

## General Information

1) Transfer Services between airport and hotel are on “seat-in-coach” basis. Passengers have to wait for similar flight timing arrivals. If passengers choose to proceed to airport or hotel on their own, there will be no refunds or any unused transfers.

接机及送机服务，是一人一座位服务，必须等候同班机和同时抵达的客人。如果任何客人自动放弃免费接机及送机服务，自费交通到机场或酒店的费用，一切就款项不予退回。

2) One suitcase and One hand carry luggage are allowed on board the coach, any extra pieces will be charged.

接送只限每人一件托运行李及一件手提行李，若行李超出必须另外付费。

3) No refund will be made for passengers who do not show up at the designated meeting point and at the appointed pick up time. Passengers, whom then proceed to airport or hotel on their own, will not be refunded for any unused transfers.

若客人不在集合点出现或集合时间迟到，导游为了不耽误其他客人的行程或航班而无法在等时，客人必须自费交通到机场或酒店的费用，一切就款项不予退回。

4) Due to the unpredictable nature of Bangkok Traffic, all stated pick-up times for Hotels- Airports are on approximation basis. However, we encourage all passengers to be punctual at their respective hotels in order to minimize delays. In the events when our drivers are late for more than 15 mins, please call our office 24hrs hotline for details/updates. Otherwise any Hotel/Airport transportation claims will not be entertained.

曼谷交通非常繁忙并且难以捉摸，因此酒店/机场接送时间可能出现变差。但本公司还是劝请所有旅客准时在酒店大厅等候司机，以便尽量减低大家的等候时间。如果司机迟到超过 15 分钟，请立刻拨电到本公司

5) Optional tours are NOT compulsory. The extra charges recommended by the guide for the optional tour is at passengers own expenses and at own free will. We are not liable for any dissatisfaction or unhappiness after the tour and we will not entertain any complains.

自费旅游：所有的自费旅游项目，都**不是强迫参加**的。请在同意及清楚导演所介绍的新增节目及增加用餐等价格后，**自愿参加**。回返新加坡后，不接受任何的投诉。

Tipping's for local guide and driver 陪同及司机小费	
For Free&easy package, airport in/out transfer 曼谷自由行，机场接送导演及司机服务费	100 Bath per person 100 泰铢
Half day tour 半天市区游	100 Bath per person 100 泰铢
4D3N Bangkok/Pattaya 4 天曼谷芭提雅	400 Bath per person 400 泰铢
5D4N Bangkok/Pattaya 5 天曼谷芭提雅	500 Bath per person 500 泰铢

Tipping is a customary practice in Thailand. Though tipping is not obligatory, please show your kind appreciation to the Tour guide and Driver.

相信大家也知道打赏消费已经是出国旅游的一种习惯，故敬希望旅客能给予酒店服务生，当地陪同及司机适当的打赏。

Bon voyage, wish you a pleasant trip. 祝您旅途愉快.