

## Table of Travel-related Handling Fees

Please note that the Company will undertake the provision of travel-related services upon your request, under the terms and conditions stated here.

Additional fees shall be charged in case of cancellation. Please apply for tickets after confirming the below details on fees and charges.

### Airline Ticket

<b>Administration Fee for Voluntary Cancel/Refund</b>	SGD 50 (per ticket)*1
<b>Administration Fee for Voluntary Change</b>	SGD 100 (per ticket)
<b>Administration Fee for Involuntary Change/Refund</b>	SGD 30 (per ticket)

- \*1 If your itinerary contains “Multiple Airlines”, it could be made in separate bookings and the Administration Fee could be doubled.
- \*2 Depending on the airline rule, your flight might not be changeable or might require extra changing fees other than Giamso Tours Administration Fee.
- \*3 Please note that LCC (Low-Cost Carriers) bookings are non-changeable.

### Hotel Booking

<b>Giamso Tours Cancellation Handling Fee</b>	SGD 10
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- \* Depending on the hotel rule, we may require extra Cancellation Processing Fees. Please see the cancellation policy which is indicated on the booking summary.

### Consultation Fees

<b>Consultation on Preparation of Travel Plan</b>	SGD 50 for the first 30 minutes (Basic Rate) and SGD 30 for each additional 30 minutes
<b>Preparation of Itinerary</b>	SGD 30 per case
<b>Preparation of Travel Products Price Estimate</b>	SGD 30 (per ticket)
<b>Request for Documents and Information after the Scheduled Itinerary has Been Completed</b>	SGD 30 per sheet
<b>Provision of Information Regarding Destination, Transportation and Accommodation, etc.</b>	SGD 10 per sheet of materials (A4 Sheet Size)

## Communication Fees

<b>Communicating with a Local Point of Contact upon Request of Customer</b>	SGD 30 per case
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- \*Charges for telephone calls and other actually incurred communication costs shall be charged separately.

### Note:

- \*Each of the fees stated above shall include consumption tax, but not include shipping costs.
- \*Cancellation fees payable to airlines shall be charged separately.
- \*Cancellation after completion of arrangements shall incur the cancellation processing fees.
- \*Only cancellations properly made via the Website may be accepted.
- \*The bookings will not just be changed for a matter of convenience of Customers. If the Customer requires alteration, cancellation of the Contract is required. In this case, cancellation fees will apply.

(As of December 2021)