

TERMS AND CONDITIONS

Deposit, Payment, Quotation & Confirmation

- 1) All prices indicated in Bliss Travel website are quoted in HK Dollars for cash payment, package prices indicated are inclusive of TIC levy. Fuel surcharge, airport tax, airport security charge, air ticket service charge of HK\$30 (per ticket or per air + hotel package) and other applicable taxes are not included, unless otherwise specified.
Service will not be included and no refund if passenger revise or forfeit the itinerary or car transfer stated in the package.

2)

Deposit has to be paid upon reservation. Balance payment must be settled on the following day upon confirmation of the flight and hotel booking.	Deposit (per person)
Deposit - Regular Package (Except Peak Season & Block Seat, Extra Flight Package)	HK\$1,000
Deposit - Peak Season Package ** (Except Extra Flight Package)	HK\$3,000
Deposit - Block Seat Package	50% of package price
Deposit - Extra Flight Package	75% of package price
For late bookings up to 21 working days # or Bookings of certain hotels on special occasions, full payment must be paid upon reservation and is not refundable. (customers will be advised of upon reservation)	100% of package price

- 3) Failure to comply with final payment requirement would result in automatic cancellation of reservation and no refund of the deposit will be made. Alteration of customer's name, tour, package or departure date will not be accepted.
- 4) Payment within ten days prior to departure must be paid in cash or cashier order, cheque payment will not be accepted.
- 5) Bookings & quotations on ticket, hotel or travel related products are subject to availability and price amendment without prior notice. Occasionally, there maybe price difference from the original quotation due to high demand of the products. Customers may choose to accept the price difference or refund the deposit / full amount, refund procedures require 3 working days # .
- 6) Please arrange payment into either one of the below bank accounts under the account name : **ZEUS GROUP LIMITED T/A BLISS TRAVEL**
 - > The Hong Kong & Shanghai Banking Corporation Ltd # 534-755905-001
 - > Bank of China # 012-873-00077747
 - > Shanghai Commercial Bank # 332-82-06537-2

Amendment

- 1) No amendment is allowed once payment is made, unless the amendments are confirmed by the suppliers ^^.
- 2) When the amendments are confirmed by the suppliers ^^, Bliss Travel will levy an administrative fee of minimum HK\$300 per person for any change to any travel products booked in addition to any extra charges levied by the suppliers ^^.
- 3) For immigration and security purposes, please provide the names exactly as they appear on your passport for making flight reservation. Failure to do so may delay your check-in process or deny boarding by the airlines. No amendment for wrong passenger name and gender after ticket issued or administration fee may involve for name changes for particular airlines. Bliss Travel will levy an administrative fee of HK\$300 per person for the amendment.

Cancellation and handling fee

- 1) Package, tour, hotel, entrance ticket, transportation ticket :
All items are NON-REFUNDABLE after payment is made.
- 2) Air ticket :
Cancellation and refund charges must refer to respective terms & conditions of airlines or suppliers. Bliss Travel will levy ticket refund handling fee of HK\$425 per ticket plus refund penalty as refer to respective terms & conditions of airlines or suppliers. Refund period of respective airlines may take 3-6 months, we will keep the customers informed once the refund cheque is ready for collection.
- 3) An administration fee of HK\$100 will be charged for any additional receipt or certification requested after the official receipt has been issued.

Refund procedures

- 1) Customers may choose to alter the departure date / airlines / flights / hotel or refund if their choices of flight and/or hotel are fully booked up, unless otherwise specified.
- 2) For payment in cash or cheque, refund would be made by crossed cheque, refund procedures require 3 working days.
For payment by credit card, refund will be credited into the same credit card account.
- 3) Change of package tour or cancellation of bookings must be made in writing or in person.
- 4) All refunds would be made by crossed cheque and must be collected within three months from the issue date.

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Airport Tax & Fuel Surcharge

Airport tax and fuel surcharge are collected on behalf of the Airlines is an estimated amount, the actual amount can only be confirmed upon issuance of ticket, passengers will be refunded if overpaid, contrarily, passengers are required to pay back if amount is under-collected.

Passport and Visa Application

- 1) Bliss Travel only acts as an agent to apply the required visa and will not be responsible for the approval of visas by individual consulates.
- 2) In the event that the customer is unable to depart on schedule or has to change to other destinations and the documentation for visa application has been sent to individual consulates for proceeding, the visa fee paid will not be refunded.
- 3) Customers are required to ensure that their travel documents possess a validity of more than 6 months (from departure date). Customers traveling to the People's Republic of China are required to bring their Home Visit Permits (回鄉卡). Bliss Travel will not be responsible for any denial of entry with documentation or visas not checked by Bliss Travel and all payments made would not be refunded.

Other Special Circumstances

- 1) For group departure tickets, the number of travelers should fulfill the minimum requirement of specific airlines. Bliss Travel has the right to cancel the package tour before departure, due to all possible circumstances such as inadequate participants or non-approval of visa, under which all payment except visa fee will be refunded and Bliss Travel shall bear no responsibility thereafter.
- 2) If customer forfeit or amend any items (including air ticket, transportation ticket, entrance ticket, tour, hotel or meals arrangement) as stated in the package when making reservation or after commencement of journey, no refund will be made to any of these items.
- 3) When the air ticket is a group ticket, it is only applicable to the designated date, flight and airline. Request of extension of stay has to be made upon booking. Bliss Travel will try to book the customer on a later flight with the airline. However, the customer is not allowed to withdraw from the package tour regardless of confirmation of the extended booking.
- 4) Respective airlines requires travelers to reconfirm their onward/return flight reservation 72 hours before departure, Bliss Travel shall not be held liable for any change of flight booking.
- 5) Bliss Travel shall not be held liable in the event that a customer holding valid visa and travel documents is denied entry to a country by the local immigration or customs. The customer shall bear the additional expenses incurred for meals, accommodation and transportation and shall not be compensated for the remaining course of the package tour. No refund or alteration of package tour will be allowed.
- 6) The airline shall only be held responsible for all operation rules and regulations as specified in the air ticket and shall not be held liable for any event whatsoever before the customer enter the cabin of the air plane.
- 7) Customers who have purchased travel insurance with us may contact the following emergency numbers if you required immediate assistance overseas : Blue Cross Travel Insurance : (852) 3608 6083
- 8) For details of the Package Tour Accident Contingency Fund Scheme set up by the Government, please contact the Travel Industry Compensation Fund Management Board at (852) 3151 7945

Liabilities

Bliss Travel acts only as agents for the airlines, hotels, restaurants and all operators providing the sightseeing service or means of transportation, who will be responsible to the customers for the safety of the customers and their baggage subject to individual terms and conditions under which such services are offered or provided. Hence Bliss Travel shall not be held liable for any loss of baggage, injury or death due to accidents or loss of property and the settlement will be based on the individual terms and conditions on safety stipulated by the organizations concerned. Bliss Travel shall not be liable for any negligence or faults of duty of staff not employed by Bliss Travel. Issues regarding hotel accommodation, meals and sightseeing tour will be settled according to Bliss Travel's terms and conditions on touring. In the event of any change or cancellation to certain part of the itinerary under extraordinary circumstances beyond Bliss Travel's control such as non-approval of visas, loss of travel documentation, strike, severe weather condition, typhoon, overbooking of hotels or cancellation of flight or changes in schedule or overbooking of flight, Bliss Travel shall handle accordingly and will not be responsible for any additional expenses or loss incurred. According to Bliss Travel's terms and conditions, customers are not allowed to object or withdraw from the tour for this reason. Customer who frequently deliberately act against the discipline or insult other customers or related personnel physically or verbally, the staff of Bliss Travel shall, in the interests of other customers, cancel the customer's right to join the tour without refund of the tour price and Bliss Travel shall not be held liable for any actions or behaviour of that customer afterwards.

Remarks : ** Peak season - New Year, Christmas, Easter, summer time or long holidays
Working days are Mondays to Fridays but excluding any public holidays in Hong Kong.
^^ Suppliers including airlines, hotels, transportation company, local land operator, insurance company, theme park, etc.
(Suppliers are subject to change from time to time without prior notice)
