

## Terms and Conditions

### 1. Reservation

#### Deposit

A deposit of \$100 per person is required at the time of confirmation of the reservation. Reservation will automatically be cancelled if the deposit is not received by kaisertour within 7 days after confirmation of the reservation. The deposit is non-refundable and non-transferable in the event of cancellation.

#### Final Payment

Final payment of the total tour fare is due 3 weeks prior to your departure date. If your payment is not received by the due date, the reservation will be subject to cancellation and deposit will be forfeited. Should the tour booked within 3 weeks before departure, full payment is required.

### 2. Tour Fare

#### Include:

The land and air tour price covers transportation, sightseeing, accommodation at hotels specified or comparable hotels (based on double occupancy), scenic spots Entrance fees, meals as mentioned, tour guide service, private air conditioned vehicle for Transfers, Government Taxes, airport taxes, Luggage Transfers.

#### Exclude:

Not included in the tour price are the visa fees, travel insurance, International Airfare or International train tickets, Excess Baggage Charges, meals or services not mentioned, gratuities, Tips to guides or drivers or personal expenses such as excess luggage fees, laundry, postage, communications and beverages.

### 3. Responsibility

A. kaisertour acts only in the capacity of an agent for purveyors of transportation, sightseeing and hotel accommodation. All receipts and tickets issued by kaisertour, are subject to the terms and conditions stipulated by the suppliers. kaisertour. shall be exempt from any liability for loss or damage to property, injury of persons, accidents, delays, irregularities or other occurrences beyond its control. Neither will it be responsible for any change in itinerary, hotels or transportation schedule and losses incurred due to unforeseen circumstances.

B. Tour prices are subject to change. kaisertour reserves the right to adjust the listed price at any time for any reason. However, we will not adjust prices once the tour has been confirmed and deposit has been received.

C. Should weather or other unforeseen circumstances cause a delay in transportation before the tour's departure, kaisertour reserves the right to postpone or cancel the tour, and any loss or additional expenses incurred shall be borne by the participants.

D. Should political upheavals, bad weather conditions or the like arise, local agents conducting the tour reserve the right to alter the itinerary as necessary. Any additional expenses incurred shall be charged to the participants.

E. Participants should strictly abide by the laws and regulations promulgated by the governments of China. kaisertour will not be responsible for any and all penalties due to any regulations of the governments of China.

F. To be valid, all complaints must be submitted within 30 days of the end of the tour.

G. Participant is not allowed to change the confirmed itinerary, including transportation, hotel, meal and sightseeing. Any extra charge or loss incurred due to such change will be borne by the participant.

#### 4. Complaints and Arbitration

If you have any complaints during your tour, please inform your local guide or our specified local representative or the suppliers immediately of the situation so that we may promptly attend to the matter. Failure to promptly notify us of your complaint may reduce or eliminate any compensation that may be payable. In cases where a satisfactory remedy is not achieved, you must submit a written complaint to kaisertour within 30 days from the end of your tour.

Complaints received by kaisertour will be acted upon promptly and fairly within the terms of these conditions.

#### 5. Cancellation and Refund Policy

The following fee will be assessed per person accordingly when you cancel your reservation:

A \$100 30 or more days prior to departure

B \$300 15 - 29 days prior to departure

C \$500 08 - 14 days prior to departure

D \$700 02 - 07 days prior to departure

E 100% of Tour fare The day of departure date

\* Written notice of cancellation must be received by kaisertour either by mail, fax, or email. Oral cancellation by phone will not be acceptable.

\* In addition to the above stated cancellation charges, if ticket for airlines, cruises or trains have already been issued or final confirmation has been received at the time of cancellation (regardless of number of days prior to departure), the traveler will be assessed an additional airline, cruise line, or train cancellation penalty and service charge pursuant to the suppliers' rules and regulations. Kaisertour reserves the right to issue airline tickets immediately upon receipt of your tour deposit.

## **Terms and Conditions-Booking**

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No refund shall be given for any portions of the package unused by the participant of his own accord.

No refund will be made to those participants who break the journey regardless of the portions of the package unused. If, owing to serious illness or injury, the participant withdraws from the tour, a refund will be subject to the consent of the local travel agent.

No refund will be made to those participants who have failed to secure valid travel documents such as passport or visas.