

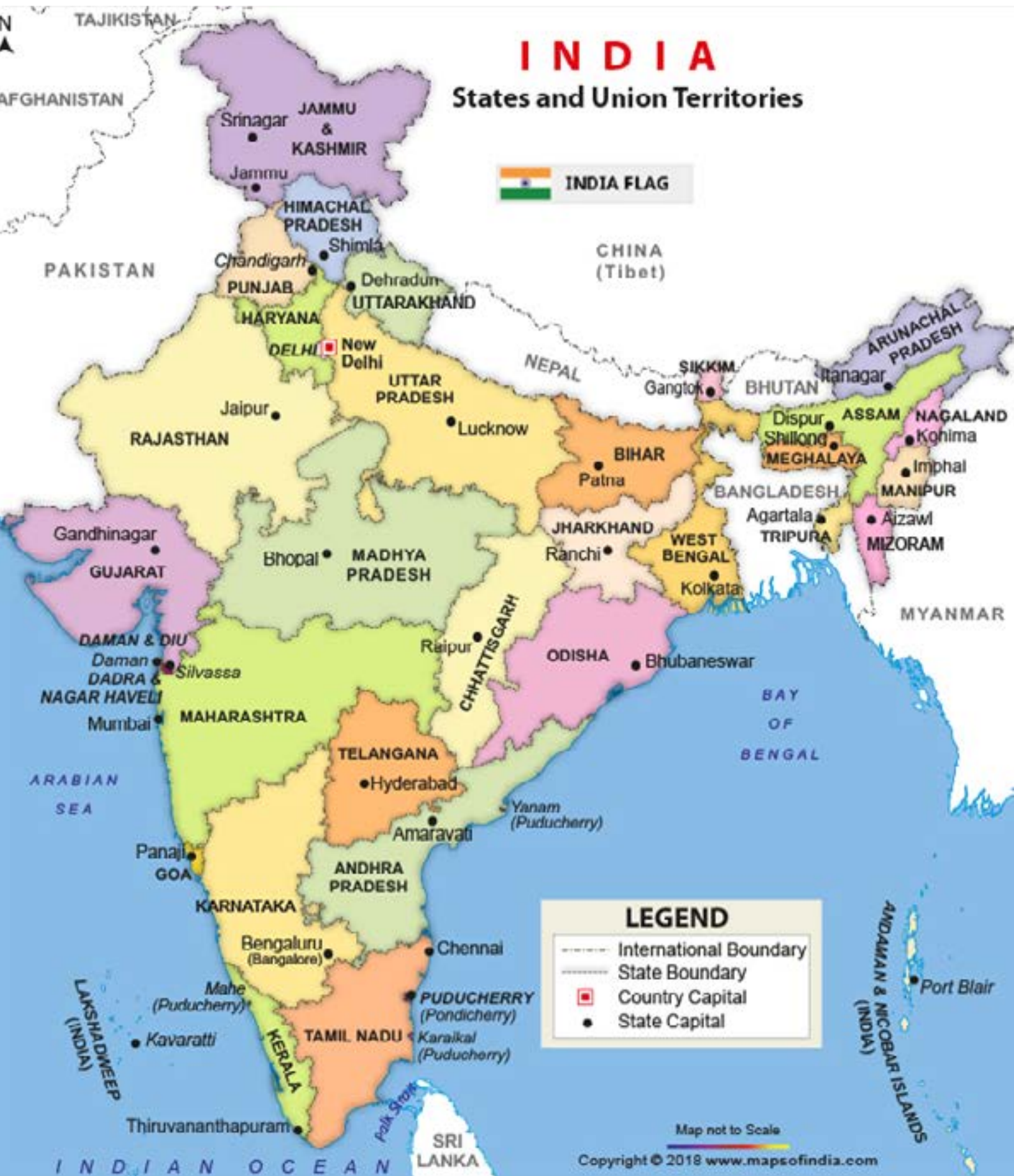
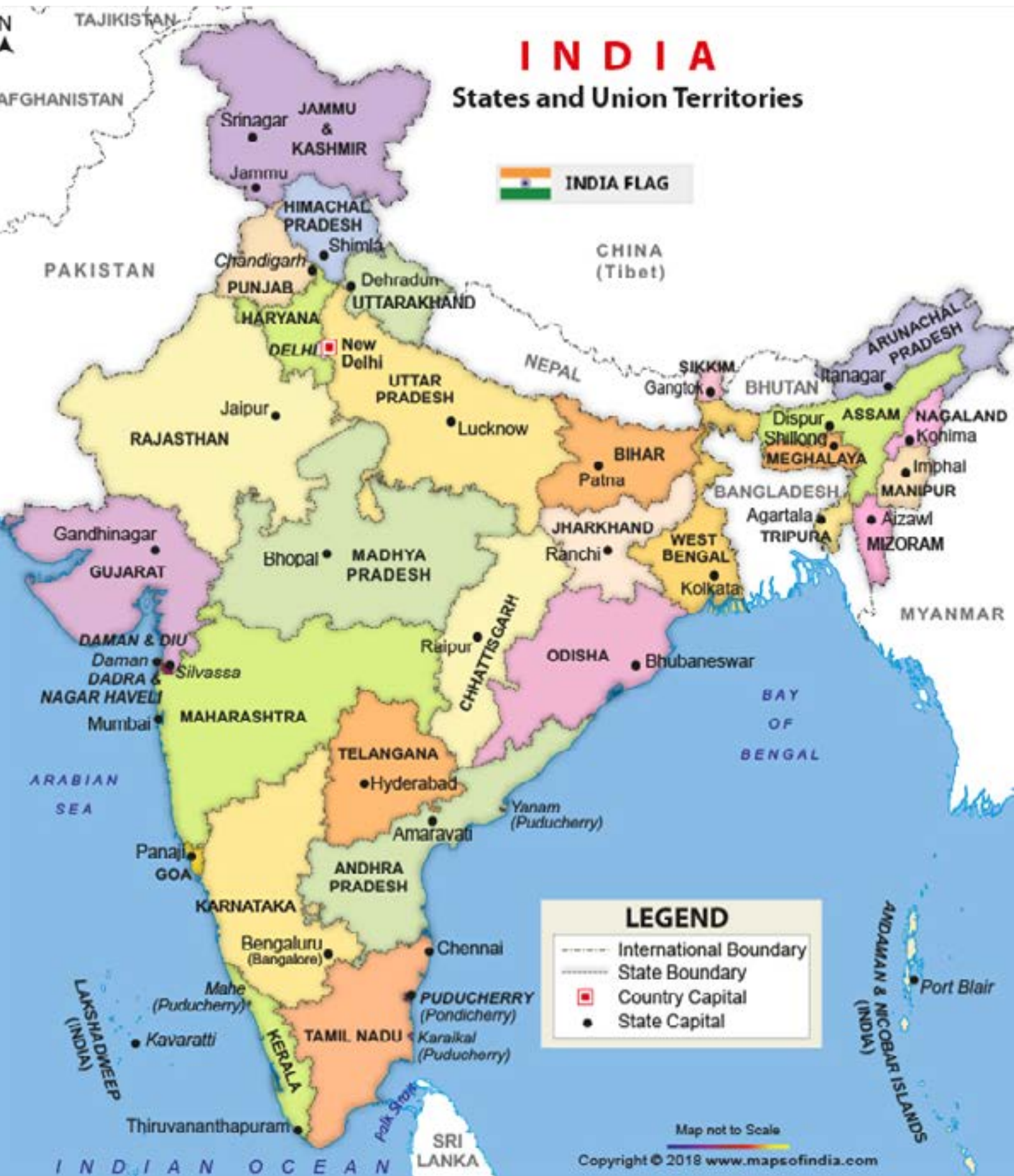
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6D5N KERALA BACKWATERS LEISURE TOUR

HIGHLIGHTS

- Mattupetty Lake & Dam, Echo Point, Kundale Lake
- Stay in The Backwaters Houseboats
- Cochin to Munnar: Catch the beautiful sights of streams, waterfalls, dense forests and the different types of agriculture such as rubber, pepper, cardamom and tea plantation
- Munnar to Kumarkom: Visit one of India's largest rubber and tea plantations



DAY 1 ARRIVAL COCHIN (L/D)

On arrival at Cochin airport, meet and greet by our representative and transfer to hotel, after short rest, proceed for the city tour of **Cochin** visiting **Mattancherry Palace** also known as the Dutch Palace. This palace is famous for depicting Kerala mural paintings. The palace is built in the traditional style of Kerala architecture. Jewish Synagogue, also known as Paradesi Synagogue, is the oldest synagogue in the entire Commonwealth of Nations and was built in 1568 by the Malabar Yehudan people or Cochin Jewish community in the Kingdom of Cochin. Visit **St. Francis Church** which is the oldest European church in India. The great Portuguese explorer Vasco da Gama who discovered the sea route from Europe to India died in Kochi. His body was buried in this church. Evening dinner and overnight stay at the hotel.

DAY 2 COCHIN / MUNNAR (B/L/D)

Morning after breakfast around 08:00 hours, check out and drive to **Munnar** (approx. 160kms, 4hrs) also known as the **Tea Town** is the place of scenic beauty, and lush green **Tea Estate's of Kerala**. Enjoy beautiful streams, waterfalls, rubber, pepper, cardamom and tea plantations and thick forests. On arrival in Munnar check in at hotel. Afternoon at leisure, evening dinner and overnight stay at the hotel.

DAY 3 MUNNAR CITY TOUR (B/L/D)

Morning post breakfast around 09:00 hours proceed for a sightseeing tour of Munnar visiting **Mattupetty Lake & Dam, Echo point, Kundale Lake, Blossom Garden, Rajamalai** and visit **Eravikulam Wildlife sanctuary** - famous for the Nilgiri Tahr and tea gardens. Evening dinner and overnight stay at the hotel.

DAY 4 MUNNAR / THEKKADY (B/L/D)

Morning after breakfast around 09:00 hours check out from hotel and drive to **Thekkady** (approx. 90kms, 3hrs). On arrival check in at hotel. Afternoon proceed for **spice plantations** tour visit spices cardamom, pepper, **tea plantations**. The spice plantation in Thekkady is one of the major spice plantations in Kerala. Evening return to hotel for dinner and overnight stay.



DAY 5 THEKKADY / ALLEPPEY (B/L/D)

Morning after breakfast around 08:00 hours check out from hotel and drive to **Alleppey** (approx. 120 kms, 3hrs) on arrival transfer to Alleppey jetty to board **Houseboat** around 12:00 noon followed by lunch on board. Afternoon at leisure and enjoy the **backwater cruise**. Houseboat cruise is the best way to explore the beauty of backwaters and village life of Kerala. Enjoy tea-coffee with snacks followed by dinner in the houseboat. Stay overnight Air-condition houseboat.

DAY 6 ALLEPPEY / COCHIN (B)

Morning after leisurely breakfast check out and drive to Cochin (approx. 84 kms, 2hrs), on arrival in Cochin day at leisure for local city tour and shopping, transfer to Cochin International airport on time to board flight for onward destination.



REMARKS

Tours will be re-arranged if need to be but we will complete the whole tours as stated in the itineraries for the passengers. Please note that itineraries are subject to changes without prior notice.

Munnar Park remain closed from February last week until April first week for breeding. However forest department can close the park any time of the year without notice if they feel any danger for animals.

7D6N ROYAL RAJASTHAN

SPECIAL HIGHLIGHTS

- Canter Safari In Ranthambore
- Elephant ride at Amber Fort, Jaipur
- All meals in Ranthambore Wildlife Resort
- Jaipur: Amber Fort, Maharaja's City Palace & Jantar Mantar (outside visit)
- Entrance to Taj Mahal (Single Entry)

DAY 1 ARRIVAL DELHI (D)

On arrival at Delhi airport, meet and greet by our representative and transfer to hotel. Rest of the day at own leisure. Dinner and overnight stay at hotel.

DAY 2 NEW DELHI / AGRA (B/L/D)

Morning early breakfast around 07:30 hours drive from Delhi to **Agra** (approx. 206kms, 3.5hrs). Upon arrival, check in hotel followed by lunch. Later around 15:30 hours visit the world famous **Taj Mahal** at sunset & a short evening drive in the historic city. Agra attained its magnificence under the **Emperor Akbar the Great**. Once the capital of Mughal India in the 16th and 17th century, it depicts a gorgeous panorama of majestic architectural creations and rich tradition of art and culture. Evening around 18:30 hours back to hotel for dinner & overnight.

DAY 3 AGRA / RANTHAMBORE (B/L/D)

Morning after breakfast around 08:30 hours check out and visit **Agra Fort**. Later around 10:00 hours drive to **Ranthambore National Park**. Lunch around 13:00 hours in an enroute restaurant. On arrival around 14:30 hours in Ranthambore, check in to a jungle resort. The Ranthambore National Park is one of the prime examples of **Project Tiger's conservation efforts in Rajasthan**. It covers an area of over 400 sq km with many steep crags embracing a network of lakes and rivers. The tiger population as per recent census is 37. During the winter months, the park attracts a lot of **migratory birds**, including a variety of ducks. It is the ideal park for **wildlife photography**. Afternoon at leisure in the resort. Evening around 19:30 hours dinner & overnight.

REMARKS

Tours will be re-arranged if need to be but we will complete the whole tours as stated in the itineraries for the passengers. Please note that itineraries are subject to changes without prior notice.

National Park not valid for travel between 01/Jul - 30/Sep for breeding. However forest department can close the park any time of the year without notice if they feel any danger for animals.



DAY 4 RANTHAMBORE (B/L/D)

The day starts early with a **morning game safari** into the Ranthambore National Park around 05:30 hours. Safaris in Ranthambore are **conducted using Jeeps/canters**. Resident Naturalists are also at hand, to enhance your safari experience. Return to resort for breakfast. Spend rest of the morning relaxing at the hotel followed by lunch. Later around 14:00 hours, you will be picked up again from your resort for an **afternoon game safari** into the Ranthambore National Park. Evening around 16:30 hours back to the resort for dinner & overnight.

DAY 5 RANTHAMBORE / JAIPUR (B/L/D)

Morning around 06:00 hours go for nature walk around the resort. Back to resort around 07:30 hours followed by breakfast. Later around 11:00 hours check out and start drive to **Jaipur** (approx. 150kms, 3hrs). Jaipur is the capital of Rajasthan and known as the "**Pink City**" situated on a dry lakebed in an arid landscape, surrounded by barren hills surmounted by forts and crenellated walls. The whole city was painted in Pink colour by Maharaja Man Singh II when Prince of Wales, later Edward VII visited Jaipur in 1876; today every home within the city is obliged by law to maintain this tradition of pink color. On arrival in Jaipur around 14:00 hours check in to hotel followed by lunch. Late afternoon around 15:30 hours proceed for short city drive and enjoy **Cycle Rickshaw** ride through the **bustling bazaars**. Around 18:00 hours back to hotel for dinner & overnight.

DAY 6 JAIPUR CITY TOUR (B/L/D)

Morning after breakfast around 08:00 hours proceed for an excursion to **Amber Fort**. Amber is a classic, romantic **Rajasthani Fort Palace**. A major attraction at Amber is the **elephant ride** all the way up to the fort entrance. Lunch in a city restaurant around 13:00 hours. After lunch proceed for a guided tour of Jaipur city visiting the **Maharaja's City Palace** and the **Jantar Mantar**, which is the **largest stone and marble crafted observatory** in the world. Evening around 17:30 hours back to hotel for dinner & overnight.

DAY 7 JAIPUR / NEW DELHI (B/L)

Morning after leisurely breakfast around 08:30 hours check out and start drive back to Delhi (approx. 255kms, 5hrs). Lunch in an enroute restaurant. Upon arrival in Delhi, transfer to the airport to board return flight for onward destination.



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7D6N GOLDEN TRIANGLE WITH KASHMIR

(DELHI — SRINAGAR — DELHI BY DOMESTIC FLIGHT)

SPECIAL HIGHLIGHTS

- City tour of Delhi, Jaipur and Agra
- Elephant ride at Amber fort, Jaipur.
- Jaipur: Amber Fort, Maharajahs City Palace, Jantar Mantar (outside visit)
- Agra: Fatehpur Sikri, Agra Fort, Taj Mahal (outside visit)

13:00 hours, post lunch walk around the **Golf Course** and enjoy the beauty of Gulmarg. Late afternoon around 16:00 hours drive back to Srinagar. On arrival around 17:30 hours transfer to houseboat for dinner & overnight.



DAY 1 ARRIVAL DELHI (L/D)

Traditional welcome on arrival at Delhi international airport by our representative and transfer to hotel for check in. (Hotel check in time 12:00 Noon) Post lunch around 15:00 hours go for short tour of Delhi including **Redfort** followed by **India Gate, Parliament House, President House** and city centre **Connaught Place** area. Evening around 19:30 hours dinner in a city restaurant. Post dinner around 21:00 hours back to hotel for overnight.

DAY 2 DELHI / SRINAGAR (B/L/D)

Morning after quick breakfast around 07:15 hours check out from hotel and transfer to airport on time to board domestic flight to **Srinagar** leaving around 09:20 hours. On arrival Srinagar around 11:50 hours meet & transfer to a **deluxe houseboat in Dal lake**. Check in to the houseboat around 13:00 hours followed by lunch onboard. Post lunch around 15:00 hours visit **Mughal Gardens "Nishat" (The Garden of Pleasure)** and **"Shalimar" (Abode of All)**. Drive along the Lake side on Boulevard. Evening around 18:00 hours back to houseboat for dinner & overnight.

DAY 3 SRINAGAR / GULMARG / SRINAGAR (B/L/D)

Morning after leisurely breakfast around 09:00 hours transfer to **Gulmarg - "Meadow of Flowers"** (approx. 1.5 hours drive). Located at an altitude of 8700 ft., it is a **famous Ski Resort** and has the world's highest 18 hole **Golf Course**. On arrival around 10:30 hours enjoy the **scenic view of Gulmarg on a Cable Car (Gondola)**. Lunch in a local restaurant around

DAY 4 SRINAGAR / DELHI / AGRA (B/L/D)

Morning after leisurely breakfast around 09:00 hours transfer to Srinagar airport on time to board domestic flight to **New Delhi** leaving around 12:30 hours (Snack onboard at own). On arrival in New Delhi around 14:00 hours pick up from airport and go to restaurant close to airport for quick hot lunch. Post lunch around 15:30 hours start drive to **Agra** (approx. 206kms, 4hrs). On arrival Agra check in to hotel followed by dinner.

DAY 5 AGRA / JAIPUR (B/L/D)

Morning after breakfast around 08:00 hours check out and visit **Taj Mahal** followed by **Agra Fort**. Post visit around 11:00 hours depart for **Jaipur** (approx. 250kms, 5hrs) enroute visiting **Fatehpur Sikri**. Fatehpur Sikri- the capital city of Mughal empire in 16th century built by Emperor Akbar in 1569 was abandoned after 15 years due to scarcity of water. This monument is a beautiful blend of Hindu & Muslim architecture. Lunch in a enroute restaurant. Upon arrival in Jaipur, check-in at the hotel around 17:00 hours followed by early dinner around 18:30 hours and overnight.



DAY 6 JAIPUR CITY TOUR / DELHI (B/L/D)

Morning after breakfast around 08:00 hours proceed for an excursion to **Amber Fort**. Amber is a classic, romantic **Rajasthani Fort Palace**. A major attraction at Amber is the **elephant ride** all the way up to the fort entrance. Lunch in a city restaurant around 12:30 hours. Post lunch proceed for a guided tour of Jaipur city visiting the **Maharaja's City Palace** and the **Jantar Mantar**, which is the **largest stone and marble crafted observatory** in the world. Late afternoon around 15:30 hours start drive to Delhi. On arrival around 20:30 hours dinner in a city restaurant, post dinner around 21:30 hours check in to hotel for overnight.

DAY 7 DELHI / DEPARTURE (B)

Morning after leisurely breakfast around 09:00 hours check out from hotel and go for a city tour of Delhi including **Qutub Minar, Lotus Temple** followed by lunch (**optional**) in a city restaurant around 13:00 hours. Visit **Humayun's Tomb** followed by shopping (if time permits). Transfer to New Delhi International airport to board flight for onward destination.



REMARKS

Tours will be re-arranged if need to be but we will complete the whole tours as stated in the itineraries for the passengers. Please note that itineraries are subject to changes without prior notice.

8D7N MADHYA PRADESH - HEART OF INDIA

DELHI — KHAJURAHO & JABALPUR — DELHI BY DOMESTIC FLIGHT

SPECIAL HIGHLIGHTS

- Khajuraho: Half Day tour of Western Ghat temples
- Jungle Safari in Panna National Park
- Jungle safari in Bandhavgarh National Park
- Stay In Wildlife resorts

DAY 1 ARRIVAL DELHI (D)

Arrived New Delhi International Airport, you will be greeted by our local representative and transfer to your hotel for check-in after 13:00 hours. Dinner and overnight.



DAY 2 ARRIVAL KHAJURAHO (B/L/D) (DELHI / KHAJURAHO by DOMESTIC FLIGHT - only on Mon/Wed/Sat)

Arrival Khajuraho airport around 11:00 am. Meet and transfer to hotel for check in followed by lunch. Post lunch around 14:00 hours go for half day tour of **Western Ghat temples**. A **UNESCO World Heritage Site** in central India, **Khajuraho** is a famous archaeological site known for its **sculptured temples** dedicated to Shiva, Vishnu, and Jain patriarchs. Evening around 17:30 hours back to hotel for dinner & overnight.



REMARKS

Tours will be re-arranged if need to be but we will complete the whole tours as stated in the itineraries for the passengers. Please note that itineraries are subject to changes without prior notice.

National Park not valid for travel between 01/Jul - 30/Sep for breeding. However forest department can close the park any time of the year without notice if they feel any danger for animals. National Park closed every Wednesday afternoons, alternatively, replaced afternoon activity would be offered.

DAY 3 KHAJURAHO / PANNA (B/L/D)

Morning after breakfast around 09:30 hours check out and drive to **Panna National park** (approx. 60 kms, 1.5 hrs). Panna National Park is situated in the **Vindhya hills** along the tranquil **Ken River**, one of the cleanest rivers in the world. The park itself is a vast plateau dominated by lush tropical forests, deep ravines, cascading water-falls and thick teak forests. On arrival check in to a Jungle resort followed by lunch. Post lunch around 14:30 hours go for **afternoon Jungle Safari** in Panna National Park. Late afternoon go for a **boat ride** in Ken River. Evening around 17:30 hours back to resort for dinner & overnight.

DAY 4 PANNA / BANDHAVGARH (B/L/D)

Morning after breakfast around 09:00 hours check out and start drive to **Bandhavgarh National Park** (approx. 220 kms, 4.5 hrs). Arrive the National park around 13:30 hours, check in to a **Jungle Resort** followed by lunch. Afternoon at leisure in the resort and go for **short hiking** around. Back to resort around 17:00 hours for dinner & overnight.

DAY 5 BANDHAVGARH (B/L/D)

Morning around 06:00 hours go for **Jungle safari** in Bandhavgarh National Park. Back to resort for breakfast at leisure. Post lunch around 14:00 hours go for **afternoon safari**. Evening back to resort for dinner & overnight. Wildlife attractions of Bandhavgarh are tigers, spotted deers, leopards, sambars, wild boars and sloth bears etc. **Bird sighting from hill-top** during fort visit is another attraction. **Bandhavgarh fort** visit is a special visit in which one can see ancient **Bandhavdheesh temple, manmade ponds, ancient treasury building, statues, caves, bird photography point** etc. Overnight at Bandhavgarh wildlife resort.

DAY 6 BANDHAVGARH / KANHA (B/L/D)

Morning after leisurely breakfast around 10:00 hours drive from Bandhavgarh to **Kanha** (approx. 6 hours). Lunch in an enroute restaurant. On arrival check in to a Jungle Resort. Evening dinner & overnight stay.

DAY 7 KANHA (B/L/D)

Morning around 06:00 hours go for Jungle safari in **Kanha National Park**. Back to resort for breakfast at leisure. Post lunch around 14:00 hours go for afternoon safari. Evening back to resort for dinner & overnight. Kanha National Park is one of the most tourist friendly national park providing shelter to some rarely seen **wildlife species** like world famous Barasingha (Swamp Deer). **Kanha Tiger Reserve** has sightings of Tigers, Leopards, Indian Gaur (Bison), Wild Dog (Dhole or Sonha Kutta), Mouse Deer, Wild Boar, Spotted Deer etc. and rarely seen birds like Crested Serpent Eagle, Malabar Pied Hornbill, Red-headed Vultures etc. Dinner & overnight at wildlife resort in Kanha.

DAY 8 KANHA / JABALPUR / DELHI (B) (JABALPUR / DELHI BY DOMESTIC FLIGHT)

Morning after leisurely breakfast around 08:30 hours check out and proceed to Jabalpur Airport (approx. 160kms, 4hrs). Lunch (optional) in an enroute restaurant. Upon arrival in Delhi, transfer to the airport to board return flight for onward destination.



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8D7N BEST OF DARJEELING & SIKKIM

(BAGDOGRA BY DOMESTIC FLIGHT)

SPECIAL HIGHLIGHTS

- All Meals
- Drive to Tiger Hill For Sunrise view
- Darjeeling - Ghoom Monastery, Batasia Loop, Himalayan Mountaineering Institute, Zoological Park, Tenzing Rock, Tibetan Refugee Self-Help Centre, Tea Garden, Ropeway and Japanese Temple
- Gangtok - Flower Show

DAY 1 ARRIVAL DELHI OR KOLKATA (D)

Arrived International Airport, you will be greeted by our local representative and transfer to your hotel for check-in after 1300 hrs. Dinner and overnight.

DAY 2 BAGDOGRA / DARJEELING (B/L/D)

After breakfast, transfer to the airport for domestic flight to **Bagdogra**. Arrival at Bagdogra airport, you will be greeted by your guide and proceed to lunch at a local restaurant. After lunch, drive to **Darjeeling** (approx. 98 kms, 3hrs). On arrival, check-in to hotel and rest of the day at your own leisure till dinner at a local restaurant. Overnight at Darjeeling



DAY 3 DARJEELING SIGHTSEEING (B/L/D)

Rise early around 0400 hours for a drive to **Tiger Hill** to watch the **spectacular sunrise over Mount Khangchendzonga** at 28,208 feet, the 3rd highest peak in the world. On our way back visit **Ghoom Monastery** and **Batasia Loop** and then return to the hotel around 07.30 hours for a hot breakfast. Later around 09.30 hours visit the **Himalayan Mountaineering Institute, Zoological Park, Tenzing Rock, Tibetan Refugee Self-Help Centre, Tea Garden, Ropeway and Japanese Temple** followed by lunch. Return to the hotel in the late afternoon. Dinner at a local restaurant and free for shopping. Overnight at Darjeeling



DAY 4 DARJEELING / GANGTOK (B/L/D)

After breakfast, check out of hotel and drive to the picturesque **Gangtok** city (approx. 105 kms, 4hrs). Gangtok is a beautiful hill town located at an altitude of 5,410 ft and the capital of north-eastern state of Sikkim. On arrival check-in to hotel and have lunch. Later visit **Handicraft Centre, Flower Show, DrodulChorten** and **Institute of Tibetology**. Return to hotel and followed by dinner. Overnight at Gangtok



DAY 5 EXCURSION TO TSOMGO LAKE (B/L/D)

After breakfast, start an excursion to **Tsomgo Lake** (12,400 feet). Back to hotel around 13:30 hours followed by lunch. Afternoon free to explore Gangtok of your own. Back to hotel around 18:00 hours for dinner. Overnight at Gangtok



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DAY 6 GANGTOK / LACHUNG (B/L/D)

After breakfast drive to **Lachung**, a town and hill station in northeast Sikkim, India. It is located in the North Sikkim district near the border with Tibet. Lachung is at an elevation of about 9,600 feet (2,900 m) and at the confluence of the Lachen and **Lachung Rivers**, both tributaries of the River Teesta. The word Lachung means "small pass". The town is approximately 125 kilometres (78 mi) from the capital Gangtok. Enroute visit **Singhik View Point**, **Seven Sister Water Fall** and **Naga Water Fall**, lunch in an en-route restaurant. Arrive Lachung around 17:00 hours; check in to hotel for dinner. Overnight at Lachung



DAY 7 LACHUNG / GANGTOK (B/L/D)

Morning Excursion to **Yumthang Valley** and continue drive to Gangtok (approx. 120kms, 6hrs). Overnight at Gangtok



DAY 8 DEPARTURE GANGTOK / BAGDOGRA / DELHI OR KOLKATA (B/L)

Morning after leisurely breakfast around 08:00 hours check out and proceed to Jabalpur Airport (approx. 125kms, 4hrs). Lunch in an enroute restaurant. Transfer to the International airport **by own** for your flight for onward destination.



REMARKS

Tours will be re-arranged if need to be but we will complete the whole tours as stated in the itineraries for the passengers. Please note that itineraries are subject to changes without prior notice.

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 Sales 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.

Tour

•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.

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.

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.

4. 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 (percentage of total tour fare)
From the time of booking to: 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 (for 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 after 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.

5. 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.

6. Cancellation By Third Parties

There will be a administration fee of S\$100 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 trip that has been postponed to another date shall be made within 12 months from the cancellation notification date.

7. Refund Policy on Used Portion

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

Air Ticket

Any refund will depend on the type of ticket purchased and the airlines' term 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 S\$100.

8. 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.

9. Amendment to Reservations and Amendment Fees 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.

Amendment Fee

The Company reserves the right to charge an amendment fee of S\$0 per person for each amendment requested for by the Customer. This fee will exclude all other charges imposed by the Airlines/Suppliers.

10. 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-re-issuable, non-refundable and non-eroutable. 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.

11. Travel Documents, Travel Insurance and Travel Vouchers

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 visas/documentation.

Travel vouchers, if and when issued will be subject to terms and conditions stated for redemption purposes.

Travel Insurance

Purchase of travel insurance is strongly recommended with respect to unforeseen circumstances such as trip/tour 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.

12. General Matters relating to Tours

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.

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.

Seat Rotation

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.

Purchase During Tour

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

13. Pricing Policies

The Company ensures accuracy in all its pricing policies.

Tour Fare for Group Tours Only

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

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.
- Please note the following:
- When booking tripe-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

tour/booking 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 tour/booking form.

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.

Infant Fare

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

Pricing Policy Relating To Promotions

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

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.

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.

Delivery Services

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

Receipts

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

14. 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 8.30pm, Saturdays from 10.00 am to 8pm, 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 concerns. 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 this complaint.

15. 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.

16. 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.

17. 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 responsibilities 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 thereafter 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.

18. 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.

19. 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 2016

