

TOUR BOOKING TERMS & CONDITIONS

By placing a deposit, balance or full payment, it is deemed that you have read, understood and accepted the following tour booking terms and conditions. In event of any conflict, the terms and conditions herein shall prevail.



(1) Deposit and Full Payment

- A non-refundable deposit of 50% of the total quoted amount for the relevant tour is required upon confirmation in order to secure the booking.
- The remaining balance is to be paid at least eight (8) weeks prior to the commencement of the trip. Payment shall be made in SGD/USD and via cheque or wire transfer to our bank account.

(2) Cancellations by Client

- All cancellations must be advised to us in writing and shall be deemed accepted from the date our written confirmation is received. As we incur costs from the time of your booking, the following cancellation charges will be payable. We will not refund you any deposits, administrative fees or alteration fees.
- It is the client's responsibility to take out holiday insurance that covers any possible cancellation of the booking.
- Any replacement or change of passenger will be considered as a cancellation and not an amendment. This term is applicable to all cases, including but not restricted to medical and pregnancy cases.
- All flights issued are non-refundable and non-transferrable and the client is liable for full payment, including all airport taxes and airline surcharges. Please note that any change of departure date, traveller's name (other than correction of typographical errors) or package tour is considered a cancellation and a cancellation fee will apply.

- Cancellation charges will apply prior to the start date of the trip according to the following notice periods and percentage of final trip value invoiced:
 1. 4 weeks notice or more: Deposit forfeited
 2. Between 2 to 4 weeks: 60%
 3. Between 1 to 2 weeks: 80%
 4. 1 week or less: 100%
- Therefore, all trips cancelled with a week or less notice before the trip commencement date will be subject to a full penalty fee.
- Any amount to be refunded to the client will be effected within 30 days from the date the written confirmation is received and accepted, net of any applicable bank charges.
- We cannot give any allowance or refund for meals, accommodation, transport or other pre-paid services, not taken when these are included in the trip price nor once the trip has started can we give any refunds for cancelling part of the trip.

(3) No Show

- In the event that the client fails to show up for a trip, we reserve the right to retain the full amount paid.

(4) Passport, Visas and Health

- The client is personally responsible for ensuring that he/she has a valid passport (with at least 6 months validity beyond the date of your return), the relevant visa(s), inoculation certificates and other necessary travel documents as may be required and conforms to the health regulations required for entry into the corresponding destination. Beyond Expeditions Pte Ltd shall not be responsible in the event the client is refused entry into the destination by immigration authorities or for his/her failure to produce the necessary passport, visa and/or medical documentation (as may be required).
- It is also your responsibility to check in for your flights by the correct time and to be in the right place at the right time for ground travel arrangements. We do not accept liabilities if you fail to do so and no credits or refunds will be given for lost or mislaid air tickets or other travel documents.

(5) Trip Alteration and/or Cancellation by Beyond Expeditions Pte Ltd

- Beyond Expeditions Pte Ltd is a professional and responsible boutique travel company committed to a high standard of quality and service.
- We will do our utmost to adhere to the trip arrangements that have been confirmed, but we retain the absolute right to modify any trip, flight schedule, accommodation or arrangement at no additional cost to Beyond Expeditions Pte Ltd.
- In the event that a trip is cancelled due to circumstances beyond Beyond Expeditions Pte Ltd's control, including, but not limited to, force majeure events, Beyond Expeditions Pte Ltd will strive to arrange for an alternative trip for the client's consideration, as best possible.

- If Beyond Expeditions Pte Ltd is unable to arrange for an alternative trip, or such an alternative trip is declined by the client, Beyond Expeditions Pte Ltd will refund the amount paid by the client, less any expenses that were mandatory and necessary to confirm the initial trip. Such expenses include, but are not limited to, air tickets issued, wages for guides, drivers, cooks, porters and camel/horse/reindeer drivers, hire of emergency, horses and camels, admission fees, bank charges etc, where applicable.
- Any amount to be refunded to the client will be effected within 30 days from the date (i) the cancellation of the initial trip is confirmed or (ii) the client declines to undertake the alternative trip, whichever is later, net of any applicable bank charges.

(6) Flight Booking/Alteration Clause

- Beyond Expeditions Pte Ltd reserves all rights to decide the flight schedule for all participants for each confirmed tour booking. We have established partnerships with specific airlines for respective destinations, taking into account various factors which include, but are not limited to, availability, pricing, budget management etc, where applicable to provide the best possible experience for our travellers.
- It is important to note that on certain travel dates, there may be limited airline options available, depending on factors which include, but are not limited to, date of booking, the proximity of the trip etc, where applicable. This may result in additional costs or restrictions on in-flight selection.

- Once we have provided you with the flight schedule for your confirmation, we require a prompt response within 3 days to secure the same cost that is already part of the total tour package. Failure to confirm within this timeframe may result in additional surcharges, as the availability of flights and prices are subject to change.
- Participants have the flexibility and option to modify or alter the flight schedule selected by Beyond Expeditions Pte Ltd for their tour. However, any additional costs incurred due to changes in timing, duration of transit, preferred airlines, layover extensions, or other flight-related preferences will be the responsibility of the participant. Beyond Expeditions Pte Ltd will inform the client of any applicable surcharges associated with the preferred flight schedule modification.
- Beyond Expeditions Pte Ltd shall not be held liable for any additional costs incurred as a result of flight alterations made by participants which include, but are not limited to, date of booking, availability, and confirmation etc, where applicable. Participants are advised to carefully consider their preferred flight schedule and the associated costs before making any modifications.
- Beyond Expeditions Pte Ltd offers participants the option to handle their own flight bookings for the tour. In such cases, the budget allocated for flight bookings will be omitted from the official invoice, and participants will be responsible for arranging and managing their own flights. Participants who opt to handle their own flight bookings are still required to provide the necessary flight details to Beyond Expeditions Pte Ltd, including arrival and departure information, to ensure seamless coordination of ground transfers and other trip arrangements.

(7) Baggage and Personal Effects

- These remain the client's responsibility and risk at all times.
- Beyond Expeditions Pte Ltd is not responsible or liable for any delay, loss or damage to the client's baggage and personal property.

(8) Assumption of Risk

- The client acknowledges that the nature of trips organised by Beyond Expeditions Pte Ltd involves an element of personal risk and could expose the client to potential hazards associated with adventure travel.
- The client agrees to undertake all trips organised by Beyond Expeditions Pte Ltd at his/her own risk and at his/her voluntary participation. The client hereby releases Beyond Expeditions Pte Ltd from all claims and causes of action arising from any damages, injuries or death result from these risks inherent in the travel, and participating in adventurous activities organised by Beyond Expeditions Pte Ltd.
- The client shall sign and agree to a duly-executed waiver and release statement in the form provided to the client.

(9) Physical Disabilities and Medical Conditions

- Clients requiring special facilities, services or accommodation must disclose such needs to Beyond Expeditions Pte Ltd at the time of booking or after booking (if such medical condition or disability develops after booking). Wheelchair-accessible transportation and accommodation may be requested, but cannot be guaranteed. Confirmation that a special request has been noted or passed on to the supplier or the inclusion of the special request on your confirmation invoice or any other documentation is not confirmation that the request will be met.

- Unless and until specifically confirmed, all special requests are subject to availability. Available accommodation standards vary by hotel and are not within the control of Beyond Expeditions Pte Ltd.
- If we feel unable to properly accommodate the particular needs of the person concerned, we reserve the right to decline their reservation or, if full details are not given at the time of booking or the condition/disability develops or worsens after booking, cancel when we become aware of these details.

(10) Trip Authority and Client's Responsibility

- At all times during the trip, the decision of Beyond Expeditions Pte Ltd's appointed guide or any other designated representative shall be final on all matters regarding the safety and well-being of clients as well as the operational requirements of the trip. By travelling with Beyond Expeditions Pte Ltd, the client agrees to abide by the authority of the appointed guide or designated representative of Beyond Expeditions Pte Ltd. The client shall at all times strictly comply with all applicable laws and regulations of all areas visited during the trip.
- If the client is affected by any condition, medical or otherwise, that might affect the client's ability to travel or participate in the trip's activities or causes persistent discomfort or nuisance to other client(s) of the trip, Beyond Expeditions Pte Ltd's appointed guide or any other designated representative shall have the absolute right and responsibility to demand and arrange for the immediate evacuation of the relevant client from the trip, with or without the client's consent. In the event of such evacuation, all additional costs arising from such evacuation shall be borne solely by the client, with no right of any refund from Beyond Expeditions Pte Ltd.
- Should the client fail to comply with the above or commit any illegal act during the course of the trip or if, in the opinion of Beyond Expeditions Pte Ltd's appointed guide or any other designated representative, the client's behaviour is causing or is likely to cause danger, distress or material annoyance to others, Beyond Expeditions Pte Ltd retains the sole discretion to terminate such client's travel arrangements on any trip immediately without any liability on Beyond Expeditions Pte Ltd's part and without prejudice to any rights Beyond Expeditions Pte Ltd may have under law or equity. The client shall not be entitled to any refund for unused or missed services or costs incurred by the client resulting from such termination of travel arrangements, including, without limitation, return travel, accommodation, meals and/or incidentals.
- The client agrees that he/she is responsible for any costs incurred by Beyond Expeditions Pte Ltd, its partners, agents and suppliers, as a result of any damage, destruction, theft, or excess cleaning fees incurred in relation to the client's accommodation, transport or use of community facilities or equipment owned by Beyond Expeditions Pte Ltd during the course of the trip. The client agrees to report any pre-existing damage of any nature to Beyond Expeditions Pte Ltd, its partners, agents and/or suppliers of the relevant accommodation, transportation service or community facility/equipment (as appropriate) as soon as possible upon discovery by the client.

- The client agrees to take all prudent measures in relation to his/her own safety while on any trip, including, but not limited to, the proper use of safety devices such as seatbelts, harnesses, and helmets, and obeying all posted signs and warnings and instructions from the appointed guide or designated representative in relation to the client's health and safety. Beyond Expeditions Pte Ltd shall not be liable for any failure on the client's part to comply with this paragraph.

(11) Safety Standards

- The client acknowledges that it is the requirements and standards of the country in which the trip is being conducted that apply and not those of his home country. The client acknowledges that these requirements and standards will not be the same as his home country and may often be lower. For example, safety belts cannot be guaranteed in all vehicles provided or international standard riding gear for horse-trekking journeys during the trip.

(12) Liability

- Beyond Expeditions Pte Ltd shall not be liable for any damage, loss, costs (including legal costs), charges, expenses, actions, proceedings, claims and demands which the client or any other person may at any time sustain or suffer in connection with the non-performance by Beyond Expeditions Pte Ltd of its services if such non-performance is:

1. as a result of fraud, wilful misconduct, wilful concealment or negligence on the part of the client;
 2. attributable to an act or omission on the part of the client;
 3. attributable to an act or omission on the part of a third party unconnected with the provision of the services contracted for;
 4. due to unforeseen or unusual circumstances beyond Beyond Expeditions Pte Ltd's control, the consequences of which could not have been avoided even if due care had been exercised;
 5. due to any political disputes, industrial action, climate disruption or other matters of a similar nature and any other force majeure; or due to any other event which Beyond Expeditions Pte Ltd, having acted with due care could not foresee or avoid.
- Beyond Expeditions Pte Ltd shall not be liable in respect of any claim which is made following the expiration of 6 months from the date of acceptance of these Terms and Conditions. The client agrees that any liability incurred by Beyond Expeditions Pte Ltd shall not exceed the full price paid for the trip. In all cases, Beyond Expeditions Pte Ltd specifically excludes all liability for indirect or consequential loss or expense, including loss of profits.

(13) Insurance

- The client acknowledges that it is mandatory that he/she obtains personal travel insurance with sufficient medical, evacuation and repatriation coverage, covering all applicable dates of travel with Beyond Expeditions Pte Ltd.
- In addition, it is the client's sole responsibility to ensure that he/she is covered by comprehensive travel insurance which will duly reimburse him/her in the unfortunate event that he/she is unable to make the trip due to unforeseen circumstances including, but not limited to, flight delays, flight cancellations, medical reasons or other force majeure events.
- The client shall be responsible for ensuring that his/her insurer is aware of the type of travel and the nature of the activities which will be undertaken.

(14) Severability

- In the event that any term or condition contained herein is unenforceable or void by operation of law or deemed as being against public policy or for any other reason then such term or condition shall be deemed to be severed from these Terms and Conditions or amended accordingly only to such extent necessary to allow all remaining terms and conditions hereof to survive and continue as binding. If any provision of these Terms and Conditions is found to be so broad as to be unenforceable, such provision shall be interpreted to be only so broad as is enforceable. The invalidity or unenforceability of any provision hereof shall in no way affect the validity or enforceability of any other provision.

(15) Governing Law

- These Terms and Conditions shall be governed and construed in accordance with the laws of the Republic of Singapore, without regard to its conflict of law provisions. Any disputes in relation to these Terms and Conditions shall be submitted to the exclusive jurisdiction of the courts of the Republic of Singapore.

(16) Data Protection

- In order to process your booking and to make sure your holiday arrangements run smoothly, we need to pass your information which you provide on to relevant suppliers such as airlines, transfer companies, hotels etc. The information which we provide may also be provided to credit checking companies and public authorities such as customs and immigration if required by law. We will not pass your information on to any person who is not responsible for part of your holiday arrangements.

(17) Changes to Terms and Conditions

- The terms and conditions which apply to your journey are those as featured on your booking documentation at the time of booking and any other terms notified to you in writing before departure. We reserve the right to update these Terms and Conditions from time to time. Any such updates shall take effect immediately upon notification.

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