



PINNACLE TRAVEL

trusted since 1996

五洲旅行社

KAOHSIUNG GOLF GROUP TOUR

 5 Days 4 Nights 3 Rounds Package  高雄

FAQ, T&C

GROUP, PAX

- **Is this group tour confirmed departure?**
 - ▶ Minimum 16 golfers are required to confirm departure
- **How big will the group be?**
 - ▶ We are targeting group size of 32 golfers split to 2 coaches
- **What about non-golfer?**
 - ▶ As this is a golf group tour, booking priority to be given to golfer
 - ▶ Non-golfer booking is subject to balance flight seat and coach seat
 - ▶ Non-golfer pricing is S\$1,558 per person twin share with golfer
- **Will there be a tour leader from Singapore?**
 - ▶ If group size is above 32 golfers will have a tour leader

PAIRING & TEE-OFF

- **How you arrange who tee-off first among group members?**
 - ▶ The flight sequence will be by “who booked first; who tee-off first” basis for all games
- **Will I play with my own kaki in the golf games?**
 - ▶ Yes you will; if your booking is with 4 balls per flight
 - ▶ However, 1 to 3 balls party will subject to join flight with others

BOOKING & PAYMENT

- **How to sign up for this golf tour?**
 - ▶ Please fill up the booking form via this link <https://docs.google.com/forms/d/e/1FAIpQLSe-C0ikBaL9tp6hIhGPGAW5oAN2jXcekGRA0znPOtIOc7rbA/viewform>
- **When is the booking deadline?**
 - ▶ This group tour is on first come first serve basis, while seats last
- **How much is the deposit and when to pay?**
 - ▶ A non-refundable deposit of SGD500 per person is required at time of booking
 - ▶ Balance payment to be fully paid not later than 29th March 2024
- **What are the payment methods available?**
 - ▶ PayNow, funds transfer, cheque, cash, if credit card + 2.80%



PINNACLE TRAVEL

trusted since 1996

五洲旅行社

KAOHSIUNG GOLF GROUP TOUR

FAQ, T&C

AIR TICKET

- **How much to top-up if upgrade to business class?**
 - ▶ Both ways on business class to top-up S\$1,500 per person (subject to change)
 - ▶ And to make additional payment of S\$2,000 in addition to the \$500 deposit
- **Can I extend my air ticket to return from Kaohsiung later?**
 - ▶ Yes, you can. However next flight is on 7th May, Tue.
 - ▶ The direct flight only operates every Tue, Thu, Sat, 3 times a week
- **Can I buy my own air ticket?**
 - ▶ Yes you can, less S\$650 per person will be your land tour fare
- **Can I choose my preferred seat onboard the flight**
 - ▶ Flight seating in group reservation is not within our control
 - ▶ We will request the airline seat controller to assign seating as per our hotel rooming

GOLFING

- **Is buggy allowed on fairways?**
 - ▶ Buggy is not allowed on fairways; buggy on path only
- **What is the golfing temperature forecast?**
 - ▶ Temperature forecast for beginning of May is 22°C to 29°C
- **How much to tip the golf caddy?**
 - ▶ Tipping to caddy is included in this package
- **Are there half way house at the golf courses?**
 - ▶ Hsin Yi Golf Club : at hole #4 and #10
 - ▶ Kaohsiung Golf Club : at hole #14
 - ▶ Ta Kang Shan Golf Course : at hole #1 and #13

TRAVEL INSURANCE

- **How much is the travel insurance?**
 - ▶ Etiqa Travel Infinite: Individual 5 Days Trip to Zone 2 – Taiwan:
 - Classic Plan : S\$51 per person
 - Deluxe Plan : S\$72 per person
 - Suite Plan : S\$113 per person



PINNACLE TRAVEL

trusted since 1996

五洲旅行社

KAOHSIUNG GOLF GROUP TOUR

FAQ, T&C

FEES, CHARGES

- **What are the tipping guidelines on trip?**
 - ▶ TWD100 per person per day for Taiwan tour guide and coach driver
 - ▶ SGD3 per person per day for Singapore tour leader (if there is)
- **What are the charges if I have to cancel the trip?**
 - ▶ CANCELLATION BY CUSTOMER

Notice Prior Departure	Cancellation Charges
2 Months and more	100% of deposit
1 to 2 Months	50% of tour fare
1 Month or less	100% of tour fare

 - ▶ Our company will provide you the documents to support your claim from travel insurance company for loss of deposit
- **Can I find a replacement if I'm not able or unfit to travel?**
 - ▶ AMENDMENT BY CUSTOMER

We waive amendment fee for replacement made at least 2 months prior departure. However, cancellation charges apply for any replacement made less than 2 months.
- **Can I get refund for unused paid services?**
 - ▶ No refund will be made to accommodation, meals, golf, or any other services included in the package but not utilized

PHOTOGRAPHY AND FILMING

- ▶ By registering for the Kaohsiung Golf, participants consent to photography, audio/video recording to be used for promotional purposes, advertising, inclusion on websites, social media and/or any other purpose by Pinnacle Travel Services Pte Ltd.
- ▶ It is the responsibility of participants to excuse themselves from group and candid shots that the photographer/videographer intend to capture, if they do not wish to have their photos/audio-visual recordings taken during the trip.