

龍堡假期美國及加拿大旅行團

Just Holiday - USA & Canada Tours

規則及責任

責任條款

- 為適應各地交通時間、政治因素、地理環境、或其他特殊情況下，為保障團隊的安全及權益，本公司工作人員有權因應當時情況而對行程作出適當的調整，團員不得異議。
- 為維護團隊的最高利益，若有任何旅客妨礙團隊的正常活動或行程，本公司代表人員有權取消該團員繼續參加旅程的資格。本公司不會為該團員離團後之行為付任何責任。
- 如有任何人力不能預知或預測的情況，包括交通阻塞、改路、天氣變化、罷工、或其他因素而導至行程延誤，本公司保留更改行程及團費的權利。
- 即使團員已帶有有效的旅遊證件，但遭到當地海關或移民局人員拒絕入境，本公司無法及不會負擔任何責任或費用。
- 若遇遺失行李、財產損失及意外傷亡等情況，將依據不同機構所訂立的安全條例作為藍本，一概與本公司無涉。
- 本公司書刊上列出的價錢只供參考，我們會因應經營成本、酒店供求、或其他原因更改團費而無需作出通知。請在訂位時與本公司服務人員確認團費。
- 若團隊參加人數不足十人，本公司保留取消出團的權利。
- 本公司領隊及導遊均樂意為旅客在旅程中購物提供協助；唯有關物品之價格、質量、及售後服務等問題，均為旅客與商戶間的協議，與本公司無關。

訂位/取消/繳費規則

- 報名時請先繳付訂金US\$300，餘款請於三天內付清。本公司會將所有逾期未清的訂位取消，所繳訂金將不會發還，也不能轉與他人或轉作另一個出發日期(須七天前訂位及出票)。
- 取消手續費(機票及有關文件未印發前):
 - 出發前15天或以上 - 收取手續費US\$300
 - 出發前7天或以上 - 收取團費50%
 - 出發前7天內取消則視為自動棄權論，所繳團費(包括機票費用)不會發還。
- 團員如在旅途中退出或不參與任何團體活動(如膳食、觀光及住宿)，均當作放棄論，所繳團費不會發還。
- 旺季(農曆新年、復活節、暑假、聖誕及新年)，均需提前出票及安排交通、膳食及住宿等，故凡在旺季出發的團隊，一律不得更改名字、團別、日期及行程，所繳費用無法退還。
- 客人須以書面通知本公司取消或更改旅程。口頭要求不作受理。
- 機票及有關文件一經印發，均不接受退換或取消。

旅遊保險

龍堡假期建議客人購買各種旅遊保險；如醫療、失竊、旅程取消等。以確保您的個人利益。有關旅行之安全保險，各大航空公司，巴士/汽車公司和各大旅館有其專有的條款，直接對旅客負責；如遇交通阻塞、行李遺失及損壞、意外事故、航班取消等情況，當根據各公司所訂之規條為藍本，與本公司無涉。

團費包括

行程表內註明的遊覽交通、機票、入場費等等。

團費不包括

- 一切屬於私人性質的費用，如洗衣費、郵費、行李超重附加費、電話費、保險費等。
- 所有行程以外、或已註明"自費"之活動或節目的費用。
- 導遊，司機和領隊的小費。
- 各地離境稅及其他相關費用。
- 簽證費及其他相關費用。
- 機票稅金，機場稅金，服務費及燃油附加費。

行李

由於巴士空間有限，每位旅客限帶一件行李及一件手提包。其規格及重量，請參照各航空公司有關規定。本公司無法負責旅客行李、手提包、私人事物等的損壞、遺失。如有需要，請購買行李保險。

注意事項

- 布萊斯峽谷，大峽谷，黃石公園海拔高，氣溫較低，請攜帶禦寒之衣服。
- 夏季請戴草帽及便鞋，方便旅遊。
- 建議給司機及導遊每天服務費\$7。
- 不包括旅遊保險，自費活動及個人消費等。
- 巴士飛機團不包括餐飲，門票。
- 如未註明有包機票即表示該費用未包機票費用，請在購買產品時向服務人員詢問細節。

Terms & Conditions

RESPONSIBILITIES & LIABILITIES

- Should weather or other unforeseen circumstances cause a delay in transportation before the tours departures, Just Holiday reserves the right to alter, postpone or cancel the tour. For any loss or additional charges incurred shall be borne by the participants.
- For making sure our tours can be completed as planned, if anyone among the tour group interferes with any of the tour's activity, we reserve the right to refuse the said individual to continue with the group; and we shall not be responsible for any act by the said individual thereafter. No refund shall be given.
- For any unforeseen situation, such as traffic, road conditions, accidents, mechanical problems, authority of law, public enemies, strikes, riots or any other natural circumstances beyond our control, SV reserves the right to change the itinerary and tour fare without prior notice.
- All tour participants should strictly abide by the laws and regulations promulgated by the government of the visiting country, include but not limit to the Immigration and Customs Laws. Just Holiday will not be responsible for the act of any tour participant.
- By accepting the tickets and any related vouchers or documents, the passenger agrees that neither Just Holiday nor any of our representatives shall be liable for any loss, injury, or damage to you or your personal belongings, or in connection with any accommodations, transportation, or other services resulting directly or indirectly from any of the following circumstances:
 - theft, mechanical breakdowns, government actions, political unrest, terrorism, strikes, lockouts, war, weather, natural disasters or other factors and causes beyond our control;
 - acts of vandalism, air or land policy, burglaries, accidents, injuries, assaults or any physical harm to you or your personal belongings;
 - your failure to following instructions including but not limited to check-in/out times and baggage handling;

- your failure to obtain required documentation including passport, visas, health certificate, or others where required.
- All the fares printed on brochures are for reference only; we reserve the right to change according to operational cost, hotel availability, or other causes, without prior notice. Please re-confirm the tour fare with our representative when you make the reservation.
- We reserve the right to cancel all scheduled departures if the numbers of participants fall below 10 in one group.
- Just Holiday accepts no responsibility for value, quality, reliability or authenticity of any goods purchased while on tour.

RESERVATION & CANCELLATION POLICY

- Deposit of US\$300 is required by the time of reservation; the balance must be paid in full within 3 days. Failure to comply with deposit and final payment requirement will result in cancellation of your reservation and no refund of deposit will be given. The paid deposit may not apply to another party, tour date or tour itinerary. (All reservation air tickets must be issued 7 days before departure).
- Please triple re-confirm the name used for reservation is the name listed on the passport. Once tickets are issued, penalties will apply for alternations.
- Cancellation policy (air ticket and related documents before issue):
 - 15 days before departure - US\$300 will be charged;
 - 7 days before departure - 50% of the tour fare will be charged;
 - within 7 days of departure - No refund will be given (included air ticket).
- No refund shall be given for any portions of the tour unused by the passenger on his/her own accord.
- Since air tickets, accommodations, transportation and meals have to be arranged in advance in peak seasons such as Chinese New Year, Easter, Summer vacation, Christmas and New Year, no change including departure date, name, tour, and itinerary is allowed.
- No refund once air ticket and the related documents have issued.

TRAVEL INSURANCE

Just Holiday strongly recommend our customers to acquire insurance on medical, trip cancellation, and baggage, etc. We act as agent for suppliers of transportation, sightseeing and hotel accommodations, all terms and conditions will be borne by the respective suppliers, and Just Holiday shall be exempt from any liability for loss or damage of properties, injury to people, delays, accidents, irregularities or other occurrences beyond its control.

TOUR FARE INCLUDES

Transportation, ticket and admission fees mentioned in the itinerary.

TOUR FARE EXCLUDES

- Any personal based expenses, such as phone calls, laundry, postage, travel insurance, etc.
- All costs of activities which are not mentioned in the itinerary, or stated "optional".
- Transportation to airport after the tour dismisses.
- Tips to tour leader, guide and driver.
- Airport taxes and other related charges.
- Air tickets, airport taxes and services & fuel surcharge.

REMARKS

- Please have proper dressing for the cooler temperature in Bryce Canyon, Grand Canyon and Yellowstone National Park.
- Suggest wearing hat and comfortable shoes for your comfort during tour.
- Suggest tips to tour guide and driver \$7/person/day.
- Fare excludes travel insurance, optional tours and personal expenses.
- No meal and admission fee is included in the fare, except those which have mentioned.
- Air ticket is excluded from the fare unless the itinerary has already mentioned "Ticket Included". Please check with our service representative for details.