

## **IBEx: Frequently asked questions (FAQs)**

### **A. General information about IBEx**

1. IBEx is a licensed travel agent with Singapore Tourism Board.
2. Office address: International Bible Experiences, 7 Armenian Street, #04-02, Singapore 179932.
3. Operating hours: Mon-Fri, 9am-6pm (Closed on weekends and Public Holidays.)
4. General enquiry: Call 6337 3222 or Email [ibex@bible.org.sg](mailto:ibex@bible.org.sg)

### **B. Bookings and Payments**

#### **1. How do I book a tour package?**

You can download the booking form from the respective webpage. Then fill the form and mail it together with the cheque deposit to IBEx's office (Refer to A2). Please ensure your passport has at least 6 months' validity from the date of departure.

#### **2. Amendments to booking**

If you want to make changes after the tour registration closes, there is an IBEx amendment fee of \$50 and, in addition, the airline and land operators' amendment charges will apply where applicable. For cancellation of tour, refer to D.

#### **3. Modes of Payment**

We accept the following

- i. Cash: Please pay in person at IBEx's office (Refer to A2.)
- ii. Cheque: Crossed and made payable to 'IBEX' as indicated in the booking form. Please indicate participant's name, contact no, tour destination and tour dates on the back of the cheque.

### **C. Accommodation**

#### **1. What is the hotel standard for the tours?**

Generally, we will provide 3-5 star hotel accommodation. This will be indicated in the tour itinerary.

#### **2. What type of room options is available?**

The tour cost displayed is based on twin sharing. For single room, there will be a supplementary cost. For triple sharing room, the tour cost for each participant remains the same for twin sharing. There is no reduced cost for triple sharing.

### **D. Cancellation and Refund**

#### **1. What happens when I cancel the tour?**

You are required to inform IBEx on your cancellation via email or writing. A cancellation fee will be imposed on the participant. Refer to the table below for the cancellation charges.

<b>Cancellation Fee</b>	
35 days or more before departure date	Deposit Forfeited
>31days	75% of Tour Package Price
0-31days and no show	100% of Tour Package Price

\*Cancellation fee may be covered by specific travel insurance (optional) for which the premium has been paid and the reason for the cancellation is covered by the policy.

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### **2. What happens to my tour deposit if the tour fails to materialise?**

Upon the closing of registration, if a tour fails to materialize, the deposit will be returned to participants.

## **E. Visa**

### **1. Do I need a visa?**

Refer to the table below to check if you require a visa to your tour destination. We will assist in visa application wherever possible; however, there will be extra charges. For overseas participants joining our tours, you are required to apply for your own visas at the nearest embassy to you. If your country is not listed in the table, please check with the embassy if you are required to apply for a visa.

<b>Country</b>	<b>Who requires Visa?</b>
<b>Israel</b>	Indonesia, Malaysia
<b>Turkey</b>	Cambodia, Laos, Myanmar
<b>Germany</b>	Cambodia, China, India, Indonesia, Laos, Myanmar, Philippines, Thailand, Vietnam

Note: Correct as at 1<sup>st</sup> February 2016

## **F. Others**

### **1. Can I extend the tour?**

Participants who are interested to extend the tour are required to purchase their own air tickets (same departure flight to tour destination). They are only permitted to extend after the end of the tour.

### **2. Travel insurance**

Participants are strongly encouraged to purchase their own travel insurance so as to cover any unforeseen circumstances for their tour.

### **3. Terms and conditions**

The full terms and conditions are available on IBEx's website.