

## SUMMARY BOOKING CONDITIONS & CANCELLATION TERMS

	Land Tour	Cruise & Rail	Air Tickets	Extra Hotels & Transfers	Travel Insurance
<b>Deposit upon confirmation</b>	50% of tour fare	As per cruise/rail policy*	Full payment upon issuance	No additional deposit	Full payment upon issuance
<b>Balance Payment (before trip)</b>	30 Days	90 Days	Full payment upon issuance	In accordance with booking conditions*	Full payment upon issuance
<b>Cancellation Charges</b>					
> 90 Days	20% of tour fare or S\$500 whichever is higher	As per cruise/rail policy*	As per airline policy*	In accordance with booking conditions*	NON-REFUNDABLE
61 - 90 Days	30% of tour fare	As per cruise/rail policy*	As per airline policy*	In accordance with booking conditions*	NON-REFUNDABLE
46 - 60 Days	50% of tour fare	As per cruise/rail policy*	As per airline policy*	In accordance with booking conditions*	NON-REFUNDABLE
31 - 45 Days	85% of tour fare	As per cruise/rail policy*	As per airline policy*	In accordance with booking conditions*	NON-REFUNDABLE
0 - 30 Days	100% of tour fare	As per cruise/rail policy*	As per airline policy*	In accordance with booking conditions*	NON-REFUNDABLE
<b>FOUNDERS JOURNEYS BOOKING CONDITIONS &amp; CANCELLATION TERMS</b>					
<b>Deposit upon confirmation</b>	50% of tour fare	As per cruise/rail policy*	Full payment upon issuance	No additional deposit	Full payment upon issuance
<b>Balance Payment (before trip)</b>	30 Days	90 Days	Full payment upon issuance	In accordance with booking conditions*	Full payment upon issuance
<b>Cancellation Charges</b>					
> 90 Days	30% of tour fare	As per cruise/rail policy*	As per airline policy*	In accordance with booking conditions*	NON-REFUNDABLE
61 - 90 Days	45% of tour fare	As per cruise/rail policy*	As per airline policy*	In accordance with booking conditions*	NON-REFUNDABLE
46 - 60 Days	60% of tour fare	As per cruise/rail policy*	As per airline policy*	In accordance with booking conditions*	NON-REFUNDABLE
31 - 45 Days	90% of tour fare	As per cruise/rail policy*	As per airline policy*	In accordance with booking conditions*	NON-REFUNDABLE
0 - 30 Days	100% of tour fare	As per cruise/rail policy*	As per airline policy*	In accordance with booking conditions*	NON-REFUNDABLE

### Cruise/Rail/Airtickets/Extra Accommodations & Transfers

Cruises & Rails are 3rd Party Products where deposit, balance payment and cancellation are based on appointed and governing terms and conditions set out individual products that are not managed by Beyond X Boundaries Pte Ltd; and therefore are subject to prevailing conditions accurate up to date and will be advised.

### Medical Conditions/Compassionate/Disease Outbreak/Terrorism/Acts of War/Natural Disasters

In the event of medical conditions, compassionate cancellation, disease outbreak, terrorism, acts of war, disasters, Beyond X Boundaries understands with empathy these compelling reasons for cancellation and postponement of travel and advise will be sought with official documents/proof/circulars to advise on revision of cancellation charges. In the event of a non-refundable component of travel, please refer to your travel insurance for reimbursement.



### **Quotations**

- 1) No reservations are made upon a quotation and the itinerary/tour program is thus subject to availability.
- 2) The quotation is based on a package price, which also includes the working out of logistics and coordination with local suppliers.
- 3) Beyond X Boundaries reserves the right to NOT breakdown individual components on a tour program/land tour basis.

### **Passports & VISAs**

It is the guest's sole responsibility to obtain, and have available when necessary, the appropriate valid travel documents. All guests are advised to check with the appropriate government authority to determine the necessary documents. A valid passport is required for travelling to all international destinations. Passports must be valid for six (6) months after the return of your journey and should also have sufficient blank visa pages for entry and exit stamps. Please contact the appropriate consular office for entry requirements pertaining to your journey. You may be refused boarding or disembarked from a vessel without liability for refund, payment, compensation or credit of any kind if you do not have proper documentation, and you will be subject to any fine or other costs incurred by Beyond X Boundaries which result from improper documentation or noncompliance with applicable regulations.

### **Claims & Refunds**

Refunds are not made for any missed services, except for verifiable, extenuating circumstances. For verifiable claims to be considered, they must be received in writing within 30 days of the termination of the program and be accompanied by supporting documentation and/or a statement from the local destination company verifying the claim. Any adjustment consideration will be based on the actual price of the services involved and not on a per diem basis. Adjustments will not be made for unused sightseeing trips or meals. Beyond X Boundaries will not accept any liability for any claims that are not received within 30 days of the termination of your travel program.

### **Amendments**

Beyond X Boundaries reserves the right to correct any errors or omissions in its published materials and to amend these Terms & Conditions at any time as the result of any material changes to legislation or regulation. All amended Terms & Conditions shall automatically be effective upon being posted by Beyond X Boundaries to the website [www.beyondxboundaries.com](http://www.beyondxboundaries.com) or on any Beyond X Boundaries social media platform broadcast. Accordingly, guests should consult your Beyond X Boundaries Journeys Designer prior to travel in order to ensure they are aware of any changes.

### **Travel Insurance**

We highly recommend taking up travel insurance that among other things cover Travel Agent insolvency protection, and cancellations over health and compassionate reasons. We offer **UOI Unisure Leisure Travel Insurance**. Please click on the link provided for more information on the policies. Should you wish to take up the insurance, do let us know. [https://www.uoi.com.sg/uoi/assets/pdfs/unisureleisure\\_brochure.pdf](https://www.uoi.com.sg/uoi/assets/pdfs/unisureleisure_brochure.pdf)



**Postponement of Travel**

In the event of a postponement of travel due to personal reasons, medical conditions, compassionate reasons, disease outbreak, terrorism or acts of war, guests have to inform Beyond X Boundaries in writing and subject to prevailing conditions, postponement of travel may incur charges on restricted conditions sale and fees may be charged to guests where the amount will be advised.

**Name Changes**

An administration fee may be charged for name changes for 3rd Party products such as cruise, rail and airtickets for name changes or name correction fees incurred.

**Itinerary Variation**

Beyond X Boundaries strives to improve our programs and tours, services and features. If improvements can be made, or if circumstances beyond our control necessitate changes, we reserve the right to vary itineraries and to offer alternatives that may be different from the original abounded program. On cruise and rail programs, itineraries may be changed as well due to operational reasons. Beyond X Boundaries endeavor to notify our guests with the changes as much as possible.

**Partial Amendment/Cancellation**

In the event of a partial amendment/cancellation in a party where the rooming configuration is changed as a result, charges for the amended room type will be advised and the remaining travelers shall bear the cost of the new configuration of room type/transportation/guided visit.

**Itinerary Proposal Presentation**

Beyond X Boundaries holds steadfast to our itinerary presentation format/layout/template. While we may present more illustrations/images/timeline and timetable on request, it is not a guaranteed feature all the time due to operational reasons/difference in every destinations' working style and concept.

**Acknowledgement of Terms & Conditions (Name & Signature):**

**Date (DD/MM/YY):**

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