

# 安運旅遊有限公司 (牌照號碼: 350731)

## 責任及報名細則

### 訂金、付款、價格及確實須知

- 1) 所有本公司網頁單張之價錢以現金付款方法計算，旅遊套餐之價錢已包括旅遊業議會的印花費 (TIC LEVY)。價目(特別註明除外) 並不包括香港及當地機場稅、機場保安稅、燃油附加費、機票服務費(港幣\$30每張機票或機票+酒店套票計算)及其他應付稅項。客人放棄或更改價目內已包括的行程或接送安排，將不會退回該款項或不提供該項服務。

2)

報名時需繳交訂金，餘款需於機位及酒店確實後翌日繳交	訂金 (以每位計算)
平日套票訂金 (旺季、團體機位、加班機除外)	HK\$1,000
旺季套票訂金 ** (加班機除外)	HK\$3,000
團體機位套票訂金	全部套票費用之 50%
加班機位套票訂金	全部套票費用之 75%
預訂 14 個工作天# 內之套票訂位或 個別酒店需付全數作為預訂及不能取消 (本公司將另行通知)	全部套票費用之 100%

- 3) 任何逾期未繳清所有費用者，本公司會將其訂位作廢，所繳之訂金恕不退還，也不得轉與他人、轉換自悠行套票或更改出發日期等。
- 4) 任何費用如出發前 10 個工作天# 內繳交，必須以現金或銀行本票支付，支票恕不接受。
- 5) 預訂機票、酒店及相關旅遊等項目等，確實與否需視乎有關項目的供應情況而定，另因此等項目最終價格或會因應緊張情況而作出上調，最終價目會以最後確實時為準。受影響之旅客有權選擇照付此額外費用或取消其預訂之項目，取消項目後可於三個工作天內取回全部已繳款項。
- 6) 客人可於以下銀行付款，戶口名稱：安運旅遊有限公司 WINCASTLE TRAVEL (HK) LTD:  
> 中銀集團 # 031-349-0030-4693  
> 渣打銀行 # 447-0065-2224  
> 匯豐銀行 # 502-137995-001

### 修改、取消訂位及退款方法

#### 修改

- 1) 自悠行套票之機票不可轉乘其他航空公司、更改日期、航班、行程及退票。客人於訂購旅遊項目後有任何修改，修改之項目需獲航空公司，酒店及接待單位之批核方可修改，本公司將於每一項修改之旅遊項目中收取最低之行政費用每位 HK\$300，另附加一切由航空公司，酒店及接待單位必須收取的額外費用。
- 2) 基於出入境及保安程序，請於報名時提供姓名與您的旅遊證件上所顯示的姓名完全相同。任何不符將有可能延誤您的登機程序或航空公司拒絕客人登機。而個別航空公司於發出機票後不能更改姓名或涉及更改機票姓名行政費用，本公司將另收取最低之行政費用每位 HK\$300。
- 3) 凡遇旺季期間加班機，包機或入住指定的個別酒店，不得改期、改名或退出。如個別酒店需付全數作為預訂及不能取消，本公司將另行通知。
- 4) 出發後任何未使用之服務，包括機票、車票、船票、門票、酒店住宿或任何膳食等，恕不退還。

#### 取消及退款方法

##### 1) 自悠行套票

在旺季期間(如新年、聖誕節、復活節、暑假或長假期等)，恕不接受取消及退款，已繳交之訂金或套票費用概不退還。 * 如所繳訂金或扣除費用未能足夠繳付航空公司及酒店之費用，客人必須繳回差額，本公司保留追討差額之權利。		
取消日期 (不包括出發當天)	套票扣除費用 (以每位計算)	套票最低扣除費用 (以每位計算)
通知取消日期為啟程前 22 個工作天# 及以上	全部訂金作廢*	
通知取消日期為啟程前 21 至 15 個工作天# 內	扣除全部套票費用之 50% *	最低為 HK\$1,000
通知取消日期為啟程前 14 至 11 個工作天# 內	扣除全部套票費用之 75% *	最低為 HK\$1,000
啟程前 10 個工作天# 內或旅程中途退出者	全部所繳費用概不發還	

## 2) 酒店

在旺季期間(如新年、聖誕節、復活節、暑假或長假期等),恕不接受取消及退款,已繳交之訂金或費用概不退還。由於不同酒店乃根據不同供應商的取消條款而釐定,部分酒店預訂後即不能取消及不設退款。	
取消日期(不包括出發當天)	扣除費用(以每房計算)
入住日期前 11 個工作天# 及以上	一晚酒店住宿費用另加 HK\$300 手續費
入住日期前 10 個工作天# 內或入住日期後	全部所繳費用概不發還

- 3) 凡遇旺季期間加班機,包機或入住指定的個別酒店,不得改期、改名或退出。如個別酒店需付全數作為預訂及不能取消,本公司將另行通知。
- 4) 如航空公司之機位或酒店未能確認之情況下,客人可選擇更改出發日期 / 航空公司 / 航班 / 酒店住宿或選擇退款,特別情況除外。
- 5) 所有以現金或支票付款之退款,本公司會以支票形式退回,需時三個工作天。如以信用卡付款之退款,本公司會直接退回款項至該信用卡賬戶內。
- 6) 如旅客確實取消有關預訂產品,必須以書面或親自到各分行通知為準。一切退款以劃線支票支付,並須於三個月內領取(由出發日起計),逾期作廢。
- 7) 機票退款之手續費及服務費為每張 HK\$425,另附加航空公司退款費用。航空公司退款費用乃根據不同航空公司及不同機票類別及條款而釐定。

## 機票稅項及燃油附加費

本公司代航空公司徵收之機票稅項及燃油附加費,此金額只屬預計數目,於出機票時才能確實,如費用減少時本公司將退還差額,當增加時客戶必須繳付差額。

## 旅遊證件及簽證需知

- 1) 各類簽證經由本公司代辦申請,領事館簽發與否本公司概不負責。
- 2) 如在特殊情況下不能如期出發或改往其他地方者,而證件已經由本公司遞往領事館辦理有關之簽證中,則所繳交之簽證費用恕不退回。
- 3) 客人需清楚檢查有關之旅行證件必須有六個月或以上之有效期(以出發日期起計),而前往中國必須攜帶回鄉卡,凡未經本公司查閱而未能出入境之證件或簽證,本公司概不負責,及一切所繳交之費用概不發還。

## 其他特別情況

- 1) 採用團體機位出發需不少於指定人數為原則(視個別航空公司而定)。鑑於可能出現之變化,如參加人數不足或客人被領事館拒發簽證等,本公司有權在啓程前取消行程,在此情況下,所繳交費用將悉數退回(簽證費用除外),本公司將不負任何責任。
- 2) 在特殊情況下,本公司有權在啓程前或出發後取消或替換任何一項旅遊項目,亦有權縮短或延長旅程,在此情況下,費用將酌量增減。
- 3) 機票屬團體機票,故只適用於乘搭指定航班之航空公司客機,如客人需要停留,必須於報名時辦理延期手續,本公司會盡力為客人向航空公司訂延期返港之機位。但不論機位確定與否,客人不得藉此退出。
- 4) 如客人要求延遲返港,但遇航機客滿,致令旅客未能如期返港,概與本公司無涉,客人不得藉故提出反對或退出。(於旺季期間亦隨時停止是項服務,恕不另行通知。)
- 5) 延期返港之旅客,必須在離境前 72 小時向航空公司確實回程機位,任何機位如有變更,概與本公司無關。
- 6) 即使客人持有有效之入境簽證及旅遊證件,如在入境時為當地移民局或海關拒絕入境,概與本公司無涉,其所需額外安排之食宿、交通費用全部由其本人負責,其餘下的行程內容將不會獲得任何補償。亦不得要求退款或改團。
- 7) 航空公司只負責機票所載之各項營運條例,如乘客未進入航機內,航空公司不需負任何責任。
- 8) 購買旅遊保險之旅客,如於海外遇有任何緊急事故,可致電全球緊急援助熱線:
  - > 美亞旅遊保險 : (852) 3516 8699
  - > 藍十字旅遊保險 : (852) 3608 6083
- 9) 有關政府對外遊人士提供之旅行團意外緊急援助基金計劃,請向旅遊業賠償基金管理委員會查詢,熱線電話 (852) 3151 7945
- 10) 如客人於本公司發出正式收據後要求再發收據或證明信,本公司將收取 HK\$100 行政費。

## 責任問題

安運旅遊有限公司僅代理航空公司、酒店、餐廳及各類觀光交通工具機構之服務,其對旅客及行李之安全問題,各機構均各自訂立各種不同之條例以對旅客負責,是故凡參加本公司之旅客如遇行李遺失,意外傷亡及財產損失等情形,當根據各不同機構所訂立之安全條例作為解決的依據,概與本公司無涉。對於非本公司職員之任何疏忽或失職,本公司概不負責。至於有關酒店住宿、膳食、遊覽程序等各種問題,將依據本公司之遊覽章程辦理。若本公司在不能控制之特殊情況下,如簽證受阻、證件遺失、罷工、天氣惡劣、颱風影響、當地酒店突告滿或航機取消或更改時間及航機客滿等,必須將行程更改或取消任何一項旅遊項目,本公司得依照當時情況下處理,所引致之額外支出及損失,概與本公司無涉。根據本公司條例,客人不得藉故反對及退出。

**備註** \*\* 旺季定義為:新年、聖誕節、復活節、暑假或長假期等  
# 工作天為星期一至星期五,但不包括星期六、日及所有香港公眾假期。

## TERMS AND CONDITIONS

### Deposit, Payment, Quotation & Confirmation

- 1) All prices indicated in Wincastle website are quoted for cash payment, package prices indicated are inclusive of TIC levy. Fuel surcharge, airport tax, airport security charge, air ticket service charge (HK\$30 for each ticket or 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 14 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 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. Travellers 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 account under the account name : **WINCASTLE TRAVEL (HK) LTD**
- > Bank of China # 031-349-0030-4693
  - > Standard Chartered Bank # 447-0065-2224
  - > The Hong Kong & Shanghai Banking Corporation Ltd # 502-137995-001

### Amendment, Cancellation and Refund

#### Amendment

- 1) Package air tickets are valid on flight/date shown, non-endorsable, non-reroutable and non-refundable. After reservation is made, any changes can only be made until they are confirmed by airlines, hotels and travel operators. Wincastle will levy an administrative fee of minimum HK\$300 per person for any change to any travel package booked in addition to any extra charges levied by airlines, hotels and travel operators.
- 2) 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 after ticket issued or administration fee may involve for name changes for particular airlines. Wincastle will levy an administrative fee of HK\$300 per person for the amendment.
- 3) No changes of date and traveller's name or withdrawal is accepted for any additional flights, chartered flights or hotel as listed above in "Deposit and Payment" (2) during peak season.
- 4) Any unused portion of package items, including transportation ticket, entrance ticket, accommodation, meals, etc. are non-refundable after commencement of journey.

## Cancellation and Refund

### 1) PACKAGE

During the peak season (such as New Year, Christmas, Easter, summer time or long holidays), no cancellation will be accepted and no refund will be made. All deposits or package fees will not be refunded.		
<u>Cancellation of Package</u> (excluding the departure date)	<u>Cancellation Charge</u> ( per person )	<u>Minimum Cancellation Charge</u> ( per person )
Notification of cancellation exceed 22 working days # prior to departure	No refund of deposits *	
Notification of cancellation within 21 to 15 working days # prior to departure	50% of the package price*	Minimum HK\$1,000
Notification of cancellation within 14 to 11 working days # prior to departure	75% of the package price*	Minimum HK\$1,000
Notification of cancellation within 10 working days # prior to departure, Or amendment / cancellation after commencement of journey	No refund of payment will be made	
* In the event that the deposit or cancellation charge is inadequate to cover the charges of the airlines and hotels, the customer is required to pay the balance. Wincastle reserves the right to recover any outstanding balance should the customer fails to settle it.		

### 2) HOTEL

During the peak season (such as New Year, Christmas, Easter, summer time or long holidays), no cancellation will be accepted and no refund will be made. All deposits will not be refunded.	
Certain hotels may not accept cancellation or refund which depends on the cancellation policies of respective hotels and service providers.	
<u>Cancellation of Hotel</u>	<u>Cancellation Charge</u>
Notification of cancellation more than 11 working days # prior to check-in date	First night's hotel accommodation cost plus HK\$300 administration fee
Notification of cancellation within 10 working days # prior to check-in date	No refund of payment will be made
Notification of cancellation after check-in date	No refund of payment will be made

- 3) No alteration of date, name or withdrawal will be accepted for bookings of non-schedule flights, chartered flights or selected hotels such as the hotels aforementioned in "Deposit and Payment" (2) during peak periods and all payment will not be refunded.
- 4) Travellers 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.
- 5) 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.
- 6) Change of package tour or cancellation of bookings must be made in writing or in person.  
All refunds would be made by crossed cheque and must be collected within three months from the issue date.
- 7) Ticket refund handling & service charge of HK\$425 per ticket is applicable plus Airlines refund penalty as refer to respective terms & conditions of individual Airlines.

## 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.

## Notes on Passport and Visa Application

- 1) Wincastle 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). Wincastle will not be responsible for any denial of entry with documentation or visas not checked by Wincastle 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. Wincastle 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 Wincastle shall bear no responsibility thereafter.
- 2) Under special circumstances, Wincastle has the right to, before or after departure, cancel or change any part of the package tour and shorten or extend the package tour, under which the tour price will be adjusted accordingly.
- 3) The air ticket is a group ticket which is only applicable to the designated flight on the designated airline. Request of extension of stay has to be made upon booking. Wincastle will try to book the customer on a later flight with the airline. However, the customer is not allowed to withdraw from the tour regardless of confirmation of the extended booking.
- 4) Wincastle cannot be held liable for in the event that the customer requests for extended stay subsequently fails to return as a result of a full flight. The customer is not allowed to object or withdraw from the tour for such reason. (Such service may be suspended anytime without prior notice during peak season.)
- 5) Customers whose return date is extended have to confirm the return flight with the airline 72 hours before departure. Wincastle shall not be held liable for any change of flight booking.
- 6) Wincastle 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 tour. No refund or alteration of package tour will be allowed.
- 7) 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.
- 8) Customers who have purchased travel insurance with us may contact the following emergency numbers if you required immediate assistance overseas :  
Chartis Insurance : (852) 3516 8699  
Blue Cross Travel Insurance : (852) 3608 6083
- 9) 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
- 10) An administration fee of HK\$100 will be charged for any additional receipt or certification requested after the official receipt has been issued.

## Liabilities

Wincastle 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 Wincastle 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. Wincastle shall not be liable for any negligence or faults of duty of staff not employed by Wincastle. Issues regarding hotel accommodation, meals and sightseeing tour will be settled according to Wincastle's terms and conditions on touring. In the event of any change or cancellation to certain part of the itinerary under extraordinary circumstances beyond Wincastle'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, Wincastle shall handle accordingly and will not be responsible for any additional expenses or loss incurred. According to Wincastle'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 Wincastle shall, in the interests of other customers, cancel the customer's right to join the tour without refund of the tour price and Wincastle shall not be held liable for any actions or behaviour of that customer afterwards.

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**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.

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