PINNACLE TRAVEL

trusted since 1996 五洲旅行社

BOOKING TERMS AND CONDITIONS

6 Days 5 Nights Taiwan Celebrity Tour 2027

All participants registering for the 6 Days 5 Nights Taiwan Tour with Ya Hui are deemed to have read, understood, and accepted the following Terms and Conditions (3 pages), together with the tour itinerary, pricing details, package inclusions, package exclusions published on the official website at https://www.pinnacle-travel.com/taiwan-celebrity-tour-2027/

1. Minimum Group Size

a. A minimum of 35 participants is required for the tour to proceed.
b. Pinnacle Travel Services Pte Ltd will notify all registered participants once the tour is confirmed.
c. If the tour is cancelled due to insufficient participants, all payment received for the cancelled tour will be refunded.
d. Refunds will be processed within two (2) weeks from written notice of cancellation. Pinnacle Travel Services Pte Ltd shall not be liable for any further compensation.

2. Payment and Schedule

a. A deposit of SGD 500 per person is required to secure a place on the tour.
b. The remaining balance for all services to be paid in full no later than 18th March 2027.
c. E-payment by Funds Transfer to UOB 3023127405 or PayNow to UEN 199603660W

3. Celebrity Participation Commitment

a. Pinnacle Travel Services Pte Ltd is committed to the celebrity's participation in the tour as advertised.
b. In the event that the celebrity is unable to participate due to a genuine, serious medical emergency that prevents her from fulfilling her tour-leading engagement, the tour shall proceed as scheduled.
c. Pinnacle Travel Services Pte Ltd shall provide partial tour fare refund of SGD 300 to affected participants with confirmed bookings.

4. Mandatory Tipping

a. Mandatory tipping applies to the tour guide, coach driver and tour leader.
b. Tipping will be collected during the tour at the following rates:
Tour Guide and Coach Driver : TWD 600 per pax for entire tour
Tour Leader : SGD 28 per pax for entire tour

5. Mandatory Travel Insurance

a. Travel insurance is mandatory for all participants travelling on this special celebrity tour.
b. HL Assurance | 7 Days Taiwan | 1st – 7th May 2027
Basic Plan : SGD 24 per pax
Silver Plan : **SGD 32** per pax
Gold Plan : SGD 42 per pax
Platinum Plan : SGD 58 per pax

Pinnacle Travel Services Pte Ltd
✉: 111 North Bridge Road, #05-45
Peninsula Plaza, Singapore 179098

☎ Tel : 6332 1522
www.pinnacle-travel.com

6. Cancellation By Customer

a. All cancellations must be emailed to customer@pinnacle-travel.com of Pinnacle Travel Services Pte Ltd.
b. Cancellations communicated by telephone, WhatsApp or verbal notice will not be accepted.
c. Any change to the departure date shall be treated as a cancellation.
d. **Cancellation charges apply even for MEDICAL reason** (certified by doctor unfit to travel).
e.

Notice Period Before Departure	Cancellation Charges
45 days or more	100% of deposit
31 to 44 days	50% of tour fare
30 days or less	100% of tour fare

f. Supporting document for travel insurance claim will be provided, subject to the insurer's policy terms and claim assessment.

7. Replacement for Cancellation

a. The replacement fee is specially waived for this special celebrity tour.
b. A replacement is permitted only if written notice is received by Pinnacle Travel Services Pte Ltd more than thirty-five (35) days before departure.
c. Replacement is strictly not permitted within thirty (35) days of departure.
d. Participants are responsible for finding their own replacements. Pinnacle Travel Services Pte Ltd shall not be responsible for sourcing or arranging a replacement for any cancelled booking.

8. Reserved Front Seats on Coach

a. The first row of the coach, comprising two (2) seats on the left and two (2) seats on the right, is strictly reserved for the Tour Guide and Tour Leader to carry out their operational duties, including coordinating with the coach driver and managing group logistics.
b. If a participant repeatedly refuses to vacate the reserved seats despite multiple requests, Pinnacle Travel Services Pte Ltd reserves the right to remove the participant from the tour without any refund or compensation.

9. Refund for Unused Services

a. No refunds, discounts or replacements shall be provided for any accommodation, meals, sightseeing tours, show tickets, transport services or other services included in the package fare but not utilized by the participant, whether in part or in full. This applies to non-utilisation arising from voluntary opt-outs, medical reasons, or any amendment, cancellation or variation made by the participant, whether before or after the commencement of the tour.

10. Photography and Videography

a. By registering for this special celebrity tour, participants consent to photography, audio recording and video recording during the tour. Such materials may be used by Pinnacle Travel Services Pte Ltd for promotional purposes, including publication on websites, social media platforms, advertisements and other media.
b. Participants who do not wish to be photographed or recorded are responsible for proactively excusing themselves from group photographs, video recordings and candid shots during the tour.

11. Changes to Itinerary and Services

a. Pinnacle Travel Services Pte Ltd will make reasonable efforts to maintain the itinerary as published.
b. Where necessary, Pinnacle Travel Services Pte Ltd reserves the right to substitute hotels or other services with alternatives of a similar standard.
c. Changes to the itinerary or services may be made due to unforeseen circumstances or force majeure.

d. For additional terms and conditions not stated herein, please refer to the following website: https://www.pinnacle-travel.com/terms-and-conditions/

12. Feedback and Public Reviews

a. By registering for the tour, participants acknowledge that the itinerary, inclusions, exclusions and tour conditions have been clearly published and are accepted as part of the booking.

b. Pinnacle Travel Services Pte Ltd fulfils its contractual obligations by delivering the tour in accordance with the advertised and agreed arrangements.

c. Participants are expected to provide feedback that is truthful, constructive and consistent with the agreed itinerary and services. Negative reviews based solely on personal preferences, despite the itinerary, inclusions and exclusions having been clearly disclosed, may be considered misleading or misrepresentative.

d. Pinnacle Travel Services Pte Ltd reserves the right to request the removal or correction of any public review that is inaccurate, misleading or inconsistent with the agreed itinerary and services delivered.

13. Liability Disclaimer

a. Pinnacle Travel Services Pte Ltd shall not be held liable for any loss, injury, accident, delay or other irregularity arising from acts of God, adverse weather, natural disasters, technical failures, strikes, war or other circumstances beyond the company's control.

b. Participants are responsible for safeguarding their personal belongings throughout the tour. Pinnacle Travel Services Pte Ltd shall not be liable for any lost or stolen belongings.

14. Itinerary and Service Acknowledgement

a. By registering for the tour, participants acknowledge that they have read, understood and accepted the full itinerary, inclusions, exclusions and tour conditions.

b. No refund or compensation shall be provided for services delivered in accordance with the published itinerary.

Acknowledgement By Participant

I hereby confirm that I have read, understood and agreed to accept the tour's Terms & Conditions (item 1 to 14 inclusive within these 3 pages) as stated herein.

TRAVELLER NAME	SIGNATURE	DATE SIGNED