

Reservations

To book Singapore Airlines Holidays packages, please contact your travel agent for reservation at least 10 working days before departure. No booking will be accepted for less than 3 working days before departure.

For Maldives Package: please contact your travel agent for reservation at least 14 working days before departure. No booking will be accepted for less than 7 working days before departure.

Package Prices

- Prices (unless otherwise stated) are in HK dollars (HK\$) per person basis. Weekend surcharge, departure taxes, airlines fuel surcharge and \$30 service fee are not included.
- Surcharges will be applied for travel in shoulder, high and peak seasons and/or for staying at the hotel during the fair period, holidays or local festival.
- In the event that hotel stay involves both peak and off-peak rates, the peak season rate will be applied for the entire stay.
- All prices are subject to revision without notice in the event of unforeseen circumstances like currency fluctuations, increase in hotel rates, local taxes etc. Also not included in the prices are laundry, room & portages service, unspecified meals or tours, beverages, excess baggage, personal travel insurance, tips and all other items of a personal nature.
- For car transfer (if any):
 - i In the event of excess baggage, oversized and bulky items such as sports & nursing supplies and accessories, a ground handling fee and surcharge for private car transfer may be applied.
 - ii A surcharge is applicable for the transfer between 11pm and 7am.
- At times, due to high occupancy or late reservation, hotel may apply ad hoc rate. In such instances, other package price will be quoted upon reservation.
- All reservations are subject to air, hotel & all components' availability.
- Aircraft model and the flight number that passenger will finally take is subject to change without prior notice.

Package Restrictions

- Package is valid for minimum 2 passengers traveling together from Hong Kong and staying at the same hotel (surcharge is applied for 1 passenger travel alone)
- Ticket is not valid for travel on SQ1000-9999 (except on codeshare services operated by Silk Air) & MI1000-9999 flights.
- Singapore hotel accommodation is NOT included if same day connection is unavailable.
- Valid for electronic ticket only.

Refunds

Refund charge of HK\$500 is applicable per ticket on top of applicable cancellation fees. No refund for unused or partially used items in the package, including partially used ticket. Promotion package is non-refundable. Bonus offers are not transferable and cannot be exchanged for cash or any other forms of claim if not utilized.

For any amendment made or refund, an administrative fee of HK\$200 per person will be charge

Accommodation

Rooms at hotels are assigned on "run-of-house" basis, unless otherwise specified. Allocation of room category is at the discretion of the hotel.

- The Single room price applies to each of the minimum two adults traveling together and each will be staying in one single room at the same hotel.
- Twin Share room price applies to each of the two adults sharing one room.
- Third Adult price applies to the third adult sharing one room and will be provided with a roll-away bed. However, some hotels provide a room with two double beds for 3 persons sharing a room.
- Child Twin Share room price applies to a child sharing a room with one adult or when two children occupy a room. Unaccompanied minors and young passengers under 16 traveling alone are not permitted.
- Child With Bed price applies to the child sharing a room with two adults. The child will be provided with a roll-away bed. However, some hotels provide a room with two beds for 3 persons sharing a room.
- Child No Bed price applies to the child sharing a room with two adults without extra bed provided.
- Maximum three adults or two adults with two children (Two adults with one child for Australia, New Zealand, Europe, Middle East & South Africa) are permitted to share a room and maximum one roll-away bed could be provided per room unless otherwise specified.

For Singapore and Asia packages:

- First Child With Bed price applies to the first child sharing a room with two adults. The child will be provided with a roll-away bed.
- Second Child No Bed price applies to the second child when two children sharing a room with two adults.
- Passengers must check-in hotel on the same day of arrival and hotel stay must be consecutive and completed on or before the package validity date, otherwise transfers will be forfeited (if any).
- Hotel check-in time varies between 12noon and 3pm. The usual hotel check-out time is before 12noon. Hotels reserve the right to charge for early check-in and late check-out. While making the reservation, please consider whether the booking includes early arrival or late departure.
- Request for services such as double bed, inter-connecting rooms, smoking/non-smoking rooms etc should be indicated while making the reservation. However, these requests are not guaranteed and are subject to room availability on the day of arrival.
- Hotel grading is served as general reference only.
- For Honeymooners/Anniversary extras, proof of marriage (copy of marriage certificate) is required upon booking and at the time of hotel check-in. Advance notice upon reservation is required in order to enjoy the privileges.
- For Birthday extras, please submit a copy of the birth certificate upon reservation & check-in. Advance notice upon reservation is required in order to enjoy the privileges.
- Hotel value adds, honeymooners extras, anniversary extras, birthday extras & bonus night(s) are subject to availability.

For Maldives Package:

- For Child under 2 years old, a bed tax of HK\$90 per child per night is applicable and should be paid upon booking.
- Hotel check-in time is after 2pm or 3pm and check-out time in general is before 11am or 12 noon, early check-in and late check-out are subject to hotel supplement.

Responsibilities

- It is the passenger's responsibility to obtain a passport valid for at least 6 months (based on the date of arrival in Hong Kong that journey to be completed) and visas (if required), for the country to be visited. Please consult local consulate/embassy on visa requirements. Singapore Airlines Holidays has no responsibility or liability for any expenses, reimbursement or refund of full package prices if any passenger is refused entry by any country.
- Every participating traveler shall be regarded as carrying his own risk with respect to loss or injury to person or property.
- The traveler accepts full responsibility for losses and expenses due to delay, sickness, weather, strikes, war, terrorism, quarantine or acts of GOD.
- Singapore Airlines Holidays is not liable for any loss, injury, accident, damage, delay or expense which may arise in any way whatsoever during the tour/holiday. In no case shall Singapore Airlines Holidays be liable for any causes outside its reasonable control or from any act or omission of the passenger.
- Hong Kong Travel Industry Council recommends every traveler to take out the travel insurance that meets his/her needs before the journey.
- Singapore Airlines Holidays reserves the right to alter any route, itinerary and/or accommodation without prior notice to the passenger if it shall in its sole discretion think this fit or in case of force majeure.
- Package prices and Terms & Conditions are correct as at the time of publication and are subject to change without prior notice.

Should there be any discrepancies between the Chinese and English version of these Terms & Conditions, the English version will be deemed as final.

OTHER TERMS & CONDITIONS APPLY. PLEASE REFER TO RESPECTIVE PACKAGE REMARKS PAYMENTS, AMENDMENTS, CANCELLATIONS, NO SHOW AND REFUND MAY VAIED FOR DIFFERENT PACKAGES. PLEASE REFER TO RESPECTIVE PACKAGE REMARKS

訂位

如欲訂購新航假期套票，請於出發前最少 10 個工作天與您的旅行社聯絡及訂位。出發前少於 3 個工作天恕不接受訂位。

馬爾代夫套票：請於出發前最少 14 個工作天與您的旅行社聯絡及訂位。出發前少於 7 個工作天恕不接受訂位。

套票價格

- 價格(特別註明除外)以港幣(HKS)每位旅客計算。不包括週末附加費、各地機場離境稅、燃油附加費及\$30 服務費。
- 於旺季時段旅遊及展覽會、假期或當地節慶期間入住酒店須另繳旺季附加費及/或酒店住宿附加費。
- 倘若酒店入住跨越旺季與非旺季，旅客須全程依照旺季價目繳費。
- 所有價格或會因應特殊情況如外匯波動、酒店價格提升、當地及有關稅收收費增加等而更改及不作另行通知。價格亦不包括如洗衣店、酒店客房及行李服務、非指定膳食、飲料、當地遊覽團、行李超重、個人旅遊保險、小費及所有個人開支。
- 如套票包括接送：
 - 在情況如行李超重、攜帶大型物件如體育、醫療、護理、輔助用品、工具及器材下，須繳付額外手續費及預訂私家車接送之費用。
 - 於晚上 11 時至上午 7 時使用服務須繳附加費。
- 套票價格或會因航班及酒店供應緊張而作出上調，價格改動將按照訂位時報價為準。
- 所有訂購確定需視乎機票、酒店及所有配套的供應情況而定。
- 任何航班編號更改，及登機時之航班機種更改，將不作另行通知。

套票限制

- 套票只適用於最少 2 人同行由香港出發，並住宿於相同酒店(一人成行須另繳附加費)。
- 機位不適用於 SQ1000-9999(除與勝安航空共碼之航線外)及 MI1000-9999 之航班。
- 若因航班時間不能即日接駁到達目的地之班次，旅客須自行繳付於新加坡酒店住宿費用。
- 只適用於電子機票。

退款

每張機票之退款費為 HK\$500 元，並須另繳有關之取消行程費用。任何未經使用的套票項目，包括部份已使用之機票，不論全數或部份數額，均不能退款。優惠套票不設退款。未經使用之額外優惠均不能轉讓、兌換現金或作任何其他兌換。

如有任何更改或退款，每人必須額外繳交 HK\$200 元之手續費。

住宿

除指定之房間種類外，所有房間均屬標準房。房間位置及樓層由酒店分配。

- 最少二人同行並各入住同一酒店之單人房間，須繳付單人房費用。
- 兩位成人共佔一個房間，按雙人房價目以每位計算收費。
- 三位成人共佔一個房間，第三位旅客按第三位成人價目收費。一般情況下，第三位旅客將獲安排一張滾動式睡床，但某些酒店只提供兩張雙人床於房間內(不附加滾動床)。
- 與一位成人入住雙人房之小童或兩位小童入住，須按小童佔半房價目收費。恕不接受 16 歲以下之旅客單獨旅遊。
- 小童與兩位成人入住按佔床價目收費，一般情況下，將獲安排一張滾動式睡床，但某些酒店或只提供兩張床於房間內(不附加滾動床)。
- 小童與兩位成人入住按不佔床價目收費，將不獲安排任何睡床。
- 除指定情況外，酒店房間最多可供三位成人或兩位成人與兩位小童入住(澳洲、歐洲、中東及南非：最多三位成人或兩位成人與一位小童)。每個房間最多只限附加一張滾動式睡床。

新加坡及亞洲套票：

- 第一位小童與兩位成人入住，按第一位小童佔床價目收費。
- 第二位小童與兩位成人及一位小童入住，按第二位小童不佔床價目收費。

- 旅客須於抵達目的地當日到酒店登記入住，並於行程指定日期內或之前住畢，恕不接受分期入住不同酒店，否則將不能安排機場接送(如適用)。
- 酒店登記入住時間一般為正午 12 時至下午 3 時，退房為上午 12 時前；酒店有權向任何提早登記入住及/或延長退房的住客收取附加費，訂位時請注意所選航班之抵步或回航時間。
- 特別安排如雙人床、連房、吸煙/非吸煙房間等要求須訂購時說明。此等服務只會於客人登記入住酒店當天方知確定與否。
- 酒店級別只供參考。
- 如欲享有蜜月/週年紀念優惠，須於訂位及登記入住酒店時出示結婚證明(結婚證書副本)以作核對，及訂位時說明要求優惠安排。
- 如欲享有生日優惠，請於訂位及酒店入住登記時出示出生證明副本以作核對，及訂位時說明要求優惠安排。
- 酒店額外優惠、蜜月、生日、週年紀念及額外住宿安排須視乎供應情況而定。

馬爾代夫套票：

- 2 歲以下小童，須另繳每晚每位 HK\$90 之酒店稅項。
- 酒店入住時間一般為下午 2 時或 3 時後及退房時間為早上 11 或 12 時前，提早登記入住及延長退房須另繳附加費。

責任

- 每位旅客須自行負責及確保護照有效期為最少 6 個月(以完成行程及回程之到港日期計算)，及辦妥目的地之入境簽證(如須要)。有關簽證事宜請聯絡旅遊局或領事館。新航假期概不負責旅客因被拒入境而不能完成行程之損失。
- 每位旅客須承擔一切個人安全及財物損失的各種風險及責任。
- 旅途中遇上因班機延誤、疾病、天氣轉變、罷工、戰爭、恐怖主義、疫症或任何無法預知及控制的情況下而引致之損失及開支，旅客應自行承擔。
- 於旅途中的任何遺失、受傷、意外、破壞或延誤等引起之損失，新航假期均無須承擔負責。
- 香港旅遊業議會建議旅客出發前購買合乎自己需要的旅遊保險。
- 在經審慎考慮後或不得已的情況下，新航假期保留無須向旅客先行通知而更改路線、行程及住宿的權利。
- 套票價格和條款及細則出版時均準確，新航假期保留無須向旅客先行通知而更改的權利。

細則及條款之中文版與英文版如有歧異，最終以英文版為準。

套票同時受其他細則及條款限制，請參閱個別套票之備註。

繳付費用、更改行程、取消行程、臨時缺席及退款細則因應不同套票有所不同，請參閱個別套票之備註。

Singapore Airlines Holidays Hotline: 2870 8788

新航假期熱線

Call your Travel Agent 詳情請向各大旅行社查詢