

Terms and Conditions

- i. Customers are deemed to have read, understood and accepted the following terms and conditions. For the purpose of clarity, “International Bible Experiences Pte Ltd” shall be referred to as “the Company” hereinafter.
- ii. When the customer (You) purchase any tours or goods online from the Company, you agree to be bound by these terms and conditions.
- iii. The Company may change these terms and conditions at any time. Any such changes will take immediate effect when posted on the website, and it is your responsibility to read these terms and conditions on each occasion you use this website.

1 BOOKING & DEPOSIT

- 1.1 Bookings will be accepted upon the payment of deposit as stated in the itinerary. The deposit made forms part of the final payment. However, please note that the deposit does not constitute confirmation of the tour. Confirmation of the tour is subjected to the minimum group size (as determined by the Company), in order for the confirmation to be effected and for the departure to be finalised.

2 PAYMENT

- 2.1 Payments must be strictly in cash or cheque. Full payment for any product and/or service is required to be paid by the due date stipulated in the online registration form.
- 2.2 In the event that the Company does not receive any payment when due for whatever reason, the Company reserves the right to cancel the participant’s booking immediately, in which case the participant shall pay the relevant cancellation fees accordingly.

3 CANCELLATION BY PARTICIPANT

- 3.1 In the event of a cancellation of the tour, the participant is required to give prior notice in writing or by email to the Company. A cancellation fee is applicable and is based on the following calculation. The Company shall not be held liable for any contingent costs incurred by the participant arising from the cancellation.

CANCELLATION FEE (For normal IBEx tours)	
Timeline	Amount Forfeited
Once tour confirmation email is sent	Deposit Forfeited
39 to 35 days before departure date	75% of Tour Package Price
34 to 0 days and no show	100% of Tour Package Price

4 AMENDMENT TO BOOKINGS

- 4.1 Any amendment requested by the participant to any existing booking will incur an administrative charge of \$50 and additional charges levied by the airlines, hotels, or service providers concerned. Any amendment request will be subjected to airlines’, hotels’, and service providers’ approval and conditions.

5 TRAVEL INSURANCE

- 5.1 All participants are strongly recommended to purchase a travel insurance to cover unforeseen circumstances such as trip cancellation, personal baggage loss, personal accident, injury or illness.

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The purchase of travel insurance is an additional cost and is to be borne by the participant. Under no circumstances is the Company responsible for expenses of uninsured participants. Under no circumstances is the Company to be construed of as being a carrier under contract for the safe carriage of any passenger and/or his/her baggage and belongings.

*Participants are advised to buy adequate travel insurance, including cover against the following: (1) the validity of his or her passport, with at least a minimum of 6 months from the departure date of the trip; (2) the necessary visas, vaccinations, health certificates; and (3) all necessary travel documents (e.g. exit permit, work permit, social visitor pass) as required by the various government authorities of the country/countries to be visited.

6 VISA

- 6.1 Different embassies and consulates require varying lengths of time to process visa applications. The Company renders assistance in visa application wherever possible. The Company cannot, however, guarantee the approval of such visa application. This service is subject to (auxiliary) charges.
- 6.2 If, for any reason, application for a visa or exit permit is rejected, the relevant cancellation fee as stated under the section “Cancellation by Participant”, and/or in the addendums to the terms and conditions, if any, will apply.
- 6.3 The Company will not be responsible for any expense, reimbursement or refund of the trip fare if the participant is deported or refused entry by immigration authorities on the trip for whatever reasons, including improper travel documents, quarantine, custom regulations, and possession of unlawful items or irregularities that may cause harm/damage to person or property.

7 EXTENSION OF STAY OR DEVIATION

- 7.1 Any extension or deviation of stay may be permitted at the end of the tour. This is subjected to the maximum validity and restrictions of air tickets, seat confirmation and availability of hotel prior to commencement of tour. It is the participant’s responsibility to hold firm confirmation for their return flight.
- 7.2 When extension or deviation cannot be confirmed three weeks prior to group departure date, the participant is deemed to remain with the original tour schedules.
- 7.3 Extension of stay or deviation will be at the participant’s own expense and transfers to or from the airport will not be provided.

8 RESPONSIBILITIES

- 8.1 Where the Company has not been negligent nor in breach of any duty, it assumes no responsibility for injury, damage, accident, loss, delay or irregularities that may be caused to person or property where such occur as a result of circumstances beyond its control.
- 8.2 The Company does not accept any liability, whether negligent or otherwise, of those service providers for and during the trip but will render assistance wherever possible. The Company will also not be responsible or liable (for damages, refunds or otherwise) for: mechanical breakdown, government actions, weather, acts of God, strikes, compulsory quarantine, or other circumstances beyond its control.
- 8.3 The Company reserves rights to alter routes, timetables, itineraries, and accommodation reserved if this is so necessary or in the case of force majeure and to cancel any tour prior to departure for any reason including insufficient number of passengers.

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8.4 The Company will as far as possible try to notify the client 14 days prior to departure in the case of cancellation due to insufficient numbers or as early as possible if cancellation is due to other factors.

9 RIGHT TO REJECT

9.1 The Company reserves the right to cancel or withdraw any bookings made for a participant or decline to accept or retain any person as a Participant of the trip due to the following circumstances.

- a. Failure of participant to obtain required documentation (e.g. Health certifications, visas, passports, etc.)
- b. Failure of participant to follow reasonable instructions including but not limited to check-in and check-out places and times.
- c. When it appears to the Company, the participant is likely to endanger the health or safety of the rest of the Participants.

9.2 In any of the foregoing events, the Company's sole liability shall be to refund to the client any monies paid less the amounts for service utilized, administration and cancellation fees.

10 DATA PROTECTION AND USE OF PERSONAL DATA

10.1 The Company respects your privacy and will make the necessary security arrangements to safeguard your personal information. It is the Company's practice not to ask for information unless the Company needs and/or intends to use it. The primary purpose for collecting your personal information is to provide and deliver our products and services to you; improving our service and to conduct research and analysis and advertising and marketing our products and services ("the purposes").

10.2 The type of personal information that the Company collects includes but is not limited to; your name, home and email addresses, home/office and mobile numbers; date of birth; gender, passport number and details, marital status, occupation, nationality, and other information necessary to fulfil specific travel and tour related purposes (such as booking air tickets and accommodations, visa application, emergency contact purposes etc.)

10.3 When you provide the Company with personal information for the purpose of receiving any form of assistance from the Company, the Company will collect, use and/or disclose such personal information solely to facilitate providing such assistance. Personal data collected will not be given to third parties unless it is necessary to fulfil the purposes set out herein (e.g. to share your information with vendors like hotels, airlines, land operators etc.) The Company will within its means to ensure that these third parties are also under similar obligations to protect your personal information.

10.4 The Company may amend this Privacy Policy from time to time. This Privacy Policy is not intended to, nor does it create, any contractual rights whatsoever or any other legal rights, nor does it create any obligations on the Company in respect of any other party or on behalf of any party.

11 MISCELLANEOUS

11.1 The Company will only conduct water baptism upon request by the Pastor or Ministry leader who is leading the tour group for their church.

11.2 The Company will not accept any registration for twin sharing if the couple is unmarried.

11.3 All claims against The Company must be made in writing within 14 days from the date of return to Singapore for the company's investigation. No responsibility is accepted in respect of any complaint and/or claim not so made.

11.4 The Company reserves the right to change, amend, insert, or delete any of the Terms and Conditions, or polices contained in this document, as the case may be, without prior notice.

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11.5 These terms and conditions shall be governed and construed in accordance with Singapore law, and each of the parties submits itself to the non-exclusive jurisdiction of the courts of the Republic of Singapore.