



Frangipani Tours

## Myanmar Frangipani Travels and Tours Co., Ltd.

MYANMAR! Real delight and enjoy for appreciation of glorious culture, nature and unique ways of life

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### Terms & Conditions of the Myanmar Frangipani Travels & Tours Co., Ltd.

#### Dear Customer,

In order to arrange a successful tour for you (the customer) and in order to avoid misunderstandings, we are sending you our Terms & Conditions, which list the rights and obligations of both parties.

#### Booking procedure:

All reservations will be made directly with Myanmar Frangipani Travels and Tours Co., Ltd. office in Yangon, Myanmar via Email: [minlwinoo@gmail.com](mailto:minlwinoo@gmail.com) or Fax: +95 1241775. Rates are quoted "NET" in US Dollars. "Net" means, that we will not bear the overseas bank transferring charges or related banking fees that may reduce the amount quoted in our bill.

#### Payment:

Either full payment or 50% deposit is to be made according to the procedure requested by the agent "Myanmar Frangipani Travels and Tours Co., Ltd". Detailed information of bank account for your payment will be advised by Email after the customer has agreed to the proposal (incl. the schedule and the prices). All related bank commissions/charges/fees or any other amount including "Exchange Losses between Euro and US Dollar" for both transactions of partial and full payment that may reduce the amount quoted in our bill shall be borne by the customer. Myanmar Frangipani Travels and Tours Co., Ltd. reserves the right to cancel the reservations prior to the client's arrival if the payments have not been made according to the agreement. Myanmar Frangipani Travels and Tours Co., Ltd. will issue a receipt for the payment but will not provide any separate vouchers from the services concerned.

#### Validity:

Myanmar Frangipani Travels and Tours Co., Ltd. guarantees that the prices quoted are correct at the time of confirmation by the both parties. We have to point out, that quoted prices are subject to change in line with market, tax, or currency fluctuations. However, Myanmar Frangipani Travels and Tours Co., Ltd guarantees the final prices (except ground and domestic airline transportation) one month before arrival and at the time of payment of the remaining balance.

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Thank you for choosing us!

44<sup>th</sup> Street, No. 61, 3<sup>rd</sup> Floor, Room 4, Botahtaung Township, Yangon 11161, Myanmar.

Fax/Tel : +95 1 241 775

Email : [minlwinoo@gmail.com](mailto:minlwinoo@gmail.com), [frangipani@myanmar.com.mm](mailto:frangipani@myanmar.com.mm)

<http://www.myanmarfrangipanitours.com>



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## Entrance Fees:

Entrance fees for historical and religious sites and areas have to be paid by the customer. Upon request, Myanmar Frangipani Travels and Tours Co., Ltd can include such cost in your bill.

## Tour Cancellation and Changes:

In the event of cancellation, the client will forfeit all or part of his deposit as follows:

- 30 days prior to arrival date in Myanmar 50% of tour cost will be charged as cancellation fee.
- 15 days prior to arrival date in Myanmar 75% of tour cost will be charged as cancellation fee.
- 7 days prior to arrival date in Myanmar 100% of tour cost will be charged as cancellation fee.

Some hotels, restaurants, airlines, operators of charter boats or cars and local guides have a strict policy on late cancellation. They may even charge the whole price in case of a late cancellation of a confirmed tour or reservation. We will provide the customer with information of their strict cancellation policies separately when reservation is made. In the case of last minute request or changes and not utilized by the client at the end, the client must accept that the cancellation fees from the related service providers will apply with or without prior notice. Sometimes, cancellation charges of the hotels, restaurants or other tour related services may be higher than our cancellation fees applied as mentioned above. In such cases, the agent reserves the right to charge the customer the higher amount which shall be enough to pay. In the event that all cancellation fees are waived by the hotels, restaurants, tour guides, airlines, boat or car operators and operators of other transportation, a US \$300 administrative fee will be applied by the agent. If the customer changes the agreed itinerary, hotels, restaurants, meals, transportation, and other services or orders new/additional services during the trip, the agent will try to accommodate the guest's wishes. But the agent shall have the right to charge the customer for any cost including cancellation fees that the agent incurs in connection with the changes of reservations and bookings.

## Group Policy:

Reservations for groups should be made at least two month ahead of intended commencement date. For group bookings, the clients' full details together with rooming list should be provided within two weeks prior to the arrival date in Myanmar.

## Insurance:

It is strongly recommended that you purchase the adequate travel insurance covering health, repatriation, trip cancellation, termination during the trip, lost and damage baggage, etc.

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## **Responsibility and Liability:**

Myanmar Frangipani Travels and Tours Co., Ltd. acts as the agent for the person in regard to travel by any means of transportation and assumes no liability for any losses or additional expenses due to accident, sickness, delay, schedule changes or cancellation, weather, strike or other cause beyond its control. Myanmar Frangipani Travels and Tours Co., Ltd. will do its best to conduct the tour as per agreement. It also reserves the right to modify or change the original program in the interest of the clients. It may substitute transportation with any other means of transportation when necessary due to circumstances beyond its control. Myanmar Frangipani Travels and Tours Co., Ltd. will make every reasonable effort to assist in case of any misadventure. Medical facilities and care are not up to western standards and accidents can happen. Therefore Myanmar Frangipani Travels and Tours Co., Ltd. urge all travelers and tour operators to ensure that appropriate medical coverage has been taken out by the tourist for medical care and/or evacuation. In the event of any such circumstances, additional costs shall be borne by the customer. Participation in the tour implies that the client agrees with our Terms & Conditions.

## **Refund Policy:**

There shall be no refund after commencement of the service included in the tour program but not utilized by the clients. Once the customer has received any refund of his payment, Myanmar Frangipani Travels and Tours Co., Ltd. shall be released from any additional liability.

## **Claims:**

All disputes, claims and litigation regarding the services shall first be settled by way of negotiation and mutual understanding. In the event that such efforts fail, disputes, claims or litigation shall be finally settled by arbitration in the Union of Myanmar. All claims must be submitted in writing within 30 days after the end of the services.

## **Accommodation:**

Accommodation is provided as indicated. The condition, services and the facilities of the hotels are as expressed by the hotel. If there should be any dissatisfaction during your stay, the hotel concerned should take full responsibilities for the inconveniences. Daily breakfast, service charges and taxes at hotels are normally included if not otherwise indicated.

## **Ground and Domestic Airline Transportation:**

Ground and Domestic Airline Transportation will be provided as indicated. Myanmar Frangipani Travels and Tours Co., Ltd. hires cars that are equipped with air-conditioning and that are driven by experienced drivers. However, poor road conditions and poor quality of gasoline take their toll on any car in Myanmar. This is especially true for cars in some remote areas; their quality tends to be lower than those in urban areas. Unfortunately, we can only guarantee the prices for ground and domestic airline transportation two weeks prior

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to arrival because of currency fluctuations and/or volatile gasoline prices. Occasionally domestic airlines may change flight schedules without prior notice; sometimes they are not on time. In such case, we will inform clients as early as possible and choose the best alternative for you. However, we cannot accept liability for such changes, cancellations or late arrival. We kindly ask you to acknowledge the receipt of our Terms and Conditions once you confirm our offer.

Please acknowledge your acceptance of this agreement via email or fax.

We are confident that we can arrange a most interesting and pleasant tour for you through our country, the Land of the Golden Pagodas!

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Thank you for choosing us!

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