



DEPOSIT

All bookings will be on first come first served basis.

A minimum deposit is required during the booking process in order to hold any tentative reservation on a confirmed basis.

- Tour Package % of Tour Fare
- Upon booking minimum *SGD 500 per person is required
- 30 - 60 days before departure or Upon booking confirmation 100% of full package

*dependant on Tour Package

Payment of deposit does not constitute confirmation of the tour. All group tours are subjected to a minimum group size (as determined by the Company) in order for the confirmation to be effected and for departure to be finalized. Full payment is required no later than 30 days prior to departure.

In the event where our associates (such as airline, cruise and hotel) impose a non-refundable deposit (especially during peak travel season such as Christmas and New Year), Paveway Explorer Holidays would endeavour to inform such conditions before beginning the booking process. The deposit amount requirement would be informed duly and supersedes the amount outlined above.

Tickets, bookings and reservations will only be negotiated by Paveway Explorer Holidays on payment of a deposit which will be accepted in part payment of the total cost incurred by clients, but receipt of a deposit does not constitute confirmation of any booking. In the event of any third party travel service cancelling any arrangement made on behalf of a client, the agents will only be liable to refund the amount of the monies paid by the client to them subject a deduction for such sums if any as the third party travel services may be entitled to be paid.

As a travel provider, we work with independent overseas tour operators who may have their own terms & conditions. In cases like these, the applicable terms and conditions may vary from the terms stated above.

CANCELLATION CHARGES AND REFUND

All deposits and full payments are non-refundable upon cancellation.
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Any cancellation made by a client must be in writing and the client shall be responsible for all expenses incurred by the agents in respect of making the bookings and cancelling the same for all payments which the third party travel services may lawfully require by reason of the cancellation. Paveway Explorer Holidays will repay to the client any monies held by them after deducting the said expenses and payments and in any event shall not be required to make repayment until they have received payment from the third party travel services of such monies as may be due to the client following such cancellation, provided cancellation is made 31days prior to departure.

In the event whereby Paveway Explorer Holidays has been informed that the client's trip cannot proceed after final payment, we would endeavour to inform the client and suggest alternatives for the client's consideration. If the alternatives are rejected, Paveway Explorer Holidays will repay to the client any monies held by the third party travel services after deducting the said expenses and payments and in any event shall not be required to make repayment until they have received payment from the third party travel services of such monies as may be due to the client following such cancellation. In instance when our associates have a stricter cancellation charges (especially during peak season), Paveway Explorer Holidays Pte Ltd reserves the right to impose our associates' charges. Such conditions would be communicated in the course of the booking process.



All refunds will be expedited but may take 3 to 6 months to process according to administrative procedures. All refunds will be made by cheque or money order.

After the tour has started, no refunds will be made for any services unutilized.

For flight cancellations, please refer to the terms and conditions governed by the airline.

FINAL PAYMENT

Once the trip has been confirmed, an invoice will be sent stating the final payment and payment due date. It is the responsibility of the client to make sure that Paveway Explorer Holidays receives the payment by the due date, failure of which may render the forfeiture of the deposit.

CHANGES TO TRIP

If the client wishes to alter the booking, we will do our utmost to make such changes but it may not always be possible to make these changes particularly close to the departure date. Certain changes may not be made or accepted within 30 days of the tour departure date and may impose a cancellation charge of up to 100% of that part of the arrangement.

For any changes made, Paveway Explorer Holidays reserves the right to charge an administrative fee ranging from S\$50 – S\$150 per booking depending on the magnitude of the change and any further charge to cover any costs and fees we incur.



TOUR PRICE

Paveway Explorer Holidays will try its utmost to keep to the tour price, however, tour price is subject to increase that is outside Paveway Explorer Holidays' control.

PASSPORT AND VISA

It is the responsibility of the client to make sure that he/she has the relevant travel documents such as valid passport. Visas, work permits and etc.

RESPONSIBILITIES AND LIABILITIES

Paveway Explorer Holidays are not carriers or keepers of inns, hotels, refreshment, boarding or lodging houses. Paveway Explorer Holidays will arrange tickets, bookings and reservations only as agents for their clients who accept the same subject to these terms and conditions and those of each of the concerns with whom Paveway Explorer Holidays may make arrangements for their clients.

Paveway Explorer Holidays are not liable, howsoever the same may arise, for cancellation of journeys, deviations, delays or the failure to provide seats, berths or facilities for carrying or storing luggage or for the failure to provide accommodation. The agents are not liable in the event of alteration of any booking by them and clients are responsible for any increase in charges which the third party travel services may be entitled to require.

Paveway Explorer Holidays(both for themselves and on behalf of their servants and agents) do not accept any responsibility for any act of omission default or neglect of themselves, their servants and agents or of the servants and agents of the third party travel services for injury damage or loss to persons or goods whatsoever and howsoever the same may be caused; and they do not warrant and are in no way responsible for the accuracy of any information given or statement made by their servants and agents or those given or made by the travel services, their servants and agents.

Paveway Explorer Holidays reserves the right to modify any arrangements required by or made on behalf of clients and to cancel the same without notice