店：喜來登或同級

抵達肯尼亞首都內羅畢，接機後入住酒店休息。
Arrive in Nairobi, Kenya, pick up and transfer to hotel for rest. Dinner included.

D: 中餐

D2 內羅畢-安博塞利國家公園

酒店：豪華度假村

前往安博塞利國家公園，安博塞利國家公園是非洲度假勝地之一，位於肯尼亞與坦桑尼亞交界地區，肯尼亞邊境，在這裏可以清楚地看到海拔5895米的非洲第一高峰乞力馬扎羅山，接近赤道的乞力馬扎羅山頂終年覆蓋著積雪，山下草原景色優美。安博塞利就是“乾涸的湖”的意思，安博塞利國家公園是乞力馬扎羅山最佳觀景地點之一，雪峰聳立，大象成群，這裏的景觀被視作非洲的標誌性經典畫面。

After breakfast, proceed to Amboseli National Park, an African holiday destination. Kilimanjaro, the highest peak in Africa, is clearly visible here. The snowy mountain elephant landscape here is called the precise picture of Africa's symbol. Three meals included.

B: 酒店自助早餐 L: 酒店自助餐 D: 酒店自助餐

D3 安博塞利國家公園-內羅畢

酒店：喜來登或同級

早餐後返回內羅畢，下午參觀遊覽長頸鹿公園，可與長頸鹿互動和近距離接觸(自費)。
Return to Nairobi after breakfast and visit Giraffe Park in the afternoon to get up close and personal with giraffes. Arrange a closer African barbecue in the evening. Giraffe Park and African Barbecue Hospital are paid programs.

B: 酒店自助早餐 L: 中餐 D: 自助餐(自費)

D4 內羅畢-馬賽馬拉野生動物保護區

酒店：豪華度假村

酒店早餐後前往馬賽馬拉，抵達後入住酒店，享用午餐。稍事休息後進入馬賽馬拉遊玩。馬賽馬拉國家公園是世界上最著名的野生動物保護區，這座動物的天堂由1672平方公里開闊的平原、林

地和河岸森林組成。馬賽馬拉國家公園建於1961年，是世界最大的野生哺乳動物家園，擁有95種哺乳動物和450種鳥類。

After breakfast, Go to Masai Mara National Park, the world's largest wildlife reserve. There are many kinds of wild animals here. Lions, elephants, giraffes and zebras abound. Three meals are included.

B: 酒店自助早餐 L: 酒店自助餐 D: 酒店自助餐

D5 馬賽馬拉野生動物保護區全天遊獵

酒店：豪華度假村

駕車巡遊馬賽馬拉大草原並前往馬拉河區域，追蹤觀察【馬賽馬拉國家公園】內的各種野生動物(Full Day)。非洲馬拉河流經非洲肯尼亞和坦桑尼亞，全長395公里，流域面積13,504平方公里，其中60%位於肯尼亞境內，40%位於坦桑尼亞境內。河流發源於肯尼亞多雨的山區，大猩猩每天都在發生，野生動物橫渡馬拉河，在肯尼亞的馬賽馬拉國家公園和坦桑尼亞的塞倫蓋蒂國家公園之間來回遷徙，在世界壯觀野生動物大遷徙中佔有重要地位。暴漲的激流和鱷魚的狙擊是最艱難而壯觀的一幕，這被稱為馬拉河之渡或天國之渡。

Full day safari in Masai Mara National Park after breakfast.

B: 酒店自助早餐 L: 野外午餐 D: 酒店自助餐

D6 馬賽馬拉野生動物保護區-納瓦沙湖

酒店：湖邊度假村

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After breakfast, leave Masai Mara and visit Masai Village, a primitive tribe. This is a paid program. After that, go to Lake Naivasha, one of the most beautiful highland lakes in Kenya. On the way, there are many birds and hippos living in it. The speedboat tour is a paid program. Three meals included.

B: 酒店自助早餐 L: 酒店自助餐 D: 酒店自助餐

D7 納瓦沙湖-內羅畢

(內羅畢機場代碼NBO)

酒店早餐後穿過東非大裂谷返回內羅畢，抵達後中餐，下午市區內自由活動，晚餐後送往機場。(建議預定晚上19:00以後起飛的航班)。

After breakfast, return to Nairobi via the Great Rift Valley in the afternoon, have free activities in the city after dinner transfer to the airport. Please book a flight that departs after seven pm. Three meals included.

B: 酒店自助早餐 L: 中餐 D: 中餐

包含

- 四星酒店以及景區度假村
Four-star hotels and scenic resorts
- 行程所列的早餐、午餐和晚餐
Meals listed in the itinerary
- 專業英文導遊(正規持證Safari野外導遊)
Professional English driver guide
- Safari四輪9座車(旺季免費升級SUV，旺季SUV需要補差USD200/人)
Four-wheel drive off-road 9-seater. Free upgrade to SUV during non-peak season. High season upgrade to SUV make up the difference USD200/p.
- 每天提供1-2瓶礦泉水
One complimentary bottle of mineral water per day.

不含

- 往返國際機票和稅，肯尼亞簽證費
International airfare and visa fees
- 各種洗衣、電報、電話、飲料及一切個人性質的消費
Personal consumption
- 旅行保險以及本公司不能控制所引致的額外費用
Travel insurance and uncontrollable extras
- 自費(隨團費支付)：百獸宴+歌舞表演+長頸鹿公園+快艇遊湖+馬賽村原始部落參觀=USD200
Programs that require payment: BBQ+A speedboat tour of the lake+Visit to Primitive Tribes in Masai Village+Giraffe Park=USD200/P. Please pay with the team when you sign up.
- 小費(隨團費支付)：USD15/人/天(共計USD105/人)
Tip: USD15/PP, total is USD105/P. Please pay with the team when you sign up.

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Entry to Kenya requires an online electronic entry visa. Proof of two injections of relevant vaccines, Yellow Fever Vaccination Certificate Yellow Book, If you need testing during the journey, if you need nucleic acid testing, you will pay \$80 on the spot.

TERMS & CONDITIONS

TEL: 6438 5633

Travel Star Pte Ltd, 1 Park Road, People's Park Complex, #02-12, Singapore 059100

TRAVEL STAR PTE LTD SERVICE ASSURANCE POLICY

Dear Customer,
You are deemed to have read, understood and accepted the following terms and conditions (collectively called the Service Assurance Policy). For purposes of clarity, shall be referred to as "The Company" in this Policy.

1. Commitment to Service Quality Excellence

We adopt a mindset of quality excellence and innovation so that our level of service to our Customers will continually be enhanced.
We provide reliable services that meet or exceed expectations of our Customers.

We ensure that the services we provide are of satisfactory quality as defined in the Sale of Goods Act S14 (2), Consumer Protection (Fair Trading) Act and Lemon Law.

2. Professional Ethics

The Company adopts fair and ethical business practices as well as accurate marketing communications at all times.

3. Reservation, Deposit and Full Payment

Reservations can be made by you anytime during business opening hours.

4. Deposit

A deposit of 50% of the total tour fare is required upon reservation.
Payment of deposit does not constitute the confirmation of the tour. All group packages are subjected to a minimum group size (as determined by the company) in order for confirmation to take effect and for the departure date to be finalized.
Full payment is required not less than 14 days prior to departure. If full payment is not received 14 days or less prior to departure, the company reserves the right to forfeit the deposit and cancel the reservation.

5. Air Tickets

A non-refundable deposit, whose amount, will depend on the type of air ticket purchased and the airline chosen, is required for the reservation of air tickets. This will be made known at the time of purchase and a receipt will be issued for this deposit and the balance indicated to be paid within the stipulated period.

6. Group Tickets

A non-refundable deposit, whose amount, will depend on the type of air ticket purchased and the airline chosen, is required for the reservation of group tickets. This will be made known at the time of purchase and a receipt will be issued for this deposit and the balance indicated to be paid within the stipulated period. The materialization for this group will also be indicated for the agreed price.

7. Cancellation on By The Customer

Customers are allowed to cancel the reservation in writing, at any time prior to the departure date. However, cancellation fees will apply and the cancellation fee is computed based on the length of notice period prior to the departure date. Please note that the cancellation fee is a percentage of the total tour fare.

The cancellation charges as well as corresponding refund component are indicated below:

| Cancellation Notice | Cancellation Fee per Person |
|--------------------------------------|---------------------------------|
| From the time of booking to: | (percentage of total tour fare) |
| Upon Customer's Confirmation | 30% |
| Less than 21 days prior to departure | 50% |
| Less than 14 days prior to departure | 75% |
| Less than 07 days prior to departure | 100% |

Customer shall receive the refund (or payment made by cash and cheque), if applicable, not later than 14 working days upon the company receiving the written notice of cancellation and when no documents have been issued prior to the cancellation notice. However, when documents have been issued, prior to the cancellation notice, all refund, if applicable, to the customer will be made not later than 30 working days or subject to the time taken by the Third Party or Credit Card Company to process the non-cash or cheque refund. Where packages are non-refundable, this will be made known to the customer at the time of purchase.

8. Cancellation By The Company

Please note that the Company is acting as an agent for services rendered. Even after deposit or full payment has been made, all arrangements are still subject to final confirmation. If for some unforeseeable circumstances the arrangement cannot be finalized and the tour reservation has to be cancelled, the Company will endeavour to notify the Customer at least one (1) week before departure date. The Company also reserves the right to cancel any tour prior to the date of departure for whatever reason including, but not limited to, insufficient number of participants. Should any of the above happen, the entire payment shall be refunded to the Customer without further obligation on the part of the company. The Company may however, recommend alternative tours to the same or some other destinations. Should the Customer decide not to accept the alternatives, all monies paid shall be refunded in full by the Company without further obligations.

The Company shall also not be held liable for any contingent costs incurred by the Customer arising from the cancellation. Customer shall receive the refund not later than 7 working days upon the company notifying the Customer of the tour cancellation.

9. Cancellation By Third Parties

There will be a administration fee of \$5100 charge per person for cancellation due to closure of facilities by local government, closure of airports, non-availability of specific tourist destinations and itinerary disruption due to natural disasters.

However, cancellation fee will not apply if Customer transfers the booking to an alternative destination or decides to postpone the trip to a later date. Any difference in the new fee due to the change shall be borne by the customer. The fee that has been postponed to another date shall be made within 12 months from the cancellation notification date.

10. Refund Policy on Used Portion

11. Refund

No refund or exchange can be made for any unused portion of the tour or flight.

12. Air Ticket

Any refund will depend on the type of ticket purchased and the airline terms and conditions. This will be stipulated on the ticket and made known to the customer at the time of purchase. There will be a Service Charge of \$5100.

13. Refund Policy - Payment Mode

Please note that all refunds shall be made out in the original form of payment except for NETS.
For customers who paid by NETS, refund will be made out by cheque less a 1% NETS processing charge payable by the customer.
Refund for payment made by credit card can only be made after 30 working days with a credit to the Credit Card account, if customer requests for cheque refund instead of a credit to the credit card account, there will be a service charge of 3% of amount paid, payable by the customer.
In summary, all refund shall be made out in the form of cheque (in

cases of payment made by cash or cheque) or a credit to the credit card account, in the case of payment made by credit card.

14. Amendment to Reservations and Amendment Fees

15. Amendment to Tour Itinerary

Customers may wish to amend specific components, where applicable, within the tour itinerary (for example, upgrading of hotels, signing up for optional tour itineraries etc). All requests for amendments must be made in writing within 7 days upon customer's confirmation to the Tour package.

The Company will revert to the Customer within 5 working days upon receiving written notice of the request for amendment.

16. Amendment Fee

The Company reserves the right to charge an amendment fee of \$30 per person for each amendment requested for by the Customer. This fee will exclude all other charges imposed by the Airlines/Suppliers.

17. Extension of Stay/Deviation from Tour Itinerary

Extension of stay/deviation from tour itinerary may be permitted at the end of the tour, subject to a maximum validity and restrictions of air ticket seat confirmation, airlines' terms and conditions and availability of hotel prior to commencement of tour. It is the Customer's responsibility to hold firm confirmation for the return flight. When extension of stay/deviation from tour itinerary cannot be confirmed 3 weeks prior to the group departure date, Customer is deemed to be taking the original tour schedule. All extra costs incurred to process the extension/deviation, for example, administrative fees, will be borne by the Customer.

Extension of stay/deviation from tour itinerary will be at Customer's own expense and transfer to airport will not be provided.

The air ticket issued is a special ticket, restricted to a specific airline only. It is non-negotiable, non-endorsable, non-refundable, non-transferable and non-re-issuable. Any alteration in routing or dates by the Customer is at his/her own risk. The Company and its associated agent shall not be held responsible for any inconvenience caused and extra expense incurred. No refund will be made for any unused air ticket, accommodation, meals or sightseeing, in part or in full.

18. Travel Documents, Travel Insurance and Travel Vouchers

19. Travel Documents

It is the Customer's responsibility to ensure that his/her international passport has a validity of at least 6 months from the date of departure. Relevant visas and vaccinations may be required. Cancellation fees apply for any cancellation due to non-approval of visas or other reasons as stated above.

Singapore permanent residents are to bring along a valid exit permit when travelling. For foreign passport holders, it is the Customer's responsibility to hold valid re-entry visas.

The Company shall, whenever possible, assist the Customer in obtaining the necessary visas. Service and visa fees will be borne by the Customer. The Company does not guarantee the approval of the visa application. If for some reason, application for visa or exit permit is rejected, the Customer must notify the Company at least 30 days prior to the departure date. Administrative fees will apply. If notification is less than 30 days, the relevant cancellation charge as stated above will apply.

The Company cannot be held responsible for any expenses, reimbursement or refund of any tour fare if Customer is refused entry by any country on the tour for whatever reasons including lack of necessary visa/documentation.
Travel vouchers, if and when issued will be subject to terms and conditions stated for redemption purposes.

20. Travel Insurance

Purchase of travel insurance is strongly recommended with respect to unforeseen circumstances such as trip/cancellation, curtailment, personal baggage loss, personal accident, injury, illness, medical/hospitalization, flight delay, theft and other insurance coverage deemed necessary by the customer. Under no circumstances shall the Company be construed as a carrier under contract for safe carriage of Customer or his/her baggage/belongings. The Company's representative will be pleased to assist in the enquiries of any travel insurance and related matters.

21. General Matters relating to Tours

22. Accommodation

In the event the accommodation booked or requested for is not available, every effort will be made for an alternative in another accommodation of similar standard. This is subject to confirmation and availability. If the preferred hotel is not available, the customer is required to pay the difference if the alternative hotel booked is of a higher price.

23. Special Requests

If there are any requests regarding special meals, dietary requirements, adjoining rooms and so on, please inform the Company when making a reservation. Such requests are subject to confirmation and availability.

24. Seat Allocation

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

25. Purchase During Tour

It is the responsibility of customer for all personal goods purchased during the tour. The company is not responsible to request for refund on behalf of the customer.

26. Pricing Policies

The Company ensures accuracy in all its pricing policies.

27. Tour Fare for Group Tours Only

Tour fares are based on current airlines, service prices, government tax and exchange rates, applicable at time of print or quotation and are subject to change with or without prior notice.

28. Tour fare includes:

- Return economy class group tour air ticket
- Return airport transfers (airport/hotel/airport)
- Hotel accommodation on twin-share basis
- All meals, where applicable, as specified in the itinerary. If selected carrier's flight time does not allow for certain meals to be taken, there shall not be any refund for meals not consumed.
- Baggage allowance as stipulated by the airline.

29. Please note the following:

- When booking trip-share rooms, the third bed may be a "roll-away" bed.
- Single room occupancy is at additional cost.

Tour prices are for payments specifically indicated in the

tourbooking form. The tour price excludes:-

- a. Airport Taxes
- b. Visa Fees
- c. Travel Insurance
- d. Custom User Fees
- e. Laundry
- f. Excess Baggage Charges
- g. Beverages
- h. Room Service
- i. Gratuities to driver, tour leaders, and others
- j. Tips to hotel porters and
- k. All payments of a personal or like nature

Special request and payment from customer will be indicated in the tourbooking form.

30. Child Fare

Children below twelve (12) years as on the date of return is eligible for child fare. Child fare is based on sharing a room with two (2) adults. There will be an additional cost for a child sharing one room with an adult.

31. Infant Fare

Infant below twenty four (24) months as on the date of return is eligible for infant fare.

32. Pricing Policy Relating To Promotions

We do accord discount and other form of promotional pricing. Hence it is our policy to display all service charges including such discounts or promotions.

33. Payment Scheme for Reservations

Payment can be made in full or by way of a deposit followed by the balance of payment. Please refer to Section 3 for further elaboration.

34. Payment Mode

Payments by Customers can be made via Cash, NETS, ATM Transfer, Internet Transfer, Telegraphic Transfer and Credit Card. There are reflected in our Sales Invoices and Communications Materials.

We will also clearly indicate any service fees and additional charges for extra services that may be incurred by the Customer. We will avoid over/under charging and ensure correct change is given.

35. Delivery Services

The Company provides delivery of documents to Customers upon request. Such service is provided at \$20 - \$50 per delivery, depending on distance.

36. Receipts

We shall issue you a detailed receipt for each and every payment made to the Company.

37. Feedback Mechanism

We welcome your feedback anytime and should you have any issue of concern, please contact us immediately. Our feedback channels include:

- Face-to-face feedback
 - Telephone communication at 65-6438 5633, Mondays to Fridays from 9.30 am to 6.30pm, Saturdays from 10.00 am to 6pm, Sundays & Public Holidays from 12.00pm to 6.00pm.
 - Written feedback via email to: feedback@travelstar.com.sg
- We will investigate and act to resolve areas of concern. Our interim response is within 3 working days. Depending on the complexity of the case, our time taken to resolve the complaint is within 18 working days. If we are unable to solve the complaint amicably, we are prepared to appear in CASE or NATAS mediation or any other mediation channels for the proper closure of the complaint.

38. Marketing Communications

In respect of marketing communications, we ensure that the brochures we provide contain sufficient and accurate information on Prices, Quality, Availability and Terms of sales. We do engage in lucky draws and other forms of competition promotions together with our partners and Suppliers.

39. Confidentiality

We will safeguard, according to strict standards of security and confidentiality, any information the Customer share with the Company. The Company will limit the collection and use of Customer's personal particulars/information to the minimum and for the sole purpose of completing the transaction as well as facilitating the smooth delivery of services. Every effort shall be made to ensure that the integrity of the Customer's personal particulars and confidential information entrusted to the Company are not compromised unless required to by law. The Company also undertakes not to divulge the Customer's personal information to any unauthorized third party without his/her prior written consent.

40. Rights and Disclaimers relating to Tours

The Company and its associates act only as an agent for the transportation companies, hotels and other principals for the Company's programmes. As such, the Company and its associates accept no responsibility for injuries, damage, accident, loss, delay, theft, quarantine, customs regulations, strike, changes in itinerary, 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 expenses incurred are the responsibility of the Customer. Please note that possession of proper and valid documents is the sole responsibility of the Customer. The Company reserves the right to alter itineraries, travel arrangements, hotel arrangements etc. if it is deemed necessary or in the event of force majeure.

The Company reserves the right to require any individual to withdraw from the tour if his/her act of conduct is deemed detrimental to or incompatible with the interest, harmony and welfare of other tour members and the tour as a whole. The Company shall be under no further liability transfer to any such individual. No tour leaders/guides or other employee or agents of the Company are authorized to commit the Company to any liability whatsoever and the Company will not be bound by any statement or representation unless in writing and signed by a management executive of the Company.

The Company reserves the right to take photographs and films of Customers while on tour with the Company to be used for brochures advertising or publicity materials. Written consent will be sought from the Customer for use of such materials in publications and any other form of advertising.

41. Links

This Service Assurance Policy complements the terms and conditions contained in the relevant documents provided by third party service providers such as stated on airline or cruise tickets, hotel check-in vouchers etc.

42. Miscellaneous

We reserve the right to change, amend, insert or delete any of the terms and conditions, or policies contained in this document, as the case may be, without prior notice.

Version 3.0 @ 22 January 2018

