

## Immersed in China's Wonders, April 2018

### Terms and Conditions

#### 1. Payment:

All payments can be made by cheque, electronic transfer or credit card. Using a credit card incurs a fee of 3%.

#### 2. Details:

***Please ensure you include your full name as a reference***

A receipt will be emailed once payment has been processed Cheques may be sent to:

Sino-Immersion Pty Ltd, Po Box 653 Manly, 1655, NSW, Australia.

Please indicate that this cheque is for "Immersed in China's Wonders 2018".

Electronic fund transfers (EFT) may be made to the following bank account: Account Name: Sino-Immersion Pty Ltd

BSB: 062 287      ACCOUNT NUMBER: 1047 9694

Alternatively please call Sino-Immersion's office to pay by credit card, or fill in the form attached. Payments by credit card will incur a fee. Office number is +61 420 288 693.

By paying a deposit the Client agrees to be bound by the terms and conditions set forth in this document.

#### 3. Fees and charges

The Tour Price is based on group travel and any deviation from the set itinerary may incur additional fees, especially in relation to transfers and airline costs.

#### **4. Cancellation by Client**

Within China Sino-Immersion utilizes third party tour operators (“Operators”) for tours and excursions (“Excursions.”)

All Excursions are subject to cancellations or changes without prior notice.

Operators reserve the right to deny participation to any Client based upon criteria they may establish. Sino-Immersion does not own, control or operate any kind of transportation company or service, or any Operator. These Operators are owned and operated independently of Sino-Immersion. Within China, Sino Immersion predominantly works with the Operator *China Travel Service*.

Sino-Immersion does not assume responsibility or liability for any damages, injuries or lost baggage that may occur for any reason during or as a result of any Excursion. Sino-Immersion is not responsible for any negligent act, omission or failure to act on the part of the Operator and Sino-Immersion is not liable for any alleged negligence in selecting the Operator or offering its products. There are no representations or promises made by Sino-Immersion that in any way take precedence over these General Conditions.

Client assumes 100% of the risk of participating in the Excursion and agrees that it will not bring any type of action against Sino-Immersion for any injury or damage that occurs in connection with the planning, selection or operation of any Excursion. To the full extent permitted by law, and in consideration of being allowed to participate in the Excursion, the Client releases Sino-Immersion and its agents, representatives, employees, directors and officers, and waives any rights it may have against said parties for damages or claims arising from or in any way connected with Client’s participation in the Excursion.

Any cancellation must be made in writing to Sino-Immersion and will be subject to the following cancellation charges from the date the

written cancellation is received:

- More than 60 days prior to departure, loss of deposit plus any administration fee
- Between 59-50 days prior to departure; 33% of total tour cost
- Between 49-40 days prior to departure; 60% of total tour cost
- 39 days or less prior to departure, 100% of total tour cost
- Any 'no show'; 100% of total tour cost In the event of a cancellation any refunds will be less administration fees including visa, transfer fees, fuel surcharge and any other airline cancellation fees and any applicable amendment fees. Cancellation charges and fees cannot be waived. No refund will be made for any unused portions of the tour after the departure date.

## **5. Cancellation by Sino-Immersion**

Sino-Immersion reserves the right to cancel or vary a tour prior to departure due to insufficient numbers, or illness of its own staff. In such an event alternative travel dates will be offered. Should these options not be acceptable, Sino-Immersion will refund the full price paid. If the tour is cancelled or varied prior to departure due to unforeseeable circumstances such as, but not restricted to, severe weather conditions or force majeure, Sino-Immersion will refund all monies, less the non-refundable airfare/s. Unforeseeable circumstances such as force majeure, adverse weather, flight rescheduling, hotel overbooking and faults with transportation or road conditions may also have an effect on the tour itinerary after the commencement date. Any decision made in respect of tour services by independent operators to re-route or amend the itinerary due to any of the above or similar circumstances is at the discretion of the tour service provider and Sino- Immersion shall not be liable for any

claim whatsoever arising from such events.

## **6. Travel Insurance**

The client must take out travel insurance in order to take part in the tour with Sino- Immersion. The travel insurance must cover the entire period of the tour. The insurance policy should provide coverage for medical expenses arising through illness or accident prior to or during the holiday and loss of holiday monies through cancellation and curtailment of the holiday for insurable reasons. Clients should ensure that there are no exclusion clauses limiting protection for the type of activities in the tour. Sino-Immersion cannot in any way be made liable for any additional cost incurred by the customer on the tour.

## **7. Tipping**

Tipping is an expected element in the tourism industry today and China is no exception. Although tipping remains at the discretion of the individual, Sino- Immersion's all-inclusive package means that we take care of this obligation for you within China. You are not expected to pay further tips to those assisting us, unless you choose to do so.

## **8. Passports, visas and vaccinations**

Clients must ensure they are aware of all relevant passport and visa requirements and that they allow adequate time to obtain them. Please note that many countries require that passports are valid for six months beyond the period of the Client's stay. Requirements can change and it is the Client's responsibility to ensure that they comply with current passport, visa and health requirements and take all necessary documents with them to gain access to China. Clients from Australia are to follow the precautions regarding China recommended on the Australian Government advisory page,

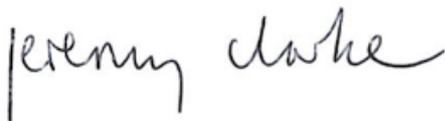
[smartraveller.gov.au](http://smartraveller.gov.au).

## 9. Please Note

Changes in taxes, fuel surcharges and currency exchange rates may affect the price of the tour, especially where such fluctuations are significant. Any changes will be advised to clients prior to paying the final payment.

## 10. Accommodation

China Travel Service, or a similar Destination Management Company, books all hotels in the specific areas requested by Sino-Immersion Pty Ltd, to ensure prime position for the daily touring. All hotels will be a 4 star minimum. Accommodation rooms are twin share unless single rooms are requested. The single supplement cost is an additional \$500.



Dr Jeremy Clarke

Director, Sino-Immersion Pty Ltd