

**SINCERE HOLIDAY TRAVELS PTE. LTD.**

UEN: 201801365D TA: 03149

Registered Office:  
60 Paya Lebar Road,  
Paya Lebar Square #12-13,  
Singapore 409051

Tel: +65 6702 1222  
Website: [www.sincereholiday.com.sg](http://www.sincereholiday.com.sg)

**TOUR BOOKING FORM**

Tour Name: \_\_\_\_\_

Date of Tour: \_\_\_\_\_

Date of Booking: \_\_\_\_\_

Salesperson: \_\_\_\_\_

**Travellers' Passport Information**

|                                               |  |                            |  |
|-----------------------------------------------|--|----------------------------|--|
| <b>Main Traveller</b><br>Full Name (Passport) |  | Passport<br>Number         |  |
| Gender                                        |  | Date of Birth              |  |
| Place of Birth                                |  | Nationality                |  |
| Passport<br>Date of Issue                     |  | Passport<br>Date of Expiry |  |

|                                                    |  |                            |  |
|----------------------------------------------------|--|----------------------------|--|
| <b>Secondary Traveller</b><br>Full Name (Passport) |  | Passport<br>Number         |  |
| Gender                                             |  | Date of Birth              |  |
| Place of Birth                                     |  | Nationality                |  |
| Passport<br>Date of Issue                          |  | Passport<br>Date of Expiry |  |

**Main Traveller - Contact Information**

Mobile Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

**Emergency Contact Information**

Mobile Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Full Name: \_\_\_\_\_

Relationship: \_\_\_\_\_

**Existing Medical Condition(s) (Please declare if any)**


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**Reservation & Payments**

A reservation is made upon the payment of deposit amount as specified below. The deposit forms part of the final payment. Balance payment is to be paid fully to Sincere Holiday Travels Pte Ltd 30 days before departure. Failure to comply with this, may result in the automatic cancellation of reservation and the forfeiture of deposit.

| Tour Fare / Per Person | Deposit Amount / Per Person |
|------------------------|-----------------------------|
| Up to \$1000           | \$500                       |
| \$1001 to \$1500       | \$700                       |
| \$1501 and above       | \$900                       |

**Cancellation Policy**

Cancellation of bookings must be made in writing and received by Sincere Holiday Travels Pte Ltd.

The cancellation fees stated below applies to only tours/services operated by Sincere Holiday Travels Pte Ltd. For tour products, and/or individual components supplied by third (3rd) parties, the cancellation policy/fees will be subjected to the terms and conditions of the third (3rd) party(ies) and will apply with an additional \$50 per passenger handling fees charged by Sincere Holiday Travels Pte Ltd.

**Cancellation by Sincere Holiday Travels Pte Ltd**

Please note that Sincere Holiday Travels Pte Ltd acts as an agent for travel services rendered and reserves the right to cancel any tours prior to departure for any reason including but not limited to when arrangements cannot be confirmed. Sincere Holiday Travels Pte Ltd may recommend alternate tours to you for your consideration. Should you decide not to accept the suggested alternative/s, refunds will be made accordingly. Sincere Holiday Travels Pte Ltd shall not be held liable for any contingent costs incurred by the Customer arising from the cancellation. Refunds will take around four (4) to six (6) weeks from the date we received your refund application. However, during the high volume/peak period, refunds may take more than six (6) weeks.

| Period of Cancellation Notice | Tours/ Free & Easy, Cancellation Fees |
|-------------------------------|---------------------------------------|
| 60 Days and above             | \$500 of Tour Fare / Per Person       |
| 30 to 59 Days                 | 50% of Tour Fare / Per Person         |
| 15 to 29 Days                 | 75% of Tour Fare / Per Person         |
| 14 Days and less              | 100% of Tour Fare / Per Person        |

### **Amendment Policy**

All amendment requests must be made in writing and are subject to availability and confirmation by Sincere Holiday Travels Pte Ltd. Any amendments made by passenger after reservations have been confirmed, will incur and administration fee of \$100 per person/per amendment. Sincere Holiday Travels Pte Ltd reserves the right to make any changes at any time without prior notice due to unforeseen circumstances without any obligations and compensation.

### **Refund Policy**

No refund will be made with respect to accommodation, meals, sightseeing tours or any other services included in the tour fare but not utilized by the Customer, either in part or full, or where the Customer amends, cancels or otherwise varies arrangements after commencement of the tour.

Upon cancellation of your tour and/or travel services, Sincere Holiday Travels Pte Ltd will refund according to the charges stipulated under cancellation policy. All refunds will take around 4-6 weeks. However, during the high/peak season, it may take more than 6 weeks.

### **Special Requests**

Any special requests such as special meals, dietary requirements, adjoining rooms, accommodation requirements etc shall be communicated to Sincere Holiday Travels Pte Ltd upon making a reservation. Please note that such requests are subject to availability and confirmation by Sincere Holiday Travels Pte Ltd.

### **Travel Documents**

You shall ensure that you have a valid international passport with a minimum of six (6) months validity from the date of scheduled return to Singapore with at least 4 blank pages side by side. Prior to the scheduled departure date, you shall obtain the relevant valid visas, health/vaccination certificates, which may be required at the destination of travel in the tour itinerary.

### **Customer Responsibility**

Customers are responsible for:

- The accuracy of all information provided
- Compliance with immigration, customs, and health requirements
- Following instructions from guides or representatives
- Respecting fellow travelers and local laws

Any loss or cost arising from negligence or misconduct shall be borne by the customer.

### **Limitation of Liability**

Sincere Holiday Travels Pte. Ltd. shall not be liable for any loss, damage, delay, injury, or expense arising from circumstances beyond its control including but not limited to natural disasters, strikes, epidemics, accidents, or third-party negligence. **Total liability shall not exceed the total amount paid for the tour.**

### **Force Majeure**

The company shall not be held responsible for cancellations, delays, or changes caused by events beyond its reasonable control, including natural disasters, war, pandemics, or government restrictions. Any additional costs incurred shall be borne by the customer.

### **Confidentiality of Information**

Sincere Holiday Travels Pte Ltd will consider every transaction as confidential matter and not disclose any information without your permission unless as required by law. All Customers will be deemed to have consented to our collection and/or use of photographs and videos taken of them upon joining our tour. The photographs and/or videos may be used for advertising and publicity. Any Customer who wishes to withdraw his or her consent for use of any photographs or videos that may feature them, may inform Sincere Holiday Travels Pte Ltd for such requests,

and will endeavour to remove any reference to such Customer from advertising and publicity materials, provided always that Sincere Holiday Travels Pte Ltd shall not be liable to pay to the Customer, recall or change any such materials or media programmes which have already been produced, publicly distributed or disseminated prior to receiving such notice.

### **Responsibilities**

Sincere Holiday Travels Pte Ltd acts as an agent for the carriers, transportation companies, hotels, and other principals of the tour. Sincere Holiday Travels Pte Ltd accepts no responsibility for any injury caused to you, loss or expenses incurred by you and damage to your belongings where Sincere Holiday Travels Pte Ltd has not been negligent nor in breach of any duty and or where the aforementioned injury, loss, expenses and or damage results directly or indirectly from any occurrence beyond the control and or including but not limited to the breakdown of equipment, strike, delay, weather, medical reason, theft, quarantine regulation, customs regulation, cancellation, change in the tour itinerary and or flight and or other transport schedules, deportation and or refusal entry by immigration authorities resulting from the possession of illegal and or unlawful items and or holding invalid travel documents and or behaviour and or activities are considered subversive by the foreign government concerned.

The failure of the client to follow reasonable instruction including but not limited to check-in and or check-out places and or times or other causes and the losses and or expenses resulting therefrom shall be borne by the customer. All necessary travel documents shall be the responsibility of the person participating in the tour package.

Alter tour itineraries, travel arrangements, accommodation due to unforeseen changes in flight or other transportation schedules, conditions in the countries of travel or transit according to the tour itinerary or upon the occurrence of a force majeure event and such alteration may be deemed appropriate by Sincere Holiday Travels Pte Ltd with or without prior notice to you.

Require any individual to withdraw from the tour if it is deemed that his or her behaviour or conduct is detrimental to or incompatible with the health, safety interests, harmony and welfare of the other tour participants and the tour group. Under such circumstances, Sincere Holiday Travels Pte Ltd shall be under no liability thereafter to any such person.

All tour fares for the respective tour packages are correct at the time of reservation. Sincere Holiday Travels Pte Ltd reserves the right to revise the tour fares and to determine the date of commencement of such revised tour fares. No refund will be made to any person for unused air tickets or for unconsumed meals, attractions and associated tour arrangements or accommodation not used in part or in full.

Please note that Sincere Holiday Travels Pte Ltd do not handle transactions between you and the local vendors, guides, or shops, and therefore, Sincere Holiday Travels Pte Ltd cannot be held liable for the condition of the currency you receive as change, or the conditions of the item purchased, from them. While overseas partners or local guides may introduce you to purchase local products, please note that it is your option to do so, and we do not bear any liability for any goods that may not match its description or intended effect. Sincere Holiday Travels Pte Ltd shall also not be liable to assist you to request for a refund of the items purchased. If you have made a purchase, please ensure that you have obtained the correct item with the desired effect and description.

All tour prices quoted are in Singapore Dollars.

### **Governing Law & Jurisdiction**

This agreement shall be governed by and construed in accordance with the laws of the Republic of Singapore. Any disputes shall be resolved in the courts of Singapore.

### **Severability Clause**

If any clause herein is found invalid or unenforceable, the remaining provisions shall remain in full force and effect.

**Health Declaration**

☐ I declare that I am in good health and fit to travel. I understand that medical facilities at the destination may be limited, and I agree to bear all related expenses should medical assistance or evacuation be required. I also authorize Sincere Holiday Travels Pte. Ltd. to contact my emergency contact and/or seek medical attention on my behalf in the event of an accident or illness.

**Booking Terms & Conditions**

☐ I agree to abide and be bound by the Terms and Conditions as stated in this Booking Form and have given Sincere Holiday Travels Pte Ltd permission to use my personal data for the purpose of this tour.

**Purchase of Travel Insurance**

☐ I have been informed Sincere Holiday Travels Pte Ltd to purchase a comprehensive travel insurance policy to protect myself against unforeseen circumstances such as baggage loss, flight delays, travel agent solvency, necessary evacuation and medical emergencies.

**Fit for Travel & Traveler's Acknowledgment of Risk**

- ☐ Prior to departure, Sincere Holiday Travels Pte Ltd has advised me of the following:
- The itinerary requires a reasonable level of physical fitness and stamina.
  - The itinerary may involve high-altitude or deep-valley environments, which pose an adaptation risk.
  - Long-distance transportation inherently carries the chances of physical discomfort or motion sickness.

I have carefully considered my personal health and physical condition and affirmed to Sincere Holiday Travels Pte Ltd that I am fit and able to participate in the itinerary. (I possess a relevant health certificate as proof, if applicable.) I understand and willingly accept that travel may involve inherent physical and environmental challenges, and I agree to immediately notify Sincere Holiday Travels Pte Ltd or the guide should I experience any physical discomfort and will fully cooperate with any necessary arrangements, including seeking medical attention or adjusting the itinerary.

This declaration is intended to clarify the knowledge and understanding of all parties, to reflect that Sincere Holiday Travels Pte Ltd has fulfilled its duty of care and warning, and that I have fully understood the risks it may involve.

**Acknowledgment of Agreement**

I, the undersigned, have read, understood, and agreed to all the terms and conditions set forth by Sincere Holiday Travels Pte. Ltd. I acknowledge that I have been given the opportunity to seek clarification before signing.

**Customer Section**

For and on behalf of Secondary Traveller.

Signature: \_\_\_\_\_

Main Traveller: \_\_\_\_\_

Date: \_\_\_\_\_

**Company Section**

For and on behalf of Sincere Holiday Travels Pte. Ltd.

Signature: \_\_\_\_\_

Salesperson: \_\_\_\_\_

Date: \_\_\_\_\_