

SILK tours - TERMS AND CONDITIONS (2025)

RESERVATIONS AND BOOKING

Reservations for the tour packages shown in this brochure shall be made through registered travel agents. Upon receipt of a required deposit, reservations are firm and will be subject to penalties upon cancellation.

DEPOSIT

A deposit of C\$400.00 per person is required for reservations within 7 days from the time of booking.

FINAL PAYMENT

A balance of the tour price shall be made in a full 60 days prior to departure. The tour price for a booking made and accepted within 60 days of departure is payable in full at the time of booking.

CANCELLATION PENALTIES

All cancellations must be made in writing to China Star Holiday (referred herein as "China Star") by the booking agent. Penalties for any cancellation are to be assessed according to the date of receipt of such cancellation as follows:

- After the booking has been confirmed: Deposit of C\$400.00 per person is non-refundable and non-transferable.
- 59 to 45 days prior to departure: 60% of the tour price per person is non-refundable.
- 44 to 30 days prior to departure: 80% of the tour price per person is non-refundable.
- 29 to 15 days prior to departure: 90% of the tour price per person is non-refundable.
- 14 days or less prior to departure: 100% of the tour price is non-refundable.

REFUNDS

No refunds will be made once the tour has commenced. All unused services or tour arrangements, domestic and international flights, ground transportation and hotel accommodations, sightseeing tours and special features are non-refundable.

TOUR PRICE

Tour price includes land arrangements as detailed in the package. Tour price is quoted in Canadian Dollars based on tariffs and foreign currency exchange rates in effect Nov 01, 2024. In case of currency fluctuation or other reasons, all prices are subject to change without prior notice.

EXCLUSIONS FROM TOUR PRICE

Tour price does not include meals not specified in the itinerary, optional tours, all domestic and international airport taxes and fees, departure taxes, charges for passports, visa (for visiting countries), excess baggage charges, all items of a personal nature such as laundry, liquor, usage of telephones, travel and baggage insurance, gratuities and tipping for local guides, driver, end of tour manager or any items not specifically mentioned as included.

PASSPORTS AND VISAS

All tour participants require a valid passport for travel which must remain valid for at least 6 months after the scheduled return of the tour. Canadian nationals if necessary and required by the visiting countries apply for visa, tour participants will need to handle their visa application by own arrangement. Nationals from other countries should check with the booking agent regarding visa requirements. Possession of valid travel documents and travel visa remains the sole responsibility of tour participants. China Star will not be responsible for alternate or additional land or air arrangements due to improper travel documentation and no refund of the tour price will be made under such circumstances.

HEALTH REQUIREMENTS

Health requirements (i.e., vaccination or quarantine) may vary depending on the entry conditions of the country you are travelling to and may be subject to any change without prior notice from governments in a health emergency. Please check with the booking agent if you have any concern.

TRAVEL AND MEDICAL INSURANCE

China Star strongly recommends all tour participants purchase trip cancellation, hospital, medical, accident and baggage insurance to protect their travel plans. For more information on travel and medical insurance, please contact your travel agent.

BAGGAGE HANDLING AND ALLOWANCE

China Star assumes no responsibility for loss or damaged baggage under any circumstances. Baggage remains at the owner's risk throughout the entire duration of the tour and China Star highly recommends tour participants to purchase baggage insurance for their protection.

Baggage allowance is different based on different airlines and different travel routes. Such allowance is subject to change per airlines'/cruise ships' practice.

Tour participants shall check with the airlines for baggage allowance before departure and follow airlines'/cruise ships' most updated regulations.

Baggage Information provided is for your reference only, please check with your airlines/cruise ships for the most updated regulation before departure.

MEALS ON TOUR

Meals will be provided as specified in the itineraries.

HOTEL ACCOMMODATIONS

Deluxe class hotel accommodation is provided where applicable and China Star reserves the right to substitute hotels of equal standard whenever necessary. There will be no refunds for any difference in the cost of that accommodation. Accommodation is based on two people sharing a room with private facilities. Single room accommodation may be requested subject to a single supplement charge as indicated in this brochure.

TOUR GUIDES

A local Chinese-speaking representative is provided at each city to meet the tour participants on arrival and accompany the tour group until departure for the next city on the itinerary. A tour director will accompany each escorted tour group.

TRANSFERS AND SIGHTSEEING

All transfers and sightseeing are by air-conditioned motorcoach, car or other conveyance where available.

IMPORTANT NOTICE ON ISSUE OF RESPONSIBILITY AND RESERVATIONS OF RIGHTS

China Star is acting solely as agent and/or intermediary for the independent suppliers and other contractors providing transportation, accommodation, and other related travel services. China Star does not own nor operate the hotels, motor coaches, airlines, or any other service providers which compose the tours, and will not be held responsible for changes and/or cancellations by these independent suppliers or contractors who are neither agents nor employees of China Star.

On the issue of responsibility, China Star hereby gives formal notice that all tickets and coupons issued and all arrangements for transport or conveyance or hotel accommodations made by its agents upon the express condition that China Star shall not be in any way liable for damage, loss, accident, delay, injury or irregularity to you or your travel companions or group members which may be caused by any defect in any vehicle, or through any careless act or omission on the part of the independent suppliers or contractors.

China Star assumes no responsibility or liability for any injury, damage or loss caused to any tour participant due to circumstances outside its control.

China Star reserves the right to withdraw any parts of tours announced in this brochure, to substitute hotels if necessary and to make such alterations in the itineraries as may be found necessary for the proper execution of the tours.

China Star has the absolute discretion to decline, accept or retain any person as a member of any tour at any time during the entire tour journey if it is deemed necessary in the circumstances.

Your reservation with China Star for any packaged tour in this brochure confirms that you have read, understood, and agreed to each of the above conditions and limits on China Star's responsibility.