

Centaurs Sports Travel Terms & Conditions

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ABOUT CENTAURS SPORTS TRAVEL

CENTAURS SPORTS TRAVEL is a business unit of the Singapore-registered business **CENTAURS GROUP PRIVATE LIMITED** (UEN: 200107720D), licensed to carry on the business of a travel agent subject to the provisions of the Travel Agents Act, the Regulations made thereunder and the conditions stipulated by the Singapore Tourism Board (Singapore Tourism Board Licence (General) No.: TA03733).

TERMS & CONDITIONS

1. BOOKING INFORMATION

- 1.1 All travel bookings are subject to availability and confirmation by the respective service providers (e.g., airlines, hotels, tour operators). Centaurs Sports Travel will endeavour to confirm bookings promptly and provide clients with relevant booking details within a reasonable timeframe.
- 1.2 To initiate the booking process for your chosen holiday arrangements, kindly inform one of the Centaurs Sports Travel team members. Based on the information shared, our staff will provide a Proposed Itinerary and an Initial Quote. Acceptance and the customer's signature on the Proposed Itinerary & Initial Quote establishes a contractual agreement between you, "The Booker" and Centaurs Sports Travel within Centaurs Group Private Limited.
- 1.3 The Booker / contact person must be at least 18 years old to make this booking.
- 1.4 By making a booking with us, you are acknowledging that you've read and agreed to these booking terms. Additionally, you assert that you have the authority to accept these conditions on behalf of all individuals included in your party.

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- 1.5 A travel/tour booking request is deemed confirmed once payment of the Initial Deposit is received by Centaurs Group. Centaurs Group will send an email to you once payment is received, which will suffice as the Booking Confirmation.
- 1.6 Upon confirmation of the booking, a Passenger Information Form will be sent to you, to be filled out within a reasonable timeframe to assist with the next steps in the booking of your trip. Please note that some bookings with vendors or third party suppliers may not be possible without the provision of such information and could result in additional charges or changes to the itinerary if deadlines are missed.
- 1.7 Please ensure that the names provided in the Passenger Information Form match those on the relevant passports.
- 1.8 Requests for dietary preferences, equipment rentals, or assistance should be submitted in writing at the Proposed Itinerary & Initial Quoting stage. If these relate to individuals, please also note these on the Passenger Information Form. If you're commemorating a special occasion during your trip, please inform us and we'll strive to accommodate your requests.
- 1.9 All details for the booking will be reviewed with you throughout the booking process. Please verify the accuracy of names, dates, and timings upon receipt of all documents and promptly notify us of any discrepancies. Any modifications to the Itinerary or Passenger Information Forms may require updates to the quoted price or incur charges outlined in 7.2.
- 1.10 Our booking conditions are accessible on our website and in the documentation sent to you.
- 1.11 It is advised that you have an existing travel insurance policy in place before making any initial deposit payments for a booking with Centaurs Sports Travel.

2. PAYMENT PROCEDURES & DEPOSITS

- 2.1 To secure your booking, clients are kindly asked to make payment of the Deposit Invoice by the due date indicated on the invoice. Failure to meet the payment deadline may result in the cancellation of your booking.

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- 2.2 A non-refundable deposit will reflect 50% of the Initial Quote cost. If the booking is made less than eight (8) weeks prior to the departure date, we will need to collect 100% of the payment at this stage. Some hotels may require a higher deposit as per their terms, and certain airfares may necessitate immediate payment, in accordance with individual airline policies. Our reservations team will notify you if these conditions apply to your booking, and will be reflected in the Deposit Invoice.
- 2.3 Twelve (12) weeks from the travel date, we will supply you with a Final Itinerary and a Balance Invoice, reflecting the remaining balance of your holiday expenses. Payment for this invoice is due eight (8) weeks before your departure date. Should the Balance Invoice not be paid on time, we reserve the right to consider the booking cancelled. For bookings made within eight (8) weeks of departure, full payment is required immediately.
- 2.4 Any additional costs resulting from any unforeseen requests or booker-requested changes during the delivery of the tour/travel itself will be the responsibility of the client, and charged post-tour in a Final Invoice. These will be quoted and communicated at the time of request, for The Booker's approval or declination.
- 2.5 At present, payments can be made via telegraphic bank transfer to Centaurs Group Private Limited or credit card through the CardUp link (additional charges may apply).

3. CANCELLATION & REFUNDS POLICY

- 3.1 Please be aware that cancellation terms may differ based on the service provider and the type of booking you've made. We encourage clients to thoroughly review the cancellation terms and conditions prior to signing the Proposed Itinerary & Initial Quote. Refunds, if applicable, will be processed according to the cancellation policy and may incur administrative fees.
- 3.2 Should you need to cancel your booking, please notify Centaurs Sports Travel in writing as soon as possible. The following charges will apply to individual bookings:

- More than 56 days before departure: deposit forfeited

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- 55 - 15 days before departure: 75% of the full holiday price
- 14 - 0 days before departure: 100% of the full holiday price

- 3.3 Please note that insurance premiums are non-refundable. Additionally, certain airfares may be subject to instant purchase requirements or ticketing deadlines shortly after purchase. If your booking falls under such fare conditions, full payment for the flight or flight-inclusive portion of the package will be necessary, in accordance with these restrictions. These payments are non-refundable upon cancellation at any stage.
- 3.4 For group bookings, cancellation terms may vary based on the nature and size of the group.

4. TRAVEL DOCUMENTS

- 4.1 It is the client's responsibility to ensure that all travel documents, such as passports, visas, and health certificates, are valid and up-to-date for the duration of the trip. The agency will not be liable for any consequences resulting from the client's failure to comply with travel document requirements.
- 4.2 Your travel documents will be dispatched to you approximately two weeks before departure. For reservations made after this period documents will be dispatched once payment has been received and cleared.

5. TRAVEL INSURANCE GUIDELINES

- 5.1 We strongly advise clients to secure travel insurance independently to safeguard against unforeseen events such as trip cancellations, medical emergencies, lost luggage, and travel disruptions. It's a prerequisite for booking with us that all passengers are adequately insured throughout the duration of their holiday.
- 5.2 Singapore Tourism Board requires that we advise you to consider buying sufficient travel insurance before your trip and for us as a licensed travel agency to record details on this. Even if you or members of your party choose not to purchase insurance for the trip, we must record this as "not purchased". The information we must collect for these records includes:

Name of customer

Travel Agent Reference Number (e.g. Booking reference number invoice number),

Name of travellers

Customer's decision on travel insurance purchase; and in some cases, certain particulars of the travel insurance purchased (e.g. name of insurer, name of policy, policy reference number and name of insured travellers)

We must keep the records for at least a year, either in electronic or physical form.

5.3 It is your responsibility to ensure that the insurance coverage you select meets your specific needs, whether it's for activities like diving, medical emergencies, or repatriation.

5.3 For outbound trips originating from Singapore to any destination, Centaurs Sports Travel can facilitate connecting you with an independent insurance agent. However, it's the client's responsibility to review the premiums and communicate directly with the respective agent to finalise the insurance arrangements.

6. LIABILITY

6.1 Centaurs Sports Travel acts as an intermediary between clients and service providers (e.g., airlines, hotels, tour operators) and shall not be liable for any loss, injury, or damage incurred during the provision of travel services. Clients are advised to review the terms and conditions of service providers and purchase additional insurance coverage if necessary.

7. CHANGES, ALTERATIONS & UPDATES

7.1 We understand that plans may need adjustments, and clients are welcome to request changes or amendments to their bookings, contingent upon availability and the policies of our service providers.

7.2 Alteration requests must be done in writing. Please note, there's an amendment fee of \$50 per person per change. Higher charges may apply if documents have already been issued, as certain arrangements cannot be altered once the reservation is finalized, potentially incurring a 100% cancellation charge. If you decide to make changes to your travel plans while abroad,

please be aware that Centaurs Sports Travel will not be held responsible for any additional costs or difficulties that may arise as a result of the alterations.

- 7.3 Where possible, changes and any associated charges will be communicated to you as soon as is reasonably possible, for your approval, before changes are actioned. Any charges will be reflected in the Balance Invoice or Final Invoice, depending on when in the process the change is requested.
- 7.4 No credit or refund is possible for any unused services included in the holiday cost.
- 7.5 Any additional costs resulting from these changes or amendments will be the responsibility of the client.
- 7.6 In the event of Centaurs having to alter, amend, or cancel the holiday on or before the date balance is due, you will be offered a choice of an alternative holiday at least comparable to the standard you booked. If this is not acceptable, the company will refund you in full. We will not cancel your travel arrangements less than 8 weeks before your departure date, except for reasons of force majeure or failure by you to pay the final balance.
- 7.7 Please note that carriers such as airlines may be subject to change, and neither Centaurs Sports Travel nor Centaurs Group can be held responsible for any delays, schedule changes, or cancellations made by the airlines.

8. FORCE MAJEURE

- 8.1 Centaurs Sports Travel shall not be liable for any failure or delay in the provision of travel services due to circumstances beyond its control, including but not limited to natural disasters, strikes, terrorist activities, and government regulations.

9. COMPLAINTS & DISPUTES

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9.1 Your feedback is valuable to us. Should you encounter any issues with our travel services, we encourage you to communicate with us in writing at your earliest convenience. While traveling, if any aspect falls short of your expectations, we recommend promptly informing the local provider to facilitate swift resolution. Should the matter remain unresolved to your satisfaction, we kindly request that you contact us within 28 days of your return, enabling us to conduct a thorough investigation. Rest assured, we are dedicated to addressing any concerns in a fair and timely manner.

10. GOVERNING LAW

10.1 These terms and conditions shall be governed by and construed in accordance with the laws of Singapore. Any disputes arising out of or in connection with these terms and conditions shall be subject to the exclusive jurisdiction of the courts of Singapore.

ACCEPTANCE OF TERMS & CONDITIONS

By booking travel services with Centaurs Sports Travel and signing the Proposed Itinerary & Initial Quote prepared for you by Centaurs Group, you acknowledge that you have read, understood, and agreed to the following terms and conditions and are the authorised person on behalf of the organisation / travelling party to do so.