

**EGL Leisure**  
**Terms and Conditions 細則及責任問題**



**PACKAGE - Reservation:**

1. Package Prices shown below do not include airport taxes, fuel surcharges, travel insurance charge, other travel taxes, passport and visa fees.
2. Package Prices shown below do not include all other expenses including, but not limited to telephone calls, room service and any other personal consumption items.
3. To ensure the accuracy of customers' names for the flight and the hotel reservation, customers must present a valid travel document upon reservation. We will charge the above changes as an extra arrangement and our company will charge \$500 as for the handling fee. Moreover, please note that the airline may refuse to make changes or refuse the customers from boarding, if any mistake is found after the reservation is made.

Types of Package	Booking Date	Non-refundable Deposit	Balance/Final Payment
<b>Free &amp; Easy Package</b>	At least 15 days or above prior to departure	● All destination at HK\$500	Within 2 days upon confirmation of flight and hotel reservation.
	Less than 5-14 days prior to departure or <b>ticket deadline within 3 days</b>	Full Payment	~
<b>Selected Package</b>	At least 15 days or above prior to departure	● All destination at HK\$500 per person (low season) / HK\$2000 per person (peak season) ● All Charter Flight package at HK\$4000 per person	Within 2 days upon confirmation of flight and hotel reservation.
	Less than 5-14 days prior to departure	Full Payment	~
<b>China short-haul /</b>	At least 3 working days or above prior to departure	Full payment	~
<b>Macau package</b>	At least 2 working days or above prior to departure		
<b>Airline Package</b>	Terms & Conditions are subject to individual airline's policy.		

**PACKAGE: Alteration and Cancellation:**

The following charges will apply in the event of cancellation or making alterations prior to departure:

Cancellation / Alteration Date (See Remarks (2))	Cancellation / Alteration Charge
Official notification 15 days or above prior to departure	Deposit fee per person
Official notification within 8 to 14 days prior to departure	50% of full payment
Official notification less than 7 days prior to departure	100% of full package price
Official notification after document issued / on day of arrival or no show	100% of full package price
Airline Package	Subject to individual airline's policy plus HK\$300 handling fee per person.

**Remarks:**

1. Selected Package: In the event of tour cancellation by EGL at least 7 working days prior to departure, owing to insufficient tour members or any unexpected changes, apart from the visa application fee, all payment will be refunded.
2. Airline Package: Any alteration or cancellation is subject to individual airline's policy plus HK\$300 handling fee per person. The date of refund is subject to the final decision by the individual airline (normally 3 months or above from date of cancellation.)
3. In the event that the customers do not show up on the departure date or under-stay during the journey period for any reason, all the payment or deposit will be forfeited.
4. The balance of payment must be made within the time limit specified above. If customers fail to settle the balance payment, EGL may cancel the booking and no refund on the deposit or amount paid will be made.
5. For payment made by credit card or monthly installments, refund will be handled through the bank. The amount will be refunded to the paid credit card account and the period of time necessary for the refund depends on the handling bank.
6. In the event of cancellation or alteration of booking, customers must do this either in writing or make the application at the branch in person. Cancellation or alteration requests made through the telephone are not accepted.

**HOTEL -Reservation:**

1. Non-refundable payment of following charge is payable at time of reservation. Customer must be over 18 years of age and provide full English name (as shown on travel document) and nationality (different name for each room upon reservation)
2. The balance payment is required to be made at any EGL branches within two business days of confirmation of booking, failing which the reservation made shall be cancelled automatically and all payment made shall be forfeited.
3. The hotel charges are inclusive of local taxes & hotel service charge, unless otherwise specified. EGL Tours Company Limited is not liable for any other extra local government taxes or additional expenses of the customers.
4. Reservation made under the "walk-in rate" is payable by customer directly to hotel upon check-in and is subject to a handling fee of HK\$100 per hotel/per room.
5. The hotel check-in time is normally 14:00 hrs and the check-out time is before 11:00 a.m. next morning (Subject to the hotel's announcement).

Booking Date	Non-refundable Deposit	Balance / Final Payment
At least 10 days or above prior to check-in date	HK\$300 per hotel per room	Within 2 days upon confirmation
6-9 days prior to check-in date	First night charge per hotel per room	Immediate upon confirmation
Less than 5 days prior to check-in date	Full payment	~
Online booking through <a href="http://www.egltours.com">www.egltours.com</a> : full payment by credit card or PPS is required at least 7 days prior to check-in date. Credit card payment is applicable for cardholder only or cardholder traveling with companions.		

**HOTEL- Alterations and Cancellation:**

The following charges will apply in the event of cancellation or alterations to bookings:

Cancellation / Alteration Date	Cancellation / Alteration charge
Official notification at least 10 days or above before check-in date	HK\$300 per hotel per room
Official notification 4 - 9 days before check-in date	First night charge per hotel per room
Official notification 3 days before check-in date	All room charges regardless of confirmation
In case of full-payment guarantee for whole period of stay requested by individual hotel, all payment made are non-refundable.	

● Official notification is based on hotel check-in date only, excluding the date of checking-in & notification date.

1. Customers who check-out earlier than the booking period will not be refunded the room charges for the un-stayed nights.
2. Any amendment or cancellation on hotels booking must be made through EGL Tours Company Limited.
3. For payment made by credit card or monthly installments, refund will be handled through the bank. The amount will be refunded to the paid credit card account and the period of time necessary for the refund depends on the handling bank.

### **Theme Park ticket / Japan Rail Pass:**

1. All theme park ticket or bus ticket must be used prior to validity of ticket, no refund is accepted once expired.
2. Japan Rail pass must be exchanged upon arrival in Japan within 3 months of issuance, otherwise ticket would be automatically expired.
3. Refund application for fully unused Japan Rail Pass is accepted within one year of issuance and subject to penalty of published fare's 10% and additional handling fee of HK\$100 per ticket.

### **FLIGHT - Reservation:**

1. Non-refundable deposit of HK\$300 per person or the full payment is required at the time of booking, The balance should be settled within two working days from the date of payment of deposit and ticket will be ready for pick-up after one business day. Otherwise, customer should bear the risk of seat cancellation and / or any fluctuations in market price.
2. The balance of the payment must be made within the time limit specified above or 3 working days prior to time limit set out by airline, whichever is earlier. If the customers fail to settle the balance payment, EGL may cancel the booking and no refund on the deposit or amount paid will be made.

### **FLIGHT - Alterations:**

Any alterations (including passenger name registered) after the full payment is made, is subject to individual agency or airline's policy as to whether the changes may be made. Any alteration of a confirmed booking is subject to a handling fee of HK\$100 per person per alteration, plus any other applicable alteration fees as imposed by airlines.

### **FLIGHT - Cancellation Fee and Refund:**

1. Cancellation or refund after the issue of air ticket is subject to the cancellation or refund policies of individual airline. Any cancellation after the issue of air ticket is subject to a handling fee of HK\$300 per person per cancellation plus any fee charged by individual airline. The date of refund is subject to the final decision by the individual airline.
2. Refund must be made at least three business days prior to departure date.
3. Tickets are non-refundable and non-transferable.
4. For payment made by credit card or monthly installments, refund will be handled through the bank. The amount will be refunded to the paid credit card account and the period of time necessary for the refund depends on the handling bank.

### **Airline Mileage program :**

Most of special tickets or packages is not eligible for accrual of mileage. If further confirmation is required, customers should provide information of the membership at the time of reservation. The final decision as to eligibility is subject to the final decision of the individual Airline. EGL shall not be responsible for any claim of mileage.

### **Payment Methods:**

1. We accept CASH, EPS, PPS and online credit card Payment. Cheque and PPS payment must be made at least 10 working days prior to departure. The cheque should be payable to "EGL Tours Company Ltd". Post-dated cheques will not be accepted. You can also settle your payment via **PPS, Merchant Code 9238**
2. For payment made via Bank-In, HSBC/Hang Seng Bank electronic transfer, PPS or e-banking, shall be confirmed by us only when we acknowledge receipt of the payment upon confirmation from the bank after two business days.
3. For online hotel booking through [www.egltours.com](http://www.egltours.com), full payment by credit card or PPS is required at least 7 days prior to check-in date. Credit card payment is applicable for cardholder only or cardholder traveling with companions.
4. For payment made by credit card or monthly installments, refund will be handled through the bank. The amount will be refunded to the paid credit card account and the period of time necessary for the refund depends on the handling bank.
5. To protect cardholders' interests, we only accept credit cards which have Verified by VISA enabled.
6. Customers hereby agree not to charge back any bank charges against his/her credit card for any products and services rendered by [egltours.com](http://egltours.com). Should any charge backs or bank charges occur on any products or services which have been provided.

### **Travel Document/Visa Application**

1. Customers must ensure that they possess a valid passport of more than six months (from return date) and any necessary transfer and destination visas.
2. Customers will be responsible for their own travel documents and travel visa requirement. In the event that customers are refused entry to a country by the local immigration or custom officers, we will not be responsible for any liability. Any costs incurred for the additional arrangement under such circumstance will be payable by the customers.
3. BNO or HKSAR passport holders wishing to apply Taiwan landing visa must ensure that their place of birth is either Hong Kong or Macau and must present their valid Hong Kong / Macau Identity card upon application.
4. EGL will not be responsible for the approval of visas by individual consulates. In respect of unsuccessful visa application, all paid visa application and handling fee will not be refunded.
5. In the event that customers are unable to obtain the visa or unable to provide the sufficient information leading to delay in approval of visa, EGL is not responsible for such liability.
6. Under any circumstances, if customers cannot provide us with the change of other destination prior to the departure, while the travel document is being sent to the individual consulates for processing of the visa, all paid visa application fee will not be refunded.
7. Hong Kong residents holding other overseas passport must present their Hong Kong identity card to the immigration officer when returning to Hong Kong.

### **Other Special Circumstances and Liabilities**

1. In view of the fluctuation of the foreign currency exchange, transportation, fuel surcharge, insurance or hotel etc., EGL reserves the right to make the adjustment in relation to the pricing prior to the departure. If customers refuse to pay for the increase in price due to the fluctuation, their booking will be cancelled.
2. Customers have to obligate the airline carrier's rule to confirm the seat 72 hours prior to departure. EGL shall not be held liable for any change in the travel programmes, routes, seats or flight schedules.
3. The terms and conditions of all EGL and Airline Products are subject to the final confirmation of the airlines.
4. In the event that customers cancel the package during the journey, all paid amount will not be refunded. EGL will not be liable for any loss.
5. In the event of any changes of flights due to technical problem with the transportation, bad weather condition or official announcement from the local government which leads to an additional charge incurred, EGL will not be responsible for any liability.
6. EGL has the sole and absolute discretion to take all reasonable steps including but not limited to canceling or shortening the duration of any tour in the event of force majeure, hostilities, threat of war, terrorist attack, political unrest, industrial strike, infrastructure problem, problem with the sight seeing organizations or any other circumstances beyond her indirect or direct control, EGL will not be responsible for any liabilities upon the notice to customers the taking of such steps.
7. It is expressly declared that EGL has arranged for services to be performed by various contractors. EGL therefore only act as arranger for the hotels, airlines or other contractors providing the means of transportation or other services during the course of the tour.
8. For activities arranged by the customers during the journey, customers must follow the guidelines and arrangements provided by the contractors responsible for the particular activity arranged by the customer. Customers must assess their own physical health conditions, weather conditions and the nature of the activity during the journey. EGL will not be liable for any loss, death, personal injury or related fees in relation to such activities arranged by the customers.
9. The terms and conditions stated in the above is in accordance with the Hong Kong Law, any compensation claims related to EGL must be made in Hong Kong. The maximum liability on EGL shall be no greater than the total amount paid by the customers.

### **Important Notes to additional issues**

1. To ensure that customers have a pleasant trip, it is strongly advised that customers purchase the travel insurance prior to departure. Customers should seek independent professional advice on travel insurance.
2. Where a travel insurance plan provided by EGL is purchased by customers, it will be shown on the invoice with immediate effect. All related travel protection content is subject to the final confirmation of the insurance company.
3. Customers will receive the protection if 0.15% TIC Levy is shown on the invoice. In view of the technical problem and inability to stamp on the invoice at the time of payment, customers can visit EGL for the stamping prior to the departure and they must keep the official receipt with the TIC Levy.
4. In the event of typhoon signal No.8 or rainstorm warning being hoisted, all journey will take off as planned unless customers receive the notification of flight change or cancellation from EGL. EGL will not be responsible for any losses incurred as a result of the typhoon or bad weather conditions.
5. We shall accept to re-issue the receipt within 3 months from the departure date, and such re-issuing of the receipt will be subject to an additional handling fee of \$50 and the process usually takes 3 working days.
6. In respect of personal data protection and privacy, customers must present the reservation booking number or official receipt when making enquiry on the reservations.
7. The hotel check in time is normally 14:00 hours and the check out time is before 11:00 am next morning (This is subject to the hotel's announcement)
8. Customers must arrive the airport for check-in at least 2 hours prior to the departure.

### **Privacy Policy**

1. It has been EGL's policy to safeguard any personal data provided by our customers. EGL will strictly comply with the requirements of the Personal Data (Privacy) Ordinance (Chapter 486, Laws of Hong Kong).
2. All personal data collected at the time of reservations or bookings is for the purposes of arranging the tours for the customers and any other travel related services.
3. EGL shall keep all customers personal data strictly confidential. However, EGL may pass it to other tour operators, airline carriers or other related services for further arrangement if necessary. Except the above, EGL shall not pass this information to other institutions or individuals without the consent of the customers (except as requested by the laws).