

價格	<ul style="list-style-type: none"> ● 所有價目以港幣 (HK\$) 付款方法計算，自悠行套票及郵輪假期套票之價錢已包括旅遊業議會的印花費 (TIC LEVY)。價目不包括政府稅項、機場稅項/費用、航空公司附加費 (如燃油附加費)、港口費、機票服務費 (每張 HK\$50)、旅遊保險及簽證費，特別註明除外。 ● 預訂機票、郵輪、酒店及其他相關旅遊項目，確實與否將視乎該項目供應情況而定。故此，價格或許因供應緊張而有所上調，最終價目會以最後確實時為準。受影響之旅客有權選擇支付該額外費用或取消其訂單；客人取消訂單後，可於 3 個工作天# 內全數取回已繳款項。 				
	<ul style="list-style-type: none"> ● 旅客姓名 - 客人報名時需提供所有旅客姓名之英文全名及性別，所有資料必須與其持有之旅遊證件完全相符。參加郵輪假期之客人，必須提供所有旅客之旅遊證件副本。否則航空公司及郵輪公司有權收取更改手續費、拒絕更改及拒絕旅客登機/登船，而酒店及租車公司有權收取更改手續費、拒絕更改及拒絕旅客入住/使用租用車輛。 ● 訂金 - 金額以每位結算，酒店住宿則以每酒店每房結算。 				
預訂	旅遊產品		出發 / 使用日期前		
			31 天或以上	1-30 天	
	自悠行套票	平日	HK\$1,000	100% 全費 (14 天內，不接受支票)	
		旺季	HK\$3,000		
	團體機位自悠行套票	平日	50% 全費		
		旺季	100% 全費		
	個別自悠行套票 (包含加班機位、LEGOLAND、租車服務、澳門、中國廣東省短線及本公司另行公佈之產品)，單售產品 (機票、門票、車票、船票、租車服務)		100% 全費		
	郵輪公司		出發日期前		
	Costa Cruises, Star Cruises		46 天或以上	1-45 天內	
	Carnival Cruise Lines, Celebrity Cruises, Cunard Line, MSC Cruises, Norwegian Cruise Line, Royal Caribbean International,		61 天或以上	1-60 天	
Disney Cruises, Holland America Line, Compagnie du Ponant, Princess Cruises, The Seabourn, 其他		91 天或以上	1-90 天		
航線	亞洲	1-5 晚	平日	HK\$2,000	100% 全費 (不接受支票)
			旺季	HK\$3,000	
		6 晚或以上	平日	HK\$5,000	
			旺季	HK\$8,000	
	亞洲以外	1-5 晚	平日	HK\$5,000	
			旺季	HK\$10,000	
		6-14 晚	平日	HK\$8,000	
			旺季	HK\$13,000	
		15 晚或以上	平日	HK\$15,000	
			旺季	HK\$20,000	
酒店住宿		入住日期前			
		22 天或以上	1-21 天		
一般酒店	平日	首晚房費	100% 全費 (14 天內，不接受支票)		
	旺季	首晚房費 / 50% 全費 (以最高價為準)			
個別酒店 (如 LEGOLAND、溫泉酒店、滑雪場酒店、馬爾代夫酒店、毛里裘斯酒店及本公司另行公佈之酒店)		100% 全費			
餘款	<ul style="list-style-type: none"> ● 餘款需於訂單確實後翌日繳清所有餘款，逾期未繳者，視作客人自動放棄論。本公司將取消其訂單，一切所繳交之費用概不發還。客人不得將訂金轉讓他人，不得作任何更改及轉換。 <p>自悠行套票及其他產品：14 天內出發或使用，恕不接受支票 郵輪假期：90 天內出發，恕不接受支票</p>				

付款方法	<ul style="list-style-type: none"> 現金、支票 易辦事、香港銀行發出之 VISA 信用卡及 萬事達信用卡 (只適用於指定產品) 香港銀行轉帳 <table border="1"> <tr> <td>戶口名稱：</td> <td>WINCASTLE TRAVEL (HK) LTD</td> </tr> <tr> <td>渣打銀行：</td> <td>447-0065-2224</td> </tr> <tr> <td>匯豐銀行：</td> <td>502-137995-001</td> </tr> <tr> <td>恆生銀行：</td> <td>773-649959-001</td> </tr> <tr> <td>中銀集團：</td> <td>031-349-0030-4693</td> </tr> </table> <ul style="list-style-type: none"> 海外銀行轉帳，客人需額外支付海外交易費每次 HK\$200 				戶口名稱：	WINCASTLE TRAVEL (HK) LTD	渣打銀行：	447-0065-2224	匯豐銀行：	502-137995-001	恆生銀行：	773-649959-001	中銀集團：	031-349-0030-4693										
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更改及取消	<ul style="list-style-type: none"> 所有交易一經付款 (包括訂金或全數)，全線產品恕不接受任何理由而更改、轉讓、轉作其他用途及取消，一切視作客人自動放棄論，已繳費用概不發還。倘若航空公司、郵輪公司或酒店房間未能確實之情況下，客人可選擇更改旅遊日期/ 航空公司/ 航班/ 郵輪公司/ 住宿酒店或選擇取消訂單及退款，其他情況均不得取消。客人欲取消訂單，必須以書面確實或親身到各分行辦理為準。 基於出入境保安理由及程序，列印在機票上的旅客姓名全名及性別必須與其持有之旅遊證件完全相符。否則航空公司及郵輪公司有權收取更改手續費、拒絕更改、拒絕旅客登機/ 登船，無法成行，客人需自行承擔損失，一概與本公司無涉。 若旅遊產品獲相關單位^^ 授權及批准更改/ 取消，客人需繳本公司手續費及相關單位^^ 之額外費用/ 罰款。但部份產品 (如澳門/ 中國廣東省短線、門票、特惠/ 推廣機票及酒店住宿) 不接受更改及取消。 <table border="1"> <thead> <tr> <th rowspan="2">單售產品</th> <th rowspan="2">相關單位^^ 之額外費用/ 罰款</th> <th colspan="3">本公司手續費 (每次)</th> </tr> <tr> <th>更改</th> <th colspan="2">取消 / 退款</th> </tr> </thead> <tbody> <tr> <td>機票</td> <td rowspan="3">按相關航空公司、郵輪公司、酒店或代理商之條款而釐定</td> <td>每張 HK\$350</td> <td>每張 HK\$475</td> <td rowspan="2">退票手續需 3-6 個月時間 (如於特殊情況，將以該相關單位^^ 之規定為準)，當本公司收到相關款項後，將立即通知客人取回退款。</td> </tr> <tr> <td>郵輪船票</td> <td>每張 HK\$350</td> <td>每張 HK\$500</td> </tr> <tr> <td>酒店住宿</td> <td colspan="3">每房 HK\$300</td> </tr> </tbody> </table>				單售產品	相關單位^^ 之額外費用/ 罰款	本公司手續費 (每次)			更改	取消 / 退款		機票	按相關航空公司、郵輪公司、酒店或代理商之條款而釐定	每張 HK\$350	每張 HK\$475	退票手續需 3-6 個月時間 (如於特殊情況，將以該相關單位^^ 之規定為準)，當本公司收到相關款項後，將立即通知客人取回退款。	郵輪船票	每張 HK\$350	每張 HK\$500	酒店住宿	每房 HK\$300		
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郵輪船票	每張 HK\$350		每張 HK\$500																					
酒店住宿	每房 HK\$300																							
退款方法	<ul style="list-style-type: none"> 現金、易辦事、支票、香港銀行轉帳 - 於 3 個工作天# 以劃線支票支付，客人須於 3 個月內領取支票 (由通知取票日起計)，逾期作廢。 香港銀行發出之信用卡 - 退款申請會於 3 個工作天# 提交至銀行，一切退款將由發卡銀行辦理及款項將退回該信用卡賬戶。 海外銀行轉帳 - 轉賬至海外戶口，受款銀行可能從匯款中扣除海外交易費，此項費用由收款人承擔，客人需額外支付海外交易費每次 HK\$200。 																							
	<p>航空公司</p> <ul style="list-style-type: none"> 本公司代航空公司徵收旅客機票稅項、航空公司附加費 (如燃油附加費)，因兌換率浮動關係會收取預計金額，在發出機票後任何情況下將不獲退回差額。 本公司代航空公司徵收旅客機票稅項、航空公司附加費 (如燃油附加費)，如因有關費用調整時客人必須繳付差額。 採用團體機位 (Block Seats) 之產品，參加人數需達至指定人數方可成行 (視乎個別航空公司規定)。鑑於可能出現之變化，如參加人數不足或客人被領事館拒簽簽證等情況，本公司有權在啟程前取消行程，在此情況下，所繳交費用將悉數退回 (簽證費用除外)，本公司將不負任何責任。 團體機位 (Block Seats) 之航班資料僅供參考，航空公司保留調動航班編號及時間之最終決定權，一切以有關航空公司公佈為準。 團體機位 (Block Seats) 之機票將於出發前 1 個工作天內# 以電郵方式發送給客人。 優惠機票 (GV2) 最少 2 位成人或以上同行，同行旅客必需在同一個航空公司訂位紀錄 (PNR) 內，不接受分開訂位。所有旅客必須一同辦理登機手續及共乘同一航班往返，缺一不可。否則航空公司有權拒絕旅客登機及將機票作廢，一切損失由旅客自行承擔。 大部份優惠及團體機票不能累積飛行哩數、不適用航空公司之香港市區預辦登機、網上預辦登機及預先選擇座位服務。哩數累積及服務提供與否，最終由航空公司決定並受其條款所約束，客人請直接與有關航空公司查詢詳情。 個別航空公司要求旅客於離境前 72 小時向當地航空公司確認機位及航班時間，一切變動均與本公司無涉。 根據航空公司指引，機票非依次序使用即告失效。 航空公司只負責機票所載的各項營運條例，如旅客未能進入航機內，航空公司不需負任何責任。 <p>酒店</p> <ul style="list-style-type: none"> 日本 - 雙人床 (Semi Double) 客房之房間面積較標準雙人房 (Twin/Double) 細小，而其雙人床尺寸亦較一般標準雙人床細小。 馬爾代夫 - 內陸接送 (內陸機、水上飛機、快艇等) 由馬爾代夫當地酒店代為安排，具體接送時間未能預先確定。 客人對客房之特別要求，我們會向酒店提出，能否安排需視乎酒店情況，不得保證，客人不得藉詞反對/ 取消。 如房間入住人數超過酒店指定最高容納人數，酒店有權收取額外費用或拒絕額外進房者使用房間。 房間只供已登記入住的客人使用，酒店有權拒絕非登記人士辦理入房手續，而已繳交費用不得退還，客人須自行承擔責任。 																							

郵輪公司

- 本公司代郵輪公司徵收旅客船票的稅項、港口費，因兌換率浮動關係會收取預計金額，在發出船票後任何情況下將不獲退回差額。
- 本公司代郵輪公司徵收旅客船票的稅項、港口費，如因有關費用調整時客人必須繳付差額。
- 團體郵輪艙房 (Block Cabins) 之郵輪船票將於出發前 1 個工作天內# 以電郵方式發送給客人。
- 孕婦於參加郵輪旅程前，須附醫療證明以示其健康及胎兒生長是否正常及適合乘搭郵輪；並須列明孕婦懷孕週數及預產期。孕婦懷孕 24 週或以上則不能登船。部份郵輪公司及指定航次之最高懷孕週數有所不同，詳情請向本公司職員查詢。
- 郵輪公司規定 6 個月以下嬰兒不能登船旅遊，而部份郵輪公司及指定航次之最低參加年齡有所不同，詳情請向本公司職員查詢。21 歲以下的顧客必須與隨行之 21 歲及以上的顧客同房。而該 21 歲及以上成年人亦須同意於整個航行中負責照料此未成年人。
- 所有艙房之房號、位置及層數分配均以郵輪公司最後安排為準。
- 遊輪公司之條款以該郵輪公司之英文版行程書及網頁刊載為準。
- 因應天氣惡劣或迫不得已情況下，郵輪公司保留更改及取消航線、停泊港口之權利。
- 郵輪公司只負責船票所載的各項營運條例，如旅客未能進入郵輪內，郵輪公司均不需負任何責任。

旅遊證件及簽證須知

- 前往海外，旅客須確保在整個旅程中攜帶有六個月或以上有效期之旅遊證件（如護照）。
- 前往中國內地，香港居民須確保在整個旅程攜帶有效的回鄉證。
- 視乎旅客的國籍、途經城市及目的地，旅客可能需要辦理簽證。旅客須自行了解旅途所需的旅遊證件、相關簽證及費用。
- 台灣 - 香港、澳門永久居民申請人出境詳情：<http://www.teco-hk.org/ct.asp?xItem=111582&CtNode=7511&mp=10>
- 美國 - 符合美國免簽證國家的旅客，前往或過境美國，停留少於 90 天，需透過旅遊許可電子系統 (ESTA) 取得旅遊許可。申請及詳情：<http://www.cbp.gov/esta> 及 http://www.cbp.gov/sites/default/files/documents/esta_chinese_trad.pdf
- 菲律賓 - 小童 (15 歲以下) 必須與父親或母親同行，出發時帶備小童之出世紙正本。

代辦簽證

- 客人委任本公司代辦各國簽證，必須按有關駐港領事館/ 駐港代表機構要求，提供所需文件及資料。客人需支付本公司手續費每張簽證 HK\$300 及相關單位^^ 之簽證費，簽證批核與否均由各國領事館/ 駐港代表機構全權決定，本公司/ 委託機構毋須負任何責任。
- 在特殊情況下不能如期出發/ 改往其他地方者，若證件已經由本公司遞交有關駐港領事館/ 駐港代表機構查詢辦理相關簽證中，所繳交之費用 (包括簽證費及本公司手續費) 恕不退回。

旅遊保險

- 本公司產品不包括旅遊保險，為獲得更為完善的旅遊保障，本公司建議旅客出發前購買合乎自己需要的旅遊保險，並充分瞭解承保範圍。

發出證明信 / 補發收據 / 補發酒店住宿券

- 客人要求本公司發出任何證明信 (如保險)，或當正式酒店住宿券/ 收據發出後，要求補發相關文件，本公司將收取手續費每份 HK\$100。

特別情況

- 不論在報名時、旅程出發前或旅程中，客人自行放棄/ 更改已包括於價目內的任何項目/ 服務 (包括機票、郵輪、接送安排、車票、船票、門票、酒店住宿或任何膳食等)，任何未經使用之項目及服務，恕不退還任何款項。
- 因旅遊證件問題、健康或安全條例問題，旅客被航空公司或郵輪公司拒准登機/ 登船，一概與本公司無涉。所引致之額外支出及損失由旅客自行承擔，而其餘下的旅遊項目將不獲任何補償，亦不得要求更改或退款。
- 在任何情況下，旅客被移民局或海關拒准出境、過境、入境，一概與本公司無涉。所引致之額外支出及損失由旅客自行承擔，概與本公司無關，而其餘下的行程內容將不獲任何補償，亦不得要求更改及退款。
- 透過本公司購買旅遊保險之旅客，在旅遊期間需要任何支援，可致電全球緊急熱線：
美亞保險 (852) 3516 8699；藍十字(亞太)保險 (852) 3608 6083；蘇黎世保險 (852) 2886 3977
- 政府對合適外遊人士提供之「旅行團意外緊急援助基金計劃」詳情，請瀏覽旅遊業賠償基金管理委員會網頁 <http://www.tifc.org.hk/chi/index.htm> 或 致電 (852) 3151 7945。

責任問題

- ** 安運旅遊有限公司僅代理航空公司、郵輪公司、酒店、餐廳及各類觀光交通工具機構之服務，其對旅客及行李之安全問題，各機構均各自訂立各種不同之條例以對旅客負責。旅客如遇行李遺失，意外傷亡及財產損失等情形，當根據各不同機構所訂立之安全條例作為解決的依據，一概與本公司無涉。對於非本公司職員之任何疏忽或失職，本公司概不負責。至於酒店住宿、膳食、遊覽節目等問題，將依本公司之行程表內規定處理。
- ** 因不能控制之特殊情況 (如天氣惡劣、颱風影響、簽證受阻、證件遺失、罷工、戰爭、政治動盪、交通工具發生技術問題、當地酒店突告房滿、航機或郵輪取消/ 延誤/ 突告客滿等) 必須將行程更改或增減任何一項旅遊項目，本公司得依照相關單位^^ 的決定，旅客不得藉詞反對或退出，或要求退還未完成旅遊項目之費用，所引致之額外支出及損失，本公司概不負責。

備註： ** 旺季：新年、復活節、暑假、聖誕節、長假期等。 # 工作天：星期一至星期五 (不包括星期六、日及香港公眾假期)。

^^ 相關單位：航空公司、郵輪公司、酒店、主題樂園、觀光場地、交通運輸服務供應商、當地接待供應商、保險公司、駐港領事館/ 代表機構等

Quotation	<ul style="list-style-type: none"> All prices are quoted in Hong Kong Dollars (HK\$). Packages are inclusive of TIC levy. Prices do not include the government taxes, airport taxes/charges, carrier-imposed charges (eg. fuel surcharge), port fees, ticket service fee (HK\$50), travel insurance, visa fees unless otherwise specified. Bookings on air ticket, cruise, hotel accommodation and travel related products are subject to availability at the time of booking. Prices may increase due to tight supply of the products. Customers will be informed for the price amendment, they can choose to accept or cancel the booking. For cancel booking, refund of the paid amount will be made to customer within 3 working days #. 					
	<ul style="list-style-type: none"> Traveler name - All traveler full names and gender must be provided exactly the same as travel documents when traveling. Passport copy is required for cruise products. Name amendment is not allowed after booking is made. Otherwise, airlines, cruise companies, hotels and car rental companies reserve the right to charge amendment fee, refuse to amend and traveler can be denied boarding / rejected check-in hotel or using the hired vehicle. Deposit – Hotel deposit based on per hotel per room, other products based on per person. 					
Booking	Products		Days Prior To Departure / Use Date			
			31 days or more	1-30 days		
	Regular Package	Off-peak	HK\$1,000	100% package price (within 14 days, cheque shall not be accepted)		
		Peak	HK\$3,000			
	Block Seat Package	Off-peak	50% package price			
		Peak				
	Individual Package (involving Extra Flight, LEGOLAND · Car Rental · Macau · Guangdong Short Trip and other specified products) Solo Products (Air ticket, Admission Ticket, Land Transportation Ticket, Sea Transportation Ticket, Car Rental)		100% package price			
	Cruise Company		Days Prior To Departure Date			
	Costa Cruises, Star Cruises		46 days or more	1-45 days		
	Carnival Cruise Lines, Celebrity Cruises, Cunard Line, MSC Cruises, Norwegian Cruise Line, Royal Caribbean International,		61 days or more	1-60 days		
	Disney Cruises, Holland America Line, Compagnie du Ponant, Princess Cruises, The Seabourn, Others		91 days or more	1-90 days		
	Itinerary	Asia	1-5 nights	Off-peak	HK\$2,000	100% package price (cheque shall not be accepted)
				Peak	HK\$3,000	
			6 nights or longer	Off-peak	HK\$5,000	
Peak				HK\$8,000		
Worldwide (except Asia)		1-5 nights	Off-peak	HK\$5,000		
			Peak	HK\$10,000		
		6-14 nights	Off-peak	HK\$8,000		
			Peak	HK\$13,000		
		15 nights or longer	Off-peak	HK\$15,000		
			Peak	HK\$20,000		
Hotel Accommodation		Days Prior To Check-in Date				
		22 days or more	1-21 days			
Regular hotel	Off-peak	1 st night's room price	100% package price (within 14 days, cheque shall not be accepted)			
	Peak	1 st night's room price / 50% package price (whichever is higher)				
Individual hotel (eg. LEGOLAND · Spa (Onsen) Hotels, Ski Hotels, Maldives Hotel, Mauritius Hotels and other specified hotels)		100% package price				

Balance Payment	<ul style="list-style-type: none"> Final balance is due on the next day after the booking is confirmed. Failure to pay in full by the due date may result in automatic cancellation of booking and no refund of the deposit will be made. Alteration of customer's name, tour, package or departure date will not be accepted. Packages and others : Cheque shall not be accepted 14 days prior to departure/ use date. Cruise Packages : Cheque shall not be accepted 90 days prior to departure. 																							
Payment Method	<ul style="list-style-type: none"> Cash, Cheque EPS, Local Visa Card, Local MasterCard (for specified products only) Local Bank Transfer <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">Account Name :</td> <td>WINCASTLE TRAVEL (HK) LTD</td> </tr> <tr> <td>Standard Chartered Bank :</td> <td>447-0065-2224</td> </tr> <tr> <td>The Hong Kong & Shanghai Banking Corporation Ltd :</td> <td>502-137995-001</td> </tr> <tr> <td>Hang Seng Bank :</td> <td>773-649959-001</td> </tr> <tr> <td>Bank of China :</td> <td>031-349-0030-4693</td> </tr> </table> <ul style="list-style-type: none"> Overseas Bank Wire Transfer - An additional administration fee of HK\$200 per transaction will be charged. 					Account Name :	WINCASTLE TRAVEL (HK) LTD	Standard Chartered Bank :	447-0065-2224	The Hong Kong & Shanghai Banking Corporation Ltd :	502-137995-001	Hang Seng Bank :	773-649959-001	Bank of China :	031-349-0030-4693									
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Amendment & Cancellation	<ul style="list-style-type: none"> All products are NON-REFUNDABLE and NON-CHANGEABLE for any reason once deposit / full payment is made and no refund of the payment will be made. Alteration of customer's name, tour, package or departure date will not be accepted. In the event of the selected flight / cruise/ hotel room are sold out, customers can choose to change the travel date / airlines / flights / cruise / hotel, or cancel the whole booking. Booking cancellation must be made in writing to us or in person at one of our branches. For immigration and security purposes, all traveler full names and gender must be provided exactly the same as travel documents when traveling. Otherwise, airlines and cruise companies reserve the right to charge amendment fee, refuse to amend and traveler can be denied boarding. In this circumstance, we are not responsible for any loss suffered by the traveler. When the amendments / cancellation are approved by the suppliers^^, customer has to pay for the administrative fee plus any extra charges / penalties levied by the suppliers^^. However, some products (eg. Macau / Guangdong short trip, admission tickets, special / promotional tickets and hotel rooms) are NON-REFUNDABLE and NON-CHANGEABLE. <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #e0ffe0;"> <th rowspan="2">Solo Products</th> <th rowspan="2">Supplier^^ Extra charges / Penalties</th> <th colspan="3">Administrative Fee (per transaction)</th> </tr> <tr style="background-color: #e0ffe0;"> <th>Amendment</th> <th colspan="2">Cancellation / Refund</th> </tr> </thead> <tbody> <tr> <td>Air Ticket</td> <td rowspan="3">Subject to the terms and conditions of airlines, cruise companies, hotels etc.</td> <td>HK\$350 per ticket</td> <td>HK\$475 per ticket</td> <td rowspan="3">It takes 3-6 month for the ticket refund and subject to the airline and cruise company regulation as final. We will inform the customer once we received the refund from the airline / cruise company.</td> </tr> <tr> <td>Cruise Ticket</td> <td>HK\$350 per ticket</td> <td>HK\$500 per ticket</td> </tr> <tr> <td>Hotel Accommodation</td> <td colspan="2">HK\$300 per room</td> </tr> </tbody> </table>					Solo Products	Supplier^^ Extra charges / Penalties	Administrative Fee (per transaction)			Amendment	Cancellation / Refund		Air Ticket	Subject to the terms and conditions of airlines, cruise companies, hotels etc.	HK\$350 per ticket	HK\$475 per ticket	It takes 3-6 month for the ticket refund and subject to the airline and cruise company regulation as final. We will inform the customer once we received the refund from the airline / cruise company.	Cruise Ticket	HK\$350 per ticket	HK\$500 per ticket	Hotel Accommodation	HK\$300 per room	
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Refund Method	<ul style="list-style-type: none"> Cash, EPS, Cheque, Local Bank Transfer - Made by crossed cheque and it takes 3 working days#. Cheque must be collected within 3 months from the date of our notification of cheque collection, or refund will be forfeited. Local Credit Cards - Refund application will be sent to the bank in 3 working days #, the money will be refunded to the credit card account used by card issuing bank. Overseas Bank Wire Transfer - Transfer to overseas, the recipient bank may deduct additional overseas charges from the payment amount that will be paid by the recipient, and an additional administration fee of HK\$200 per transaction will be charged. 																							

Airlines

- Taxes and carrier-imposed charges (eg. fuel surcharge) are collected on behalf of the airlines are estimated amount due to currency fluctuation, difference will not be refunded after tickets are issued.
- Taxes and carrier-imposed charges (eg. fuel surcharge) are collected on behalf of the airlines, travelers have to pay back if amount is under-collected according to airlines adjustment, if any.
- For group (Block Seats) products, the number of travelers should fulfill the minimum requirement of specific airlines. We reserve the right to cancel the package / tour before departure, due to all possible circumstances such as inadequate participants or non-approval of visa, under which all payment except visa fee will be refunded and we will not be responsible thereafter.
- Flight schedule of group (Block Seats) product is for reference only. The airline reserves the right to change the flight number and time at any time.
- Group (Block Seats) air ticket will be sent to customer within 1 working day# prior to departure via email.
- GV2 Promotion Fare for 2 or more adult travelers and the booking must be reserved under the same Airline passenger name record (PNR) for all travelers, separate bookings are not accepted. All travelers must check-in, travel together for the whole journey. Airlines reserve the right to deny boarding and void the tickets if travelers not meeting the requirements.
- Most promotional and groups (Block Seats) tickets are not applicable for mileage accrual, MTR In-Town Check-in, Online Check-in and advance seat selection. We will have no liability for mileage accrual, please check with the airlines concerned for more details.
- Respective airlines requires travelers to reconfirm their onward/return flight reservation 72 hours before departure, we shall not be held liable for any change of flight booking.
- Airlines require travelers to travel as per the itinerary shown on their ticket. The Ticket will lose its validity if all the coupons are not used in the sequence provided in the ticket.
- The airline shall only be held responsible for all operation rules and regulations as specified in the ticket and shall not be held liable for any event whatsoever before the customer enter the cabin of the air plane.

Hotel Room

- Japan - Room and bed sizes of the Semi Double Room (SSB) are smaller than a standard twin/double room and a standard double bed.
- Maldives - Local transfer (eg. domestic flight, seaplane, speedboat) will be arranged from the hotel in Maldives. Pick-up times will be confirmed upon arrival.
- For special requests, we will forward customer's requests to the hotel but all requests are subject to availability and cannot be guaranteed.
- If the number of guests staying exceeds the maximum occupancy stated, the hotel reserves the right to charge an additional fee or refuse the extra person using the room.
- Room only for registered guest, hotel reserves the right to refuse check-in to any non-registered person without refund.

Cruise

- Taxes and port fees are collected on behalf of the cruise companies are estimated amount due to currency fluctuation, difference will not be refunded after tickets are issued.
- Taxes and port fees are collected on behalf of the cruise companies, travelers have to pay back if amount is under-collected according to cruise companies/airlines adjustment, if any.
- Group (Block Cabins) cruise document will be sent to customer within 1 working day# prior to departure via email.
- Pregnant women are not allowed to sail if they are entering the 24th week of their pregnancy by the last day of the cruise. All pregnant women are required to produce a physician's letter stating that mother and baby are in good health, fit to travel and the pregnancy is not high risk. The letter must also include the estimated date of delivery calculated from both Last Menstrual Period and ultrasound. Pregnant policy may vary by Cruise Companies, please check with our staff for more information.
- Infants sailing on a cruise must be at least 6 months old as of the first day of the cruise and/or CruiseTour. The minimum age to sail unaccompanied is twenty-one (21). No Guest younger than the age twenty-one (21) will be assigned to a stateroom unless accompanied in the same stateroom by an adult twenty-one (21) years old or older. A guest's age is established upon the first date of sailing.
- All cabin number, location and deck are assigned, and subject to change by the cruise company.
- In the event of inconsistency between the English and Chinese version of these terms and conditions of the cruise company, the English version shall prevail.
- For passenger safety, the cruise company has the right to cancel/change any scheduled itinerary without prior notice in the event of bad weather, mechanical problems or force majeure.
- The cruise company shall only be held responsible for all operation rules and regulations as specified in the ticket and shall not be held liable for any event whatsoever before the customer enter the cabin of the cruise.

Travel Documents & Visas

- Traveling overseas, traveler should have a travel document (eg. passport) with at least 6 months validity for the entire journey.
- Traveling Mainland China, Hong Kong Resident should have a valid Home Visit Permit (回鄉證) for the entire journey.
- Depending on travelers' nationality and visiting cities of their trip, they may need a visa. Travelers are responsible to ensure that they have all necessary travel documents and visas for each country on their itinerary.
- Taiwan - Visa Application & Documents Required : <http://www.tecos.org.hk/basic-documents-required-for-the-visa-application>
- U.S.A - Eligible citizens or nationals of The Visa Waiver Program who travel to the United States and stays 90 days or less are required to receive a travel authorization through Electronic System.
Application & Details : <http://www.cbp.gov/travel/international-visitors/esta>
- Philippines - Child (under aged 15) must traveling with a parent and bring along the child's birth certificate.

Visa Application

- Customer is required to provide the necessary documents and information of the traveler by individual consulates. Customer has to pay for the administrative fee HK\$300 per person per visa plus visa application fees by the suppliers^^. Wincastle acts as an agent to apply the required visa for the traveler and will not be responsible for the approval of visas by individual consulates. In respect of unsuccessful visa application, all paid visa application and handling fee will not be refunded.
- In the event that the traveler is unable to depart on schedule or has to change to other destinations, and the documentation for visa application has been sent to individual consulates for proceeding, all paid visa application and handling fee will not be refunded.

Travel Insurance

- Travel Insurance is not included. It is strongly recommended that travelers to buy travel insurance that meets their needs and understand its coverage prior to departure.

Issue Certification / Receipt Replacement / Hotel Voucher Replacement

- An administration fee of HK\$100 per document will be charged for any additional receipt / hotel voucher after the official receipt / hotel voucher have been issued, or certification requested (eg. insurance).

Special Circumstances

- If customer forfeit or amend any item and service (including air ticket, cruise, transfer service, transportation ticket, admission ticket, tour, hotel accommodation, meals etc.) as stated in the package when making booking, before departure or during the journey, no refund will be made for any unused item and service.
- Airlines and cruise companies reserve the right to deny travelers boarding due to the reasons of health, safety, security, or inadequate travel documents, we are not be responsible for any liability. Any costs incurred for the additional arrangement under such circumstance will be payable by the travelers. We shall not be compensated for the remaining course of the package tour. No refund or alteration of package / tour will be allowed.
- In the event that travelers are refused depart / transit / entry to a country by the immigration or custom, we are not be responsible for any liability. Any costs incurred for the additional arrangement under such circumstance will be payable by the travelers. We shall not be compensated for the remaining course of the package tour. No refund or alteration of package / tour will be allowed.
- Travelers who have purchased travel insurance with us, please call the following numbers for emergency assistance during their journey :
AIG Insurance (852) 3516 8699 ; Blue Cross (Asia-Pacific) Insurance (852) 3608 6083 ; Zurich Insurance (852) 2886 3977
- For details of the Package Tour Accident Contingency Fund Scheme (TICF) set up by the Government, please browse TICF Management Board website <http://www.ticf.org.hk/eng/legal.htm> or call (852) 3151-7945.

Liabilities

** Wincastle acts only as agents for the airlines, cruise companies, hotels, restaurants and all operators providing the sightseeing service or means of transportation, who will be responsible to the customers for the safety of the travelers and their baggage subject to individual terms and conditions under which such services are offered or provided. Hence we shall not be held liable for any loss of baggage, injury or death due to accidents or loss of property and the settlement will be based on the individual terms and conditions on safety stipulated by the organizations concerned. Wincastle shall not be liable for any negligence or faults of duty staff not employed by Wincastle. Issues regarding hotel accommodation, meals and sightseeing tour will be settled according to the regulations of our itinerary.

** In the event of any change or cancellation to certain part of the itinerary under extraordinary circumstances beyond our control such as non-approval of visas, loss of travel documentation, strike, severe weather condition, typhoon, political unrest, technical problems to transport, overbooking of hotels or cancellation/schedule changes/delay of flight/cruise or overbooking of flight/cruise, we shall handle accordingly and will not be responsible for any additional expenses or loss incurred. According to our terms and conditions, customers are not allowed to object or withdraw from the package, tour for this reason. Customer who frequently deliberately act against the discipline or insult other customers or related personnel physically or verbally, the staff of Wincastle shall, in the interests of other customers, cancel the customer's right to join the tour without refund of the tour price and Wincastle shall not be held liable for any actions or behaviour of that customer afterwards.

Remarks

- ** Peak : New Year, Easter, Summer time, Christmas, Long weekend etc.
- # Working day : Monday to Friday (excluding Public holidays in Hong Kong)
- ^^ Suppliers : Airlines, Cruise companies, hotel, theme park, sightseeing venues · transportation service companies, local land operators, insurance companies, embassies and consulates etc.)

(Above subject to change without prior notice)