

TERMS AND CONDITIONS (PACKAGE TOUR)



By proceeding with a booking for any package tour by Dynasty Travel International Pte. Ltd. (the "Company", "us", "we", or "our"), a registered company (Travel Agent License Number: 342525) located in Singapore, you ("traveller", "customer") acknowledge that you have reviewed, understood, and agreed to be bound by the terms and conditions outlined below. It is your sole responsibility to ensure that you are familiar with these terms before confirming your reservation with us.

1. GENERAL MATTERS

1.1 The specific arrangements and inclusions for your Package Tour will be outlined in the corresponding tour itinerary ("Itinerary"). Once the Itinerary is issued to you, it will be considered an integral part of these Terms and Conditions, unless otherwise stated within the Itinerary itself. In the event of any conflict between the Itinerary and these Terms and Conditions, the provisions of these Terms and Conditions will take precedence.

1.2 Any costs or charges not explicitly mentioned in any of the following documents are not covered in the Package Tour price and will be your sole responsibility: (i) Itinerary; (ii) this Terms and Conditions.

1.3 In addition to Clause 1.2, the Package Tour price listed in the Booking Statement does not include the following items, which, if applicable, will be at your own expense and payable directly by you:

- (i) Airport-related charges such as taxes, security fees, fuel surcharges, airline insurance, visa application costs, travel insurance premiums, customs fees, and any additional charges imposed by airlines or airport authorities;
- (ii) Hotel-related expenses including laundry, room service, beverages, excess baggage fees, and other incidental charges;
- (iii) Gratuities or tips for drivers, tour leaders, local guides, and hotel porters;
- (iv) Any taxes, levies, or duties imposed by local or international authorities; and/or
- (v) All personal spending.

1.4 For the purposes of these Terms and Conditions: (i) "Travel group" refers to you and any individuals for whom you are booking the Package Tour; and (ii) "Scheduled Departure Date" refers to the date on which your Package Tour is set to commence from Singapore.

1.5 Subject to Clause 6, the accommodation included in your Package Tour will be detailed in the Itinerary. Room configurations may include single, twin, double-share, or triple-share (with three separate beds), and pricing may vary at our sole discretion. In some accommodations—such as farms, ski lodges, or similar properties—shared bathroom facilities may apply. For triple-share arrangements, the third bed may be a rollaway or temporary bed. You acknowledge that unexpected circumstances may affect hotel availability in the listed city, and we reserve the right to substitute the accommodation with an alternative, which will be communicated to you no later than two weeks prior to the Scheduled Departure Date.

1.6 Our provision of the Package Tours depends on the services of various airlines, transportation companies, hotels, and other third-party providers (collectively, "Third Party Service Providers"). You acknowledge that we act as an intermediary between you and these Third Party Service Providers. While we will make reasonable efforts to assist you, any rules, policies, or procedures imposed by these providers are beyond our control. Accordingly, we accept no responsibility or liability for any changes, actions, or omissions by Third Party Service Providers that may impact you or your Package Tour.

1.7 During your Package Tour, you will be subject to the terms, rules, and conditions of carriage set by the airlines. It is your sole responsibility to comply with these requirements. Failure to do so may result in denial of boarding or the need to pay extra fees to the airline. In such cases, we will not be liable for any losses, inconveniences, or additional costs you incur.

1.8 Subject to Clause 6, any meals included in your Package Tour—such as those provided during flights—will be detailed in the Itinerary. Please note that no refunds or substitutions will be offered if on-board meals are not provided for any reason.

1.9 Any individual in your travel group who is under 18 years of age as of the Scheduled Departure Date must be accompanied by an adult. If a minor is travelling with an adult other than their parent or legal guardian, the parent or guardian must complete an "Unaccompanied Minor and Handling Assistance Waiver" form, which you are responsible for obtaining from us. Additionally, you are solely responsible for complying with all applicable airline and regulatory requirements concerning the travel of minors.

1.10 If you or any member of your travel group is pregnant, it is your sole responsibility to obtain a doctor's certificate confirming fitness to travel. Regardless of such certification, if any Third Party Service Providers—including, but not limited to, airlines or cruise operators—decline to permit a pregnant traveller to participate in certain activities, such as boarding a flight or cruise, no refund will be issued by us. For clarity, this situation does not qualify as an event covered under Clause 5.1.

1.11 Travelers under the age of 12 as of the date of return to Singapore at the conclusion of the Package Tour may qualify for child fare rates, subject to the terms and conditions of the relevant Third Party Service Providers. While we will make every reasonable effort to secure these rates on your behalf, we cannot guarantee their availability even if they are advertised or indicated as applicable by the providers.

1.12 We will make reasonable efforts to accommodate travelers with special needs and arrange appropriate assistance. However, we cannot be held responsible if we are unable to fulfill specific requests or if travelers with special needs experience delays or miss certain activities. Furthermore, if any Third Party Service Providers—such as airlines or hotels—are unwilling or unable to allow a traveler with special needs to participate in particular activities, we will not be liable, and no refund will be issued. For clarity, such circumstances do not qualify as events covered under Clause 5.1.

1.13 Regardless of any other provisions in these Terms and Conditions, we reserve the exclusive right to deny travel to any individual who, in our judgment: (i) Is physically or mentally unfit to undertake the journey; (ii) May require care or assistance beyond what can reasonably be provided during the Package Tour; and/or (iii) Poses a risk to the health, safety, comfort, or overall experience of other travelers.

1.14 We may exercise our discretion under Clause 1.13 at any point prior to the travel group's departure from Singapore on the first flight of the Package Tour. If we choose to do so, no refund will be provided. For clarity, such a decision does not constitute an event as defined under Clause 5.1.

1.15 All payments due to us—whether for Package Tour bookings, obligations under these Terms and Conditions, or any other related matters—must be made in Singapore Dollars via cash, bank transfer, NETS, credit card, cheque (subject to the conditions below), or valid travel gift vouchers (in accordance with the vouchers' applicable terms). Cheques must be submitted at least three working days before the payment due date, and such payments will be considered received only once the funds have been successfully credited to our account.

2. RESERVATION AND DEPOSIT PAYMENT

2.1 Your Package Tour reservation will only be considered confirmed when: (i) You have paid the required deposit (the "Deposit"), as outlined in Clause 2.2; and (ii) Within three days of making the Deposit, you provide us with accurate and complete passport details for all members of your travel group.

2.2 Unless otherwise stated in Clause 2.3, the minimum deposit payable per traveller in your group is as follows:

Destination	Amt. per traveller
China, SEAsia	\$1000
Rest of Asia	\$2000
Africa, Europe, Oceania	\$3000
Americas	\$5000

2.3 We retain full discretion to modify the required Deposit amount at any time. This may include setting different Deposit amounts for different customers and/or for different Package Tours, as we deem appropriate.

2.4 If you fail to provide the required passport details under Clause 2.1 (ii) within three days after paying the Deposit, we reserve the right to treat your reservation as withdrawn. In such cases, your booking will be cancelled and the Deposit will be forfeited and non-refundable.

2.5 It is your responsibility to inform us at the time of booking of any special requests on behalf of yourself or members of your travel group. This includes, but is not limited to, dietary restrictions, preferred seating on flights, adjoining hotel rooms, or arrangements for travellers with special needs. You acknowledge that fulfilling such requests often depends on the cooperation of Third Party Service Providers. While we will make reasonable efforts to assist, we cannot guarantee that these requests will be accommodated and accept no liability if they are not fulfilled.

3. RESERVATION CONFIRMATION AND FULL PAYMENT

3.1 Your Package Tour booking will only be considered officially confirmed once we have provided written confirmation. Until such confirmation is issued, neither you nor your travel group will be entitled to any benefits or entitlements under the Package Tour. For clarity, the following do not constitute confirmation of your reservation:

- (i) Submitting a reservation request, regardless of whether it complies with Clause 2.1; and/or
- (ii) Receiving a Booking Statement from us.

3.2 We reserve the exclusive right to determine whether or not to confirm your Package Tour reservation, regardless of any other provisions in these Terms and Conditions.

3.3 The term "Minimum Group Size," as used in these Terms and Conditions, refers to the minimum number of participants required for the Package Tour to proceed on the Scheduled Departure Date. This number is set solely at our discretion and may be adjusted from time to time.

3.4 In deciding whether to confirm your reservation, we may take into account various factors, including the total number of travellers—your group included—who have paid Deposits for the tour. If, at our sole discretion, we determine that the Minimum Group Size is unlikely to be met by the Scheduled Departure Date, we may decline to confirm your booking. In such a case, your reservation will be treated as cancelled in accordance with Clause 5.

3.5 Once your Package Tour reservation has been confirmed, full payment must be made no later than 30 days before the scheduled start of the tour. This full payment includes: (i) The total tour price indicated in the Booking Statement (or any revised amount notified to you), minus any Deposit already received; and (ii) Any additional charges we have informed you are payable, if applicable.

3.6 It is your responsibility to ensure that all payments due to us, whether under Clause 3.5 or otherwise, are received by us on or before the specified payment deadline. For payments made by cheque, such payment will only be considered received once the funds have been successfully cleared and credited to our account.

3.7 If we do not receive your payment by the deadline stated in Clause 3.5, your reservation will be treated as

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cancelled by you under Clause 4.1. In this case, your Cancellation Notice (as defined in Clause 4.1) will be deemed to have been given on the day following the payment deadline.

4. CANCELLATION BY THE CUSTOMER

4.1 Unless otherwise stated in these Terms and Conditions or any incorporated documents, you may cancel your reservation at any time prior to the Scheduled Departure Date by providing us with written notice of cancellation ("Your Cancellation Notice"). For each cancellation, you will be required to pay the cancellation fee ("Cancellation Fee") as specified in Clause 4.2.

4.2 Except as otherwise provided in Clauses 4.3, 4.6, and 4.9, the Cancellation Fee will be as follows:

Date of Cancellation Notice	Cancellation fee per traveller
61 days or more before Scheduled Departure Date	100% of Deposit
31 ~ 60 days before Scheduled Departure Date	60% of the full price of Package Tour
0 ~ 30 days before Scheduled Departure Date	100% of the full price of Package Tour

4.3 In addition to the amounts stated in Clause 4.2, the Cancellation Fee will also include any non-refundable costs related to your reservation. This may cover airfares, airport taxes, surcharges, or other charges imposed by airlines or other Third Party Service Providers that we are liable to pay as a result of your booking and/or cancellation.

4.4 Once we receive Your Cancellation Notice, we will make reasonable efforts to notify you of the applicable Cancellation Fee as soon as possible. Upon providing this notice, your Deposit will be automatically applied toward the Cancellation Fee. Any remaining balance of the Cancellation Fee must be settled by you within seven (7) days of our notification.

4.5 Subject to Clause 4.6, if we receive any refunds from airlines or other Third Party Service Providers—such as airport taxes, surcharges, or other charges—before we notify you of the Cancellation Fee under Clause 4.4, those refunded amounts will not be included in the Cancellation Fee, to the extent they were reimbursed to us.

4.6 We reserve the right to impose an administrative charge of S\$300.00 for processing your cancellation. If applied, this fee will be added to the total Cancellation Fee communicated to you under Clause 4.4.

4.7 Any request to change your departure date, traveller name (excluding corrections of typographical errors), or the type of Package Tour will be treated as a cancellation under Clause 4.1. In such cases, the date of your request will be deemed the date on which Your Cancellation Notice was submitted.

4.8 If prior to your Cancellation Notice, the Singapore Ministry of Foreign Affairs has issued an official travel advisory specifically advising against travel to one or more destinations included in the Package Tour during the planned travel period, the Cancellation Fee will be limited to the administrative charge specified in Clause 4.6 and any non-refundable charges imposed by Third Party Service Providers that we are obligated to pay in connection with your reservation and/or cancellation.

4.9 It is your responsibility to ensure that Your Cancellation Notice—whether issued under Clause 4.1 or otherwise—is successfully delivered to and received by us.

5. CANCELLATION BY THE COMPANY

5.1 Subject to Clause 5.4, a "Cancellation Event" shall be deemed to have occurred if, at our sole and absolute discretion, we determine that any of the following situations apply:

- (i) The Package Tour cannot proceed due to circumstances beyond our control. These may include, but are not limited to: equipment or transport breakdowns, natural disasters (such as earthquakes, fires, tsunamis, or adverse weather), acts of God, war, civil unrest, terrorist activity, changes in laws or government regulations, strikes, labour disputes, outbreaks of disease or pandemics, mandatory quarantines, or travel restrictions imposed by Singapore or destination countries, or any other situation that would make it impossible or substantially different for us to deliver the Package Tour as originally planned in the Itinerary;
- (ii) Without limiting Clause 5.1 (i), a Third Party Service Provider acts—or fails to act—in a manner that makes it impossible or significantly different for us to carry out the Package Tour as envisioned at the time the Itinerary was issued, where such action or inaction was unforeseen or could not reasonably have been anticipated by us;
- (iii) It is reasonably determined that the Minimum Group Size will not be met by the Scheduled Departure Date.

5.2 If a Cancellation Event occurs and subject to Clause 5.4, we will make reasonable efforts to inform you as soon as possible that your reservation for the affected Package Tour (the "Original Package Tour") must be cancelled. In such cases, we will offer you one or more of the following options:

- (i) An alternative Package Tour that we, in our sole discretion, consider to be of comparable value. If you choose this option, you will be required to pay any difference in cost if the new tour is more expensive, or we will refund you the difference if the new tour is of lower value (in accordance with Clause 9.3);
- (ii) Conversion of all payments made toward the Original Package Tour into credit notes, which you may use for future bookings with us—including Package Tours—subject to availability;
- (iii) A full refund of all payments made for the Original Package Tour, returned via your original method of payment.

5.3 For the avoidance of doubt, we retain full and sole discretion in deciding which of the options listed in Clauses 5.2 (i), 5.2 (ii), and/or 5.2 (iii) will be offered to you, and our decision shall be final and binding. If your reservation is cancelled under Clauses 5.1 and 5.2, you shall not be entitled to any remedy or compensation other than what is explicitly stated in Clauses 5.2 (i) to 5.2 (iii).

5.4 Clause 5 shall not apply under any of the following circumstances:

- (i) If you or any member of your travel party is placed under compulsory quarantine by any government or relevant authority;
- (ii) If you or any member of your travel party is deported from, or denied entry into, any country (including Singapore) by its immigration authorities for any reason; and/or
- (iii) If you or any member of your travel party is denied boarding on any flight included in the Package Tour itinerary.

5.5 For the avoidance of doubt, in the situations described in Clause 5.4, we are under no obligation to provide any of the options in Clause 5.2. As such, we strongly advise you to obtain and maintain comprehensive travel insurance as outlined in Clause 10.5.

6. AMENDMENT BY THE CUSTOMER

6.1 All rights and entitlements relating to any Package Tour booked with us are personal to you and the members of your travel group and may not be transferred or assigned to any other person without our prior written consent.

6.2 Without limiting the application of Clause 4.7, you may submit a written request to amend the details of your reservation. Such amendments may include, but are not limited to, corrections of typographical errors in a traveller's name, changes to the flight itinerary, room-sharing arrangements, extensions of stay, or deviations from the Itinerary. All amendment requests must be submitted to us at least one (1) month prior to the Scheduled Departure Date. You will be fully responsible for all costs and administrative fees that may be incurred by us in processing the request, regardless of whether the amendment is ultimately effected. While we will make reasonable efforts to accommodate your request, we do not guarantee that

any amendment can or will be made. For the avoidance of doubt, we do not entertain changes to flight departure dates and timings unless they relate to approved travel deviations or extensions.

6.3 If the requested amendment is successfully made, you shall be liable for all related charges and administrative fees imposed by us and/or any Third Party Service Providers.

7. AMENDMENT BY THE COMPANY

7.1 This Clause 7 is without prejudice to Clause 5, which shall remain fully applicable and enforceable.

7.2 An Amendment Event shall be deemed to have occurred if, in our sole and absolute discretion, any component of the Package Tour itinerary cannot be fulfilled or must be changed due to circumstances beyond our control. Such circumstances may include, but are not limited to: acts of God, earthquakes, fires, tsunamis or other natural disasters, adverse weather conditions, wars, civil unrest, terrorist attacks, government or legislative actions, strikes or labour disruptions, disease outbreaks or pandemics, compulsory quarantines, or travel restrictions imposed by the Singapore government or the governments of any destination country under the Package Tour—or any event which renders the provision of the Package Tour impossible or materially different from what was originally intended at the time the Itinerary was issued.

7.3 Upon the occurrence of an Amendment Event, we will endeavour to inform you as soon as practicable. We may, at our sole and absolute discretion, offer one or more of the following options:

- (i) A replacement for the affected component of the Package Tour with a substitute that we deem, in our sole and absolute discretion, to be of comparable value. If you accept this replacement, any difference in value between the original and substitute component shall either be paid by you or refunded by us, as applicable; and/or
- (ii) A partial refund in cash equivalent to the value of the affected component of the Package Tour, such value to be determined by us in our sole and absolute discretion, provided that the total amount you have paid exceeds the refund amount.

7.4 For the avoidance of doubt, we retain full discretion in determining which of the options in Clauses 7.3 (i) and/or 7.3 (ii), if any, will be offered to you. Our decision shall be final. Upon the occurrence of an Amendment Event, no other claims, remedies, or forms of relief shall be available to you beyond those expressly set out in Clause 7.3.

7.5 This Clause 7 shall not apply in any of the situations listed in Clause 5.4. For the avoidance of doubt, if any of the events in Clause 5.4 occur, we shall have no obligation to offer you any recourse under Clause 7.3.

8. ENFORCED AMENDMENT OR TOUR CANCELLATION DUE TO PANDEMICS

8.1 Notwithstanding any other provision in these Terms and Conditions, but subject to Clause 8.2, you shall be solely and fully responsible for all losses, costs, damages, expenses (including those arising from delays), inconvenience, personal injury, or additional payments incurred by you and/or any member of your travel group arising from or in connection with any of the following:

- (i) Travel restrictions imposed from time to time by the Government of Singapore and/or the governments of any countries included in your Package Tour itinerary; and/or
- (ii) The contraction of a communicable disease by you and/or any member of your travel group, which—whether directly or indirectly as a result of the restrictions described in Clause 8.1 (i) prevents participation in any part of the Package Tour, including but not limited to international or domestic flights.

8.2 Clause 8.1 shall not apply to the extent that the losses, costs, damages, expenses, inconvenience, personal injury, or additional payments in question are determined, in our sole and absolute discretion, to have arisen directly from our gross negligence.

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9. REFUND POLICY

9.1 Except as expressly provided in these Terms and Conditions or as otherwise mutually agreed in writing between you and us, no refunds, discounts, or replacements shall be granted under any circumstances.

9.2 No refund, discount, or replacement will be provided for any component of the Package Tour—including but not limited to accommodation, meals, sightseeing tours, or other services—that is included in the itinerary but not utilised by you, whether due to personal choice, amendment, cancellation, or any other variation initiated by you, regardless of whether such changes occur before or during the course of the Package Tour.

9.3 This Clause shall apply to all instances in which a refund is due to you under these Terms and Conditions, and all such refunds (if any) shall be made in accordance with the applicable terms set out herein.

Payment mode	Refund mode	Refund time
Cash, bank transfers, NETS, cheque	Bank transfer	~ 4 weeks
Credit cards	Respective credit card	~ 6 weeks
Gift vouchers	Credit note	~ 6 weeks

10. TRAVEL DOCUMENTS AND TRAVEL INSURANCE

10.1 You and each member of your travel group are solely responsible for ensuring that all passports or other applicable travel documents are valid for at least six (6) months from the expected date of departure from the final destination in the itinerary. You must also ensure that all necessary visas, permits, entry passes, licenses, vaccinations, health certificates, and any other travel-related documents required by the authorities of each destination country are duly obtained prior to departure.

10.2 Without prejudice to Clause 10.1, we may, at our sole and absolute discretion, provide assistance in submitting visa applications for a fee. However, such assistance shall not be construed as an obligation on our part, nor shall it be deemed a guarantee of the approval or outcome of any such visa application.

10.3 You and each member of your travel group are also responsible for ensuring that the names provided at the time of booking, as reflected in the Pax Statement, exactly match the names stated in the respective passports or travel documents. Should any amendment be required, all applicable administrative and third-party fees shall be borne solely by you.

10.4 If a Package Tour reservation must be cancelled due to your (or any group member's) failure to meet the requirements set out in Clause 10.1, such cancellation shall be deemed to constitute a Cancellation Notice served by you on the Scheduled Departure Date.

10.5 All travellers are strongly advised to obtain comprehensive travel insurance to cover unforeseen events, including but not limited to baggage loss, flight delays, medical emergencies, travel agent insolvency, or changes in government regulations—such as compulsory quarantines or other restrictions related to diseases or pandemics. For the avoidance of doubt, we shall not be held liable for any losses, costs, or damages arising from such events.

11. DATA PROTECTION

11.1 Our privacy policy is available at <https://dynastytravel.com.sg/privacy-policy>. By making a reservation for a Package Tour—whether pursuant to Clause 2.1 or otherwise—you, on your own behalf and on behalf of all persons in your travel group, are deemed to have agreed to the terms of our privacy policy.

11.2 We will comply with the terms of our privacy policy and with all applicable obligations under the Personal Data

Protection Act 2012 in relation to the collection, use, disclosure, and safeguarding of your personal data.

11.3 In addition to Clauses 11.1 and 11.2, by making a reservation for a Package Tour on behalf of yourself and any member of your travel group, you consent to our collection, use, and disclosure of photographs and videos featuring you and/or your travel group members for inclusion in our advertising, marketing, and promotional materials (including brochures and digital platforms). Notwithstanding the foregoing, if any traveller wishes to withdraw consent for the use of their image, they may notify us by email at pdpa@dynastytravel.com.sg. Upon receiving such notice, we will make reasonable efforts to cease further use and remove any reference to the traveller from future advertising and publicity materials, to the extent reasonably practicable. However, we shall not be responsible for recalling or amending materials that have already been produced, distributed, or publicly disseminated prior to receiving the withdrawal notice. Further, we reserve the right to restrict participation in certain Package Tours—identified by us in our sole and absolute discretion—for any traveller who has withdrawn such consent. In such cases, the traveller shall be deemed to have served a Cancellation Notice in accordance with Clause 4.1 on the date we receive their notification of withdrawal.

12. INDEMNITY

12.1 We shall not be liable for any loss, damage, cost, expense, inconvenience, delay, personal injury, or death (collectively, the "Losses") suffered by you or any member of your travel group, whether directly or indirectly, and whether or not such Losses were reasonably foreseeable, arising from or in connection with any of the following circumstances:

- (i) Losses not caused by our gross negligence;
- (ii) Losses not resulting from a breach of these Terms and Conditions;
- (iii) Losses arising from our exercise of discretion under Clauses 1.13 and 1.14;
- (iv) Losses resulting from any breach of these Terms and Conditions by you or any member of your travel group, including but not limited to failure to fulfill any obligation hereunder;
- (v) Losses caused by the acts or omissions of third parties (including, without limitation, Third Party Service Providers), whether or not foreseeable;
- (vi) Losses arising from circumstances beyond our control, including but not limited to mechanical breakdowns, acts of God, natural disasters (e.g., earthquakes, fires, tsunamis), weather disruptions, wars, civil unrest, terrorist acts, changes in government regulations or policies, strikes or labour unrest, disease outbreaks or pandemics, quarantine requirements, or travel restrictions imposed by Singapore or other countries covered in the Package Tour, or any other event that renders it impossible or materially different for us to provide the Package Tour as originally intended;
- (vii) Losses resulting from you or any member of your travel group being quarantined, deported, or denied entry by governmental or immigration authorities for any reason;
- (viii) Losses arising from prevailing travel restrictions (whether imposed by the Singapore government or the governments of the countries on the itinerary) or from any communicable disease that prevents participation in any part of the Package Tour, including international flights;
- (ix) Losses resulting from your failure or that of any member of your travel group to follow reasonable instructions, including but not limited to designated check-in/check-out procedures or meeting points and times.

12.2 For the avoidance of doubt, the exclusions set out in Clause 12.1 mean that we are under no obligation to offer you the remedies listed under Clauses 5.2 and/or 7.3 should such Losses be incurred.

12.3 Without prejudice to Clause 12.1, and in the event our liability to you is established under applicable law, our total liability to you (whether in respect of one claim or a series of related claims) shall be limited to the total amount of fees actually received by us from you for the affected Package Tour.

12.4 You and each member of your travel group agree to indemnify and hold harmless the Company, its directors, employees, agents, contractors, and representatives from and against any and all claims, damages, losses, liabilities, charges, and expenses (including legal fees on a full indemnity basis) arising from or in connection with any such matters (collectively, the "Liabilities"), regardless of whether such Liabilities arise during or after the Package Tour.

12.5 You further agree to reimburse us on a full indemnity basis for all costs and expenses incurred by us (including legal fees on a solicitor-and-client basis) in connection with:
(i) Any breach of these Terms and Conditions by you or any member of your travel group; and
(ii) The enforcement or attempted enforcement of any of our rights under these Terms and Conditions.

13. MISCELLANEOUS

13.1 We welcome feedback from our customers. Should you have any feedback or complaint concerning any Package Tour, you may inform our representative during the course of the Package Tour. If the matter cannot be resolved despite our representative's efforts, you may submit your complaint in writing to us at feedback@dynastytravel.com.sg.

13.2 Any dispute arising out of or in connection with these Terms and Conditions—including questions regarding their existence, validity, or termination, or any feedback or complaint referred to in Clause 13.1—that cannot be resolved through negotiation between you and us shall first be referred to mediation administered by the Singapore Mediation Centre. If the dispute remains unresolved after 30 days from the commencement of mediation, the parties agree to submit to the non-exclusive jurisdiction of the Singapore Courts.

13.3 These Terms and Conditions shall be governed by the laws of the Republic of Singapore.

13.4 If any term or condition of these Terms and Conditions is deemed by a competent court in the Republic of Singapore to be illegal, void, or unenforceable, such term or condition shall be ineffective to the extent of such illegality, voidness, or unenforceability. However, this shall not affect the legality, validity, or enforceability of any other term or condition herein.

13.5 The Contracts (Rights of Third Parties) Act (Cap. 53B) shall not apply to these Terms and Conditions. Except for you and the Company, no other person, company, or entity shall have any right to rely on or enforce any term of these Terms and Conditions.

13.6 We reserve the right, at our sole and absolute discretion, to change, amend, insert, or delete any of these Terms and Conditions from time to time. The latest version of these Terms and Conditions will be maintained and made available at: <https://www.dynastytravel.com/terms-condition>. You are responsible for reviewing this website periodically to stay informed of any updates.

Customer's Signature
Name of Customer:

By signing in the box above, I acknowledge that I have read, understood and accept the Company's Terms & Conditions (Package Tours) on behalf of my travelling group.