



nila aroma journey

terms and conditions

Booking fee

A booking fee of \$300 Singapore dollars per person is included in the total fee. In the event of cancellation, the booking fee is non-refundable and non-transferrable.

Solo travelers

There is no extra fee for solo travelers, however, if you wish to have your own private room, an additional single room fee is applicable at €200 for each itinerary. Specifically, if you request shared room accommodation, you will definitely not be required to pay anything extra, even if we are not able to find a guest of the same gender for you to share with.

Payment term

We require the full payment for your booked itinerary(s) to confirm your booking.

Late bookings

Bookings are only open until 10 June 2020. Any bookings later than 10 June 2020 will incur additional charges.

Insurance

Participants are highly advised to take out a travel insurance package to adequately cover unforeseen circumstances. The policy should cover personal accident and sickness, accidental loss of baggage and money, loss of booking fee, payment or cancellation fees due to any medical or personal reasons, and curtailment expenses.

Exclusions

The fees do not include airfares, passport or visa fees, taxes, travel and health insurance, telephone expenses, excess baggage charges and services not listed in the final itinerary and all items of a personal nature.

Cancellation policy

If it is necessary to cancel your booking, the following refund schedule applies:-

- Up to 120 days prior to the travel date: booking fee forfeit, 100% refund.
- 119 - 90 days prior to the travel date: booking fee forfeit, 70% refund of balance payments received.
- 89 - 60 days prior to travel date: booking fee forfeit, 50% refund of balance payments received.
- 59 - 30 days prior to the travel date: booking fee forfeit, 25% refund of balance payments received.
- Less than 30 days: no refund available.

Cancellation policy

Nila Singapore Pte Ltd ("Nila Singapore") reserves the right to cancel any tour in which case no liability shall fall upon Nila Singapore. In this instance, participants' payments will be refunded in full. No refund will be issued to those failing to join their booked itinerary, nor for accommodation or any services not utilized, nor for a partially completed itinerary. Nila Singapore also reserves the right to decline to accept or retain any person as a member of the aroma journey at its own discretion.



**Loss or damage**

Nila Singapore does not accept responsibility for any loss or damage to your luggage or personal property, nor for any loss, damage, delay, illness, fatality or other injury suffered. Baggage and personal effects are at the participant's risk at all times.

Injury or illness

Participants agree that in the case of injury or illness Nila Singapore can, at a cost to the participant, typically through their travel insurance company, arrange medical treatment and emergency evacuation service, as Nila Singapore deem essential for the participant's safety.

Changes to itineraries

Nila Singapore reserves the right to amend or vary the itinerary or other services nominated in the aroma journey publicity materials should circumstances warrant that such changes would be in the best interest of participants or any other operational reason.

Exchange rates and taxes

To reflect significant fluctuations in exchange rates or the imposition of new government taxes that impact on the cost of providing its services, Nila Singapore reserves the right to adjust prices as may be necessary from time to time. However, once a reservation has been confirmed, the price remains unchanged for the current season.

Independent suppliers

Nila Singapore shall be in no part held liable for any acts, omissions, failures, or defaults on part of the persons or companies who at the request of Nila Singapore provide transport, accommodation or similar services or facilities. Also, Nila Singapore does not own or manage any transportation vehicles, hotels, or restaurants or any other supplier thereof.

Liability

By accepting these terms you agree that neither Nila Singapore nor any representative shall be liable or under any obligation for any loss, injury or damage to you or your belongings or otherwise in connection with any accommodations, transportation or other services of directly or indirectly resulting from any circumstances beyond its/their control including, but not limited to, breakdown in equipment, strikes, theft, delay, hijacking, act or threat of war (whether declared or not), riots, civil strife, terrorist activity, industrial disputes, discharge dispersal, release or escape of pollutants, natural and nuclear disasters, fire, sickness, bad weather, technical or transportation problems, closure of stations or airports, cancellations or changes of schedules by railways, air or bus lines or any other circumstances beyond Nila Singapore's control amounting to force majeure and/or Act of God.

