



General Terms & Conditions

EXO Travel Co. Ltd. (hereafter referred to as 'we', 'our' and 'us') and the Agent (hereafter referred to as 'Agent', 'you' and 'your') agree that the terms and conditions for the services provided by us to you shall be governed by the Booking Conditions detailed below and that the said Booking Conditions shall form an entire part of the service contract, whether verbal or written, entered into between EXO Travel and the Agent.

ALL services sold by EXO Travel are subject to these general terms and conditions unless otherwise agreed for a specific booking at quotation/booking time by email in which case special/stricter conditions will override the general conditions.

Validity

All prices quoted to you are on a **NET basis** and in US Dollars (Vietnam, Cambodia, Laos, Myanmar, Korea, Saudi Arabia and Indonesia), Thai Baht (Thailand), Japanese Yen (Japan), Malaysian Ringgit (Malaysia) and Singapore Dollar (Singapore) and are valid according to the date specified on quotations and invoices issued.

Prices may be subject to change only under exceptional circumstances due to sudden and substantial market, tax or currency fluctuations; if so we will give a pre-notice of min 30 days and the option to cancel.

The validity of offers/quotations is for a maximum of 7 days, unless mentioned otherwise. Some hotel tariffs and airfares quoted may be special offers with a shorter time frame of for ex 24/48 hrs or as available in order to be able to offer the best possible rates.

Payment & Credit

Unless otherwise agreed, **final payment is due as per invoice latest 30 days** prior to arrival. If booked less than 30 days from arrival, payment needs to be made upon receipt of the invoice. Multi-country tours will mostly be invoiced in 1 common invoice by the EXO office handling the file, especially if all quoted in the same currency. In some cases, 2 invoices may be needed/issued. We request **payment to be made timely** and it must be received on the date set on the invoice.

Payments can be made by:

- BANK TRANSFER to the bank account mentioned in the invoice. Bank charges must be covered by the agent at the origin.
- CREDIT CARD via our payment gateway or Flywire. If you select this option, our specialists will send you a secure link for payment (Visa, Amex, MasterCard).

Deposits



Deposits may be requested by our specialists in some cases to secure reservations for services such as flights, cruises, hotels as well as for certain peak travel periods.

The need for deposits and the amount and conditions applying to them (refundable, non-refundable) will be mentioned by our specialist on a case by case basis at the time of travel planning and quoting.

Cancellation Terms

Cancellation must be made in writing by email and be received in time (please keep in mind weekends, public holidays, and different time zones on both ends).

Remaining Covid conditions

The pandemic has ended and while some infections still happen, there are no travel restrictions in place anymore. Therefore, our Terms and Conditions do not have any Covid-related flexibility as suppliers and service providers everywhere have reverted back to normal regulations, which mean less/no flexibility in that regard.

If a client cancels a trip due to their own, a family member or a member of the travel party's infection, this does NOT represent a force majeure or ground for waiving of cancellation fees (if they apply). Regular cancellation fees will apply and therefore it is strongly recommended to any traveller today to purchase a travel insurance that covers cancellation and travel disruptions. Please note, that a standard medical insurance does not cover travel arrangements/disruptions.

Regular Cancellation Terms

The charges below apply unless different/special terms have been mentioned at quotation/booking time through email.

Charges for partial/total cancellations :

Individual travelers (Up to 8 persons)

31 days and more before arrival: Non-refundable deposit (if any)

Between 30 and 22 days before arrival: Non-ref deposit or 10% of total tour

cost Between 21 and 15 days before arrival: Non-ref deposit or 25% of total

tour cost Between 14 and 8 days before arrival: 50% of total tour cost

Between 7 days and 48 hours before arrival: 75% of total tour cost

Less than 48 hours or on site Cxl/shorten 100% of total tour cost

Groups (From 9 persons)

31 days and more before arrival: Non-refundable deposit (if any)

Between 30 and 22 days before arrival: Non-ref deposit or 20% of total tour

cost Between 21 and 15 days before arrival: Non-ref deposit or 40% of total

tour cost Between 14 and 8 days before arrival: 60% of total tour cost

Between 7 days and 48 hours before arrival: 75% of total tour cost

Less than 48 hours or on site Cxl/Shorten 100% of total tour cost



Insurance

We strongly recommend that clients arrange for **comprehensive travel insurance** covering all the activities you are planning on your trip as well as cancellation/postponement/disruption clauses and good medical coverage including evacuation flights in order to be protected against most eventualities.

Please note that many credit card companies have a travel insurance component activated if you pay your trip with the credit card; please inquire with your credit card issuer

Itinerary Changes

Changes may be needed to be made for different reasons during a trip. We will make every effort to assist clients who wish to make changes to their itinerary after departure, and we will advise of costing differences and collect payment on the spot.

We also reserve the right to modify or change the Itinerary in the best interests and the safety of the group, and will inform client/agent if these changes are unavoidable.

Refunds

All refunds are subject to the refund policies of each hotel, airline, and other vendors, some of which have special cancellation policies where funds paid are non-refundable. Our specialists will mention when payments/deposits are non-refundable and when deadlines are about to be reached.

Force Majeure

Force majeure are unusual and unforeseeable circumstances beyond our control or the control of our suppliers, and which we could not avoid even with all due care; including, but not limited to, war, threat of war, riot, civil strife, terrorist activity (actual or threatened), industrial dispute, technical problems with transport, machinery or equipment, outages or power failures, natural or nuclear disaster, fire, flood, drought, adverse weather conditions, epidemics or outbreaks of illness and level of water in rivers.

In the event of a cancellation or significant alteration to the trip, EXO may: a) offer the traveller(s) alternative travel arrangements or products of comparable standard as may be possible and adequate in the circumstances; or b) if alternative travel arrangements or products are not offered, make a proportional refund of monies paid by the traveller (less any sums EXO is not able to recover from the supplier), or c) credit the proportional monies paid by the traveller to a future trip in any EXO destination

EXO may charge a fee to cover the administration costs associated with providing alternative travel arrangements or products.



Child Policy

For EXO Travel Experiences (excursions and day trips) children between the ages of 2 and 11, at dates of travel, will receive a 15% discount off the Adult price (based on total travellers - adults + children 2-11), unless specified otherwise in a proposal.

For all tours involving accommodation, prices for children will be calculated to actual costs and all child discounts received from suppliers such as reduced entrance fees or value ads for children will be passed on to the clients. Accommodation is charged according to the individual hotel's tariff and children occupying their own rooms will be charged as adults. During the booking process we will do our utmost to advise you of child discounts and extra bedding requirements for children.

All flights are quoted separately and children are charged as per airline policies. Infants under two years of age will be exempt from most charges except as mandated by airline policies.

Dietary Restrictions

Travelers with very severe allergies must inform us from the outset of a request regarding special requirements they have as this can significantly affect the planning of an itinerary. Some allergies may not be catered to by suppliers (hotels, restaurants) and they may refuse to accept the booking due to the risks involved. Travelers must be prepared to handle an emergency when traveling internationally to places with a new cuisine, not knowing the ingredients used and therefore must assume these inherent risks. Even when informed in advance we cannot exclude a 100% allergy free setting as there can always be some cross-contamination in kitchens or at buffet settings in hotels/restaurants. Many restaurants in Japan/Korea for example are unfamiliar with some allergies in Europe/US and are reluctant or unable to make provisions for serious cross-contact allergies.

Client Documents

All bookings will be confirmed by email along with relevant documentation such as Final Itinerary of clients, Booking Vouchers (if applicable) and Air Tickets (where needed). The confirmation email will constitute a written agreement and confirmation of all bookings.

EXO Travel issues vouchers for clients only in very specific cases when required by the supplier. The client's passport or ID card suffice as proof of identification and all services will be provided as agreed.

Passport and visa requirements are an agent/client's responsibility and the information needs to be requested at quoting/booking time. The exact nationality of travelers must be provided when requesting information on visa policies. This is especially valid if the traveler is



of a different nationality than the country the agent is based in.

Other personal documents may be needed like a vaccine passport or also a valid international driving license if self-driving is planned. A photocopy of all your documents and spare passport photos is always good to have with you in hand or online for eventualities.

Passports need to be valid 6 months AFTER the date of departure from the last country. Please check again with EXO specialists if you have any doubts.

The personal data of travelers is securely saved and encrypted in our servers and only passed on to reliable suppliers if needed for issuance of travel documents and for security reasons. Personal data records are systematically deleted after the departure of clients.

Online Bookings through EXO Connect/Create/XML

ONLINE BOOKINGS THROUGH EXOCONNECT / XML

Bookings made through our Online systems EXO Create/EXO Connect/ XML will be invoiced separately from bookings made via our Travel Consultants and are subject to your payment policy agreement with EXO Travel.

Cancellation deadlines for XML online bookings vary according to the cancellation policies of hotels, airlines, cruises and other contractors of EXO Travel. The deadlines are displayed on EXO Connect/ XML.

Timeframe:	Cancellation process:	Charges:
Outside given deadline	Cancellation via system	No charge

Inside given deadline Cancellation via Tour Consultant Charges apply

Liability

EXO Travel will do the utmost to provide the services to the best of our capacity and to the satisfaction of you, our Agent, and your clients. It is the understanding that we act as an intermediary between the agent/client and airlines, hotels, transport operators, tourism suppliers and other contractors providing services in-country. We exert due care and diligence in selecting our local suppliers and shall in no event be directly liable to the agent/client, by reason of breach of services or unsatisfactory services provided by third parties or by way of indemnity or in tort or otherwise, for any loss, injury, damage, delay, change in schedule or other adverse events which are beyond our control and could not have been avoided even if applying special care and diligence.



Claims

All disputes, claims and litigation regarding services shall first be settled by way of negotiation and mutual understanding involving ourselves and third party suppliers at fault. Exotravel will act as intermediary and mediator between agent/client and third party suppliers and defend the interests of our agent/client. In the event that such negotiation and mutual understanding would fail, the disputes, claim or litigation shall be settled by local arbitration in Vietnam, Cambodia, Laos, Myanmar, Thailand, Indonesia, Japan, Malaysia, Korea, Saudi Arabia or the mediation of a settlement court in Singapore.