

Terms and Conditions

1. UNDERSTANDING AND ACCEPTANCE OF TERMS AND CONDITIONS

The participant is to drawn to the terms and conditions stipulated herein and is deemed to have read, understood and accepted the terms and conditions hereinafter appearing, including those terms and conditions which may be varied and amended from time to time by Actxplorer Pte Ltd (hereinafter referred to as “the Company” which expression shall include its present and subsequent members, employees, servants, helpers, whether permanent or temporary, suppliers and/or agents, each of whom shall have the benefit of and the right to enforce such terms and conditions). The Company reserves the right to vary, amend or add to the terms and conditions from time with reasonable notice to the participant.

2. WARRANTY

The participant hereby warrants that all information that he/she has provided or will provide to the Company whether or not in writing, with respect to the application for registration of the tour and the tour itself, shall be true and accurate in all respects. The participant hereby consents to the Company releasing the information or particulars of the participant to the relevant authority or agency for the purpose of the service subscribed or rendered only.

3. CORRECTNESS, CHANGE OF PRICE, FEES AND COSTS

All information, prices, fees and costs quoted for this service are correct at the time posted. The information gathered from sources is accurate as at the stipulated date and the Company takes no responsibility to ensure that the information shall remain accurate at all times. The participant hereby accepts that the prices, fees and costs may be subject to change without notice, including but not limited to, those arising from currency fluctuations, increases in air fares, hotel rates, fuel surcharges and or local airport or other taxes and charges prior to written confirmation from the Company. Any price, fee or cost quoted stipulated or certified by the Company at any time whatsoever shall be conclusive save for any manifest error. The Company shall however and as far as possible, provide an update on the information as and when available and within its reach.

4. SERVICE PRICE EXCLUSION

The service price shall exclude any variation or additional requests, if any, including but not limited to pre/post accommodation, room service, bar, beverages, laundry, internet and telephone charges, porterages or tips other than what has been agreed and arranged, unspecified meals or events outside the stipulated itinerary, excess baggage charges, passport and visa fees, personal, accident and baggage insurance, taxes (including but not limited to airport taxes and airline fuel charges) or fines/penalties of any kind, costs of personal or unspecified purchases and all other costs, fees or charges of a personal nature and are not expressly specified to be provided by the Company.

5. CHILD FARES

There are special child fares for children at different ages per stipulated prices. Child fare, if applicable, is based on sharing a twin or double room with two adults with or without an extra bed. If an extra bed is required, extra surcharges or supplements will be applied.

6. PAYMENT TERMS

Payment shall be made by participant in the following manner:

a) Payment should be to Grace Assembly of God

Bank Name	DBS	
Bank Account number	0069005998	
Payee Name (Org name)	Grace Assembly of God	
UEN no for Paynow	S61SS0171E003	

7. CANCELLATION

Where the cancellation is made in the following situation, the stipulated terms shall apply accordingly:

Company's cancellation:

- a) Notwithstanding that full payment has been made, the Company reserves the right to object to any application for any reason whatsoever including but not limited to actual or anticipated non-compliance of any of the terms and conditions stipulated herein;
- b) In the event the Company does not receive full payment when due and in such case, the Company reserves its sole right and discretion to cancel the booking and shall forthwith forfeit the entire deposit if any.

Participant's cancellation:

The Participant is entitled to cancel his/her tour booking but such cancellation shall be conditional upon and become effective upon the Company's acknowledgement of receipt of Notice to cancel the booking via official email and subject to the following applicable cancellation fees per participant, which shall also be applicable for cancellation effected by the Company as specified above in clause 7:

- a) 61 days or more, prior to the retreat – 100% of Full package Fare less \$50 administration fee;
- b) 46-60 days prior to the retreat – 80% of Full package Fare in Clause 6(b);
- c) 30-45 days prior to the retreat – 100% Full package fare;
- d) Less than 30 days before the retreat – No refund.

8. TOUR CANCELLATION

The Company reserves the sole right and discretion to cancel any tour prior to departure for any reasons whatsoever including but not limited to the following:

Security/Safety reasons, whether political or otherwise;

Insufficient number of participants to take advantage of the negotiated tour package fare;

In the event of such cancellation, the Company may at its sole discretion offer an alternative destination with or without any price adjustment. Should the participant decide not to accept such alternative arrangement, the Company shall use its best endeavours to refund the said sum in full within 28 days, less any reasonable costs incurred or sums charged by the airlines, tour operators or other agencies. In deciding this cancellation, the Company shall take into paramount consideration the safety and welfare of the participant.

9. AMENDMENT FEE

An administrative fee of S\$50 per person in addition to the imposed vendor's charges will be levied for any amendment after reservation has been acted upon. An amendment fee being levied includes changes in name or a transfer to another person within the same retreat.

10. EXTENSION OR REROUTING

There shall be no extension or re-routing by any participant provided prior notice or arrangement has been made and costs/charges for such extension or re-routing paid in full prior to departure. Such extension or re-routing is subject to availability of the transport, ferry, flight, accommodation and F&B schedules and notice or requests shall be made at least 45 days prior to departure.

11. NO REFUND FOR CANCELLATION OF LESS THAN 45 DAYS OR FOR UNUSED PORTION OF PACKAGE

The participant shall not be entitled to any refund for any amount paid in the event of cancellation of booking made 45 days or less before the scheduled departure date (as stated in our cancellation policy), or for any reason whatsoever, your visa application is rejected by any authority or the participant is stopped from traveling for whatsoever reasons by any authority, deported or cannot or the participant elect not to commence or continue with the stipulated service for any reason whatsoever, or if participant does not, in part or in full, use or participate in any transport, flight, ferry, accommodation, meal, tour, or any other service which is included in the stipulated fare.

12. MEALS/SPECIAL REQUESTS

Meals are as specified in the itinerary. If any meal is not served or unused for any reason whatsoever, particularly where the Company has no control, or the participant chooses not to use its meal package, no refund or replacement shall be made for the unused or unserved portion.

In the event any special requests such as special meals, dietary requirements, adjoining rooms etc. are requested, participant shall inform the Company upon booking or registering participation. Such requests are subject to confirmation and availability.

13. ACCOMMODATION

Accommodation for adults is based on TWIN/TRIPLE sharing or DOUBLE bedrooms at the nominated or similar standard hotels. For those requiring single room accommodation, a supplement fee specified shall be payable. For those booking triple-share rooms, the third bed may be a "roll away" or sofa bed. Extra beds may be requested at additional cost and subject to availability at the relevant hotels. While the Company endeavours to arrange accommodation based on the type of room and bed type requested, the Company shall not be responsible or liable if such cannot be provided by the relevant agent or hotel.

Accommodation shall be on first come first basis. Attempts will be made to allocate hotels nearer to the Gathering location to the first in the queue and registrations received later will have to be assigned hotels further away from the Gathering location. In the event accommodation booked or requested is NOT available, every effort will be made for an alternative accommodation of similar standard requested.

Single occupancy will be on request at an additional cost to be borne by the participants and is subject to availability.

14. VISA, PASSPORT AND OTHER TRAVEL DOCUMENTS

It is the participant's duty to ensure that his/her passport is valid with a minimum of seven (7) months validity before the scheduled/actual departure date and has all the necessary travel documents, such as visa, as required by the government of the country to be visited.

15. TRAVEL INSURANCE

The participant is strongly advised to purchase his/her own personal travel insurance coverage from agents in their own country. Under no circumstances shall the Company be made liable or be construed as a Carrier under contract for the safe carriage of any passenger and/or his/her baggage and/or belongings.

The participant is advised to purchase personal insurance covering the insolvency of the travel agent and to acknowledge expressly in a written note to say that the participant has chosen NOT to purchase such policy. Any group insurance purchased by the company shall be per contractual basis with the stipulated entity.

16. EXCESS BAGGAGE

Each aircraft or ferry passenger is permitted one piece of hand luggage (550mm x 350mm x 250mm) and one piece of check-in baggage not exceeding 20 kg in weight. Whilst every attempt is made to accommodate the baggage of the participant, the participant shall be responsible for his/her own excess baggage charges.

17. PROPER BEHAVIOUR AND CONDUCT

Participant is expected to observe proper behaviour and conduct throughout the service rendered and to respect the laws, customs and traditional practices of the countries he/she visits (including dietary practices). At all times, the participant is expected to be punctual and to participate in all activities and shall comply with all directions of the Tour/Group Leader including but not limited to seat arrangements, physical arrangements and other land arrangements that are provided for the maximum comfort and convenience of the participants. All cooperation is requested from every participant in making the journey and event/trip/tour an enjoyable, pleasant and memorable one.

18. RIGHT TO CHANGE ITINEARY/REFUND OF UNUSED SERVICES

It is the participant's personal responsibility to ensure that they have a valid passport with a minimum 6 month's validity from the date of the coming departure point as well as the necessary visas and other documents required by the various government authorities of the countries they will visit or pass through.

We will render assistance for visa applications whenever possible. Visa fees and service charges will be borne by the participants unless specifically included in the package booked. The Company or the organizer does not guarantee the approval of the visa application.

The Company or the organizer cannot be held responsible or be liable for any expense, reimbursement or refund of booking or travel arrangement charges if the participant is refused entry by any country before departure or during the event/tour and travel for whatever reason, including but not limited to non-possession of necessary visas.

19. LIABILITY AND INDEMNITY

It is an express term and every participant agrees that each participant participates at his/her own risk of loss, injury, damage to person and/or belongings. The Company takes no responsibility or liability for any loss, damage, expense, injury or death whatsoever including but not limited to any loss, injury or damage resulting from (a) any delay, accident, mechanical or electrical breakdown, sickness, weather condition, strike, crime, war, quarantine, illegal act or omission, act of God, hostility, conflict, war or natural disasters; or (b) any denial of tour participant to board any aircraft or coach or any other transportation means or in the event of deportation or refusal of entry into any country or any part thereof by immigration or other relevant authority of any country for any reasons whatsoever.

The Company shall act only as an agent and not principal. The Company shall not be responsible for any changes, acts of discretion or inconvenience caused by any suppliers, transport operator, hotel, tour operators, agents or entities for which the Company or any of its servants or agents have no control or influence whatsoever, over the situation.

The Participant hereby agrees to fully indemnify the Company, its servants or agents from and against all actions, proceedings, claims demands whatsoever which may be made or instituted against the Company including without limitation action for damages, relief, interest, costs (on a full indemnity basis) and expenses whatsoever and howsoever arising, directly or indirectly occurring to, suffered or sustained by any person, property, entity or authority wheresoever situated, resulting from the participant's act or omission during or in connection with the Tour.

In short, the Company is and shall not be liable for any injury and or damage caused and is fully exempted from any liability arising by reason of act of God or circumstances beyond our control.

20. AMENDMENT OF TERMS AND CONDITIONS

The Company may at its full discretion with or without prior notice to the Participant amend any of these terms and conditions and the participant shall be bound by such amendment upon notice of amendment being given.

21. SEVERABILITY

Should any term or condition stipulated herein now or later conflict with any applicable law or administrative regulation with the force of law, whether national or supranational, said term and condition shall be considered as not written and of no effect and all other provisions of this Agreement shall remain in full force and effect.

22. GOVERNING LAW

These terms and conditions shall be governed and construed in accordance with Singapore law and each of the party hereby agrees to submit himself/herself to the non-exclusive jurisdiction of the Courts of the Republic of Singapore.

Each of the participant hereby confirm that he/she has fully read, understood and agreed to be bound by the above terms and conditions. (For those below 21 years old, their parent/guardian, as the case may be, shall have to acknowledged for and on their behalf.

In the case of online booking, the contact person is the booking person and shall be the person who agrees to be bound.

