

Booking Conditions

Booking Deposit

To make a booking, we will require a 10% deposit of total tour fee per person within one week of receiving confirmation invoice we are holding space for you. Your *China tour* booking is subject to availability and is not confirmed until we have emailed or faxed you a confirmation invoice. Sino Tour reserves the right to correct any errors in rates quoted or calculated or any omissions made at any time during your booking. Any verbal quote given is an indication only of the final price and is subject to confirmation.

Receipt of your deposit will be taken as an understanding by Sino Tour that the customer has read and agrees to be bound by the terms and conditions.

Final Payment

The final balance is due no later than 30 days prior to your chosen tour departure date or you can pay the final balance on arrival in China via cash or credit card. Payments by Credit Cards will incur a 5% surcharge fee.

Failure to pay in full by the due date, we reserve the right to cancel your booking, retain your deposit, and apply the cancellation charges set out in the paragraph headed "Cancellation by Client".

Late Reservation

In the event of a China tour booking being made within 30 days of the chosen tour departure date, we will require full payment of the tour cost.

Accepted methods of payment

We accept the following methods of payment.

Online payment via PayPal.

Wire transfer.

For accepted methods of payment please consult our "*Our Account Information*" for details.

Pricing Policy

The price of your China tour itinerary will be calculated according to the exchange rates as quoted by the *Bank of China*.

Luggage Allowance

The free baggage allowance within China:

Economic Class-20kg.

Business class – 30kg

First class – 40kg

Tipping

Tipping is an expected part in the tourism industry nowadays. The tipping amount is approximately US\$5 per person/per day for join-in tour, and US\$10 per person/per day for private tour.

Amendment Charges

Any changes to your China tour itinerary prior to tour booking will be free of charge.

We'll apply the following fees to any confirmed and deposited China tours. You will also have to incur any additional charges imposed by airlines, *Yangtze River cruise* or suppliers. Please note that some suppliers, in particular airlines in China, do not allow a name change and may consider this a cancellation and re-booking with a 100% cancellation charge.

Amendment to confirmed & deposited tour
- US\$25 per request.

Transferring between tours within 30 days
- US\$30 per request.

Re-booking of airline tickets
- US\$20 per person (other fees may apply)

Amendment to Yangtze cruise
- Full fare of Yangtze cruise.

Cancellation By client

Cancellation received up to 15 day before departure:
Loss of deposit

Cancellation received from 7 to 14 days prior to departure - 10% of the tour price + full cost of Yangtze River Cruise if applicable

Cancellation received from 3 to 6 days prior to departure - 50% of the tour price + full cost of Yangtze River Cruise if applicable

Cancellation received within 2 days prior to departure - 100% of total tour cost.

No-show traveler - 100% of total tour cost.

No refund will be made for any unused portions of the tour after the departure date.

Refusal of Service

Sino Tour reserves the rights to modify or discontinue the services to clients for reasons that impact on the enjoyment or safety of other tour members, or objectionably toward its employees and agents, e.g. but not limited to, the physical, medical or mental inability of clients to undertake the tour, unsocial or unruly behavior, or the carriage of prohibited substances and materials

Travel Documents

It is your responsibility to be in possession of a valid passport and visa or permits as may be required for the duration of the tour. Sino Tour may offer guidance for the necessary travel documentation upon your request but it is your own responsibility to make enquiries with the relevant authorities. Sino Tour accepts no responsibility for any failure in this respect.

Health Requirements

Clients are required to familiarize themselves with any health requirements specific to the areas being visited. Clients who are aged 70 years or more, or with a pre-existing condition that affects their fitness to the tour, or any medical dietary requirement should be completed and email or fax us this document when booking. Clients should visit their Doctor for these aforementioned purposes, and/or to confirm that they are physically able to undertake the tour. Clients to *Tibet* are required to provide a doctor's certificate which states clients are physically able to undertake the Tibet travel.

Complaints and Claims

Should the customer not be satisfied with any services of the tour they must immediately inform the guide or our representative so that remedial action can be taken if possible.

In any event of a complaint you must notify Sino Tour of any complaint in writing, within 15 days of the date of the completion of your tour. All relevant receipts and substantiating evidence must be attached to the letter of complaint or claim.

Sino Tour will not be liable for any claims made later than 15 days after the completion of your tour

Our Liability To You

As a coordinator for all people taking our China tours in the making of all arrangements for the transportation, sightseeing, and also China hotel accommodation and other related travel services, Sino Tour does not own, manage, control or operate any transportation vehicle, any hotel or restaurant or any other supplier of services. All coupons receipts and tickets are issued subject to the terms and conditions specified by the supplier and all services are subject to the laws of China.

Sino Tour assumes no responsibility for the loss or damage to baggage or property or for any injury, illness or death or for any damages or claims howsoever caused arising directly or indirectly from accidents loss or damage to person or property delays, transport failure, strikes, wars and uprisings or acts of God etc. over which the Sino Tour has no control.

