



## GENERAL TERMS & CONDITIONS

### COPYRIGHT

This manual contains the original ideas and other creative elements, which are the intellectual property of East West Executive Travellers Pte Ltd, Singapore.

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### RATES

All rates quoted in this Manual/Tariff are subject to change without notice, due to unforeseen circumstances and/or for reasons not within East West Executive Travellers' control.

The rates are nett and non-commissionable, and include all currently applicable Goods and Services Tax, and cess imposed by the Singapore Government.

The rates ruling are those quoted in SGD (Singapore Dollars), and, where applicable, these are based on rates of exchange current at the time of printing this Tariff.

### PAYMENTS

Payments are due and should be made according to the following time-table:

- 10% of estimated total amount upon acceptance of final programme proposal.
- 40% of estimated total amount 90 days prior to programme's commencement.
- 40% of estimated total amount 30 days prior to programme's commencement.
- 10% (+/-) unpaid balance of final invoice amount, including any applicable adjustments, within 15 days of programme conclusion.



## NOTE

Additional service requests, subsequent to acceptance of final programme, including requests during operation of the programme, should be made by email or in writing, faxed and signed by an authorised representative of client company and similarly acknowledged by East West Executive Travellers. Charges for any such additional services will be included in final invoice amount.

Payment should be made by bank draft or telegraphic transfer in favour of **EAST WEST EXECUTIVE TRAVELLERS PTE LTD.** Telegraphic transfers should be credited to the Company's account at:-

### **THE HONGKONG & SHANGHAI BANKING CORPORATION LIMITED**

Tanglin Branch

6 Claymore Hill #01-00

Singapore 229571

**A/C No: 143-152346-001**

(Singapore Dollars)

Unless otherwise agreed and arranged, payments are due in Singapore Dollars. East West Executive Travellers Pte Ltd does not accept personal cheques in payment for services.

Unless payment is received as outlined above, East West Executive Travellers Pte Ltd reserves the right in its sole discretion to suspend or cancel all or part of the confirmed services without notice, and without prejudice to its reserved right to claim cancellation fees/charges, and will not accept responsibility for operating the entire or any part of the programme.



## **CANCELLATIONS**

In the event that a confirmed programme or any part of it is cancelled, or there is a significant reduction in the number of participants, it is possible that suppliers (airlines, hotels, restaurants, contractors etc) will charge cancellation fees; any such cancellation fee will be billed by East West Executive Travellers Pte Ltd to the client.

Charges may also be levied by East West Executive Travellers Pte Ltd for programme planning, and other programme development work, undertaken prior to receiving notice of programme or part-programme cancellation, or reduction in the number of participants.

East West Executive Travellers Pte Ltd will also claim reimbursement of any disbursements made in connection with the programme, including any non-recoverable deposits or other payments made to suppliers, and all site inspection costs incurred in anticipation of programme operation.

In the event of cancellation or reduction in programme size, East West Executive Travellers Pte Ltd will refund any deposits paid after deducting any such sums as may be claimed under circumstances specified above.

## **REFUNDS**

The value of fully or partially unutilised services will be refunded or credited back only to the extent that East West Executive Travellers Pte Ltd is able to recover the costs involved.

## **SITE SELECTION / INSPECTION VISITS**

East West Executive Travellers Pte Ltd will provide complimentary arrival and departure airport transfers and a familiarisation / orientation tour of the city. They will also assist where appropriate, in the negotiation of complimentary or reduced rate hotel accommodation, and will give all assistance possible to minimise other visit costs.



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East West Executive Travellers' management / executive staff will provide assistance in setting up a suitable visit schedule, including the arrangement of appointments with hotels, restaurants, attractions, other suppliers and the Singapore Convention & Exhibition Bureau.

Where appropriate, estimated costs will be invoiced (proforma) in advance of the visit, and are payable prior to, or on arrival of the site selection / inspection party. A final invoice will be issued after the visit and will be payable on receipt.

#### **TAXES**

Airport taxes are not included in proposals / quotations.

Hotel rates quoted include prevailing Service Tax, GST and Cess unless otherwise indicated. East West Executive Travellers Pte Ltd reserves the right to adjust rates without notice in the event of a change in taxes payable.

#### **MISCELLANEOUS**

Upon request, and where applicable in co-operation with the Singapore Convention & Exhibition Bureau, East West Executive Travellers Pte Ltd will provide or arrange for the provision of promotional materials such as brochures, cards, posters, slides, teasers etc. East West Executive Travellers Pte Ltd will do all possible to minimise the cost of these items and will invoice accordingly.

Upon request, and on behalf of clients, East West Executive Travellers will distribute cash allowances to participants against their signatures. An administrative charge of a minimum 5% will be made for this service.





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## **LIABILITY**

East West Executive Travellers Pte Ltd (The Company) acts only as agent for the transportation companies, hotels, tour operators and all other contractors, for or in connection with whose services, tickets, vouchers and orders are issued. As an agent, the Company, its management, employees, servants and agents are not liable in any respect whatsoever for injury, loss, damage and accident to any person or property due to the negligence or otherwise of the Company, its management, employees, servants and agents which may occur during the programme and / or provision of the aforesaid services. The Company does not accept responsibility for losses or expenses due to cancellations, alterations, delays, sickness, weather, strikes, war, quarantine or other causes arising as a result of or indirectly caused by failure, non-operation, quality or description, fortuitous or otherwise of such services, such losses and expenses being the responsibility of the traveller. Quotations are given, orders accepted and bookings made on the condition that prices are subject to revision where any contingency beyond the Company's control makes this necessary. The Company reserves the right to cancel or withdraw bookings and to alter itineraries, routes, time-tables, accommodation reserved or any other services should this be necessary or in the case of force majeure. Rates, programmes, tour prices, services and conditions are based on the situation applicable at the time of printing this Tariff.