

PT VIFA MANDIRI PRATAMA also operating under the name of PT. VIFA HOLIDAY, is a licensed travel agent and member of ASITA, the Indonesian Association of Travel Agents, registration nr. 0106/R/DPD.

**Article 1, BOOKING**

When you confirmed a booking with us legal obligations arise and your right to refund of monies charged to your credit card or paid in any other way agreed by us, are limited by our terms and policies and by the conditions of the particular supplier. You must not make any booking through PT. VIFA HOLIDAY unless you understand and agree all our terms and policies. Once payment is made for the booking, it is deemed that you have read and understood the terms and conditions for the booking. If you have any queries please contact us before making any booking for any service.

**Article 2, AGENCY**

Products and services are sold by PT VIFA HOLIDAY as an agent for airline, shipping and wholesale companies and other suppliers providing services, including accommodation, guidance and transportation services. PT VIFA HOLIDAY is not a provider of services and has no responsibility for services provided or not provided by any party. We give and make no warranty or representation regarding the standard of any service or product to be supplied and no person has authority to make any such representation or warranty on behalf of PT. VIFA HOLIDAY. All tickets, coupons, exchange orders, vouchers and receipts are issued subject to the appropriate tariffs and terms and conditions of sale of suppliers and these terms. They are issued by us as agent only. We have no responsibility, and extend no guarantees for discontinued promotions, airfares or specific holiday products.

**Article 3, LIABILITY**

PT VIFA HOLIDAY has no liability for any act, omission or default, whether negligent or otherwise, of airlines, car rental operators, public and private shipping companies, boat charter operators, hoteliers, tour operators or any other supplier. We have no liability for any loss or damage occasioned by the negligence, act or omission of any supplier or other third party. We reserve the right to cancel or modify itineraries or bookings where circumstances require. In circumstances where liability of PT VIFA HOLIDAY cannot be excluded, such liability is limited to the value of the purchased travel arrangements. PT VIFA reserves the right to decline any booking for any individual on any tour or other service.

**Article 4, PROMOTIONAL MATERIALS**

Photographs and illustrations and other promotional material are for promotion purposes only. They do not represent any benefit that will be included in any arrangements made by you.

**Article 5, PASSENGER NAME**

It is essential that you enter details of each traveler correctly and according to passport or other identification. Some suppliers will deny carriage if the traveler's name varies from your booking and may cancel automatically if the traveler's name is amended. PT VIFA HOLIDAY has no responsibility for any loss or damage arising from incorrect entry of traveler's name any inability to travel as a result of carrier's policies.

**Article 6, UNLICENSED ENTITY DISCLAIMER**

If you request PT VIFA HOLIDAY to arrange for the provision of products or services by a person or company which is not licensed in accordance with any applicable law, PT VIFA HOLIDAY accepts no liability (whether in contract, for negligence or otherwise) for any loss or damage suffered by you or any third party as a result.

**Article 7, SPECIAL CONDITIONS FOR PRODUCTS**

The terms as displayed, apply generally to all the products and packages sold by PT VIFA HOLIDAY Some products also have special conditions applying to them. Airlines, hotels, wholesalers and other suppliers have various other terms and conditions relating to the purchase of these goods and services. Some of those terms will be displayed in the Rules applicable to a particular product, but not all. For example, suppliers often limit or exclude liability in respect of death, personal injury, delay and loss or damage to baggage, however we do not have those conditions to display. It is your responsibility to check those terms and conditions before making a booking through PT VIFA HOLIDAY.

**Article 8, AIR FARES...SPECIAL CONDITIONS**

There are numerous rules and regulations affecting most advance purchase and other discounted air fares, which involve substantial cancellation or amendment fees, and in some instances there are no refunds whatsoever on cancelled holidays and or air tickets should you need to amend or cancel your travel plans. If you have any queries regarding these fees please do not hesitate to contact our office. You must read the Rules and check the conditions applicable to every airfare and ensure that you accept those Rules and conditions before you make a booking. If the Rules and conditions are not displayed you should contact our office. Once you confirm a booking and make payment you are bound by the Rules and conditions applicable to the relevant supplier.

**Article 9, PHOTO ID**

All airlines require the production of Photo ID when checking in with an e-ticket. Your ID must match with the name of the passenger on the ticket.

**Article 10, PASSPORT**

All individuals departing from their home country must be in possession of a valid passport. If your passport is due to expire within six months of your return arrival back to your home country then under normal circumstances you should obtain a new passport.

**Article 11, RATES AND PRICE VARIATIONS**

We reserve the right to vary published rates in the event of changes in exchange rates or price rises made by wholesalers or other suppliers. If the cost of any service increases due to exchange rate fluctuations, price increases, tax changes or any other reason, you must pay the increase when notified. We are not liable in any way if any increase occurs. Rates quoted are per tour, per night accommodation, per crossing ferries, per package; as appropriate to the particular product. Car rental is based on a 24 hour period commencing from the time of pick-up throughout unless otherwise specified. All prices are subject to availability and can be withdrawn or varied without notice.

**Article 12, PRICE INCLUSIONS AND EXCLUSIONS**

Items included in the prices or rates of the products are specified in each section. Prices do not include, meals other than as stated in itineraries, any air fares unless stated, Government departure taxes, passport and visa charges, vaccination fees, airport taxes, port dues, park entrance fees, any items of a personal nature such as telephone calls, beverages, laundry, excess baggage charges and gratuities, travel insurance or other items not specified.

**Article 13, PAYMENT**

VIFA HOLIDAY Tours & Travel distinguishes the payment of airplane tickets from the payment of the land or sea tour. They will be quoted separately on your quotation.

**Article 14, BOOKING/ CANCELLATION LAND AND SEA ARRANGEMENT**

Within 10 days after your tour reservation is made, a deposit of 30% of the total amount of the land/sea tour should be transferred into our bank account. As soon as your deposit is received in our account we will send you confirmation and your reservation becomes a final booking. If we did not receive the deposit within 10 days, your reservation will be canceled.

The outstanding amount of the land arrangement should be settled and received in our bank account 8 weeks before departure.

If your reservation is made 8 weeks or less before start of tour, the total amount of the land arrangement should be received in our bank account as soon as possible.

A written cancellation received by us more than 8 weeks before the start of tour will result in the loss of the deposit.

A written cancellation received by us between 8 weeks until 4 weeks before the start of tour will result in the loss of 50% of the total amount of the land /sea arrangement.

A written cancellation received by us 4 weeks until one week before the start of tour will result in the loss of 70% of the total amount of the land/sea arrangement.

Cancellation within one week before the start of tour will result in loss of the total amount of the land/sea arrangement.

All refunds will be transferred in your account within 4 weeks on receipt of your written cancellation. This article applies unless specified otherwise in the QUOTATION, RESERVATION/INVOICE OR CONFIRMATION FORM send to you.