

CANADA/US TOURS – POINTS FOR ATTENTION REGARDING FARE PAYMENT, CANCELLATION AND REFUND (REF: 03282011):

A) ROUND TRIP BUS GROUP

	<u>4 Days or less</u>	<u>5 Days or above</u>
1. Deposit needed at the time of registration	\$100 per person	\$300 per person
2. Balance of fare should be paid in full prior to departure date	7 days prior to departure	14 days prior to departure
3. For those who make a change to their travel route, destination or travel date(s), once registration has been confirmed, charges will be applied to rules of cancellations. If due to unforeseen reasons, a client cancels reservation:		
• If cancellation or changes made before 7 days or earlier from the departure date	\$75 handling charge per person	\$150 handling charge per person
• If cancellation or changes made within 4-6 days	\$150 handling charge per person	\$300 handling charge per person
• If cancellation or changes made within 3 days	no fare will be refunded	no fare will be refunded

B) ROUND TRIP AIR GROUP AND ONE-WAY BUS/AIR GROUP

- At the time of registration, a deposit of \$300 is required for each person. The balance of the fare should be paid in full 31 days prior to the departure date, or the reservation will be cancelled, automatically, and we are sorry but the deposit will not be refunded.
- For those who make a change to their travel route, destination, or travel date(s) after registration confirmed, charges will be applied to rules of cancellation.
- If, due to unforeseen reason, a client cancels reservation 31 days or earlier prior to the departure date, the total fare minus a \$300 processing fee per person will be refunded to the client.
- If the cancellation is made 30 days prior to the departure date, we apologize for not being able to accept any change to the travel route, destination or date, and no fare will be refunded.
- For all Europe & Asia Tours regulation details, please refer to our brochures.

POINTS OF ATTENTION:

- Clients should be responsible for all the documents and IDs that are necessary for their travel. For those who need a passport (valid for at least 6 months), please have your US visa ready in advance. We apologize for not taking any responsibility in the scenario that a client lacks proper document of IDs. **Beginning June 1, 2009, citizens of Canada, Mexico, and Bermuda will be required to present a passport to enter the United States when arriving by air, land or water.**
- Our company takes no responsibility if a member of the tourist group is declined entry at the border, nor will we consider a request for refund or for change to a different tourist group.
- Guestroom, be it a room for two people, three people or four people are the same type of rooms. A double room may have a double bed or two singles beds, or two double beds. The same room will be used for triple or quad occupancy with no additional bed(s) added.
- If a member of the group misses the flight or bus due to late arrival, it will be treated as a withdrawal of the member's own will. Our company is not responsible in this case, nor will the fare be refunded.
- After the tourist group leaves, if a member exits due to personal reasons, it will be treated as a voluntary withdrawal of the member's own will. We are sorry but there will be no refund or compensation(s) whatsoever to the member concerned. We would like to ask your kind understanding of the foregoing policy.
- In fairness to all, seating arrangement of the coach will be rotated daily, and stops for lunch or coffee will be made every 2.5 to 3 hours approximately.
- In the event that a tour is cancelled due to not enough people registered (less than 25 passengers) or need to change travel date(s) we reserve the right to cancel the tour and will have no responsibility beyond the refund of all monies paid by the passengers and received by us. Most tour will be confirmed 3-4 days prior to departure.
- Hotels are subject to change. You can request for hotel information prior to departure.
- Pick up location cannot be changed within 48 hours prior to departure. Approval of any changes should be from our head office. We are not responsible for any changes without approval.
- Every passenger is allowed to bring one piece of baggage, and one carry-on. Suitcase must not exceed the weight of 50 lbs, and size measuring 28 in. x 20 in. x 10 in. Carry-on baggage should fit inside the overhead storage bins of the coach with maximum size of 16 in. x 12 in. x 8 in. Customers are advised to purchase insurance to protect all personal belongings. Tai Pan Tours' employees are not required to handle baggage weighing more than 50 lbs to prevent injuries during travel. For baggage weighing in excess of 50 lbs, customers are charged the following fees: \$100 for baggage weighing 51 – 70 lbs, and \$150 for baggage weighing more than 70 lbs. Customers are advised to inform Tai Pan Tours 7 business days prior to departure for any additional pieces of baggage that will be brought on the trip to ensure that boarding is not refused. Passengers' baggage and property are the sole responsibility of the owner at all times.

WHAT THE FARE COVERS:

- Group touring by luxurious tourist bus or other transportation means.
- Stay at first class hotels, with private bathroom and air conditioning facilities.
- Service of experienced Chinese tourist guide(s) who will accompany and guide the group during the tour.
- Touring activities as described by the company's touring schedule.

WHAT THE FARE NOT COVERS:

- All the meals during the tour.
- Gratuities for the driver(s) and tourist guide(s). (Recommend \$8 per passenger per day at local currency).
- All ferry expenses and admission fees during the tour.
- Medical, life and luggage insurance of various kinds.
- All other expenses that are entirely personal, such as fees incurred by telephone calls, laundry and Pay-TV etc.
- Any other extra expense that is incurred due to reasons that are beyond the control of our company, such as traffic jam and delay, strike, disastrous weather (tornado, storm, flood etc.), and cancellation or change of flight schedules and so forth.
- All the expenses incurred after a member leaves the group.

RESPONSIBILITIES:

For touring purposes, our company uses hotels and various transportation means, such as airplanes, boats, trains or buses. In order to be responsible to their passengers, those companies have their own rules and regulations to address the safety issues of the passengers and their luggage. In the cases of unexpected injury or death, lost of or damage to luggage or personal belongings etc., the safety rules and regulations of those companies should serve as the basis for resolving the problems and it has nothing to do with our company. Issues regarding hotel accommodations, meals and touring schedules etc. will be dealt with according to the touring regulations of our company. It may warrant changes to hotel, touring schedule, or even cancellation of a particular program under exceptional conditions such as problems with visa, disastrous weather, strike, tornado, lost of travel documents or IDs, or under the circumstances that the hotel has no vacancy due to contingent reason, or that the scheduled flight is cancelled or delayed, tour bus machinery breakdown, or that a coup takes place; under those extraordinary circumstances, our company has full power to handle the situation in accordance with the circumstance. Under those situations, according to the stipulated rules of our company, members of the tourist group should not oppose our reactions by finding excuses of demand compensations. Individuals who join the tourist group must abide by the laws and regulations of the countries they visit. Carrying smuggled goods for profits or banned goods is strictly forbidden. Custom regulations may differ from country to country. If a member is denied entry at the border due to personal reasons, it has nothing to do with our company and there is no refund for the remaining journey. If additional cost is incurred as a result of such an event, such as that related to transportation and accommodation, it is the responsibility of the individual(s) concerned and has nothing to do with our company.

TRAVEL INSURANCE:

We suggest that individuals who join our tourist groups purchase travel insurance for their own benefits. It includes various insurance policies covering accidents, illness, luggage and travel cancellation penalties. Those insurance policies can be purchased when registering for the tourist groups.