

BLISSFUL BATAM & SINGAPORE 3 Nights & 4 Days

Tour Code	- YGT I&S BLI VT
Tour Type	- Blissful Batam & Singapore 3 Nights & 4 Days
Tour Type	- Van Tour
Departure Dates	- Round the Year
Departure Cities:	- Ex. Singapore
Flight	- Flight Not Included
Countries & Cities	- 2 Countries & 2 Cities
Price:	- 570 SG\$ Per Person = Rs.29,750/- per Person + 5% GST
Minimum Person	- Min. 6 Pax should travel together

Package Includes:

2 Nights Accommodation with Breakfast at **Harris Resort Waterfront City** or similiar at **Batam**

1 Night Accommodation with Breakfast at **Hotel Cherry Loft** or similiar at **Singapore**

Airport – Ferry Terminal – Hotel – Airport Transfers in Singapore

One & Half Days Batam City & Shopping Tour

Sunset Sentosa with SEA Aquarium & Wings of the Time

Half a Day Singapore City Tour

All Transfers & Sightseeing as per given Itinerary in a A/c Coach with English Speaking Guide

Package Excludes: Any Increase Rate (1SG = Rs.52) & Visa Fee - Others not mentioned in the Package Includes - Tips to Driver - Personal expenses - GST 5%

PACKAGE HIGHLIGHTS:

- One & Half Days Batam City & Shopping Tour
- Sunset Sentosa with SEA Aquarium & Wings of the Time
- Half a Day Singapore City Tour

TOUR ITINERARY (Tentative)

Day 1 Singapore Arrival Transfer – Transfer to Batam – Batam Tour

Morning Arrival at Singapore Airport. After finishing your Immigration & Collecting your luggage, kindly refresh yourself in the Airport itself. Then you will be taken to Batam Ferry Terminal Hotel. 12.00 Hrs – Proceed to Batam Centre by Ferry. Upon arrival, proceed to the immigration and custom clearance in Batam. Our friendly local tour guide will meet you after the immigration and proceed to Lunch at Indian Restaurant. Check in at the Hotel, after refresh, evening proceed to Batam City Tour by visiting **Pineapple Cake House, Maha Vihara Duta Maitreya temple, Super Heroes T-shirt outlet, Chocolate House etc.** Night is free for you to explore Night Life in Batam. Overnight Stay in Batam Hotel.

Day 2 Batam City & Shopping Tour [Breakfast]

After Breakfast, proceed to **Batam City Tour** by visiting **Golden City, Kuek Lapis, Cheng Ho Muslim Mosque, Local dry market, Watch the Kuda Lumping show where the local artistes will showcase their special abilities. You can also do Water & Adventure Sports like Flying Fox, Go Kart, Paintball, Soft Gun challenges, Banana Boat, Jet Ski, Parasailing, Cable Ski - The Illusion – The 3D Studio etc.** Night is free for you to explore Night Life in Batam. Overnight Stay in Batam Hotel.

Day 3 Batam – Singapore by Ferry – Sunset Sentosa [Breakfast]

After Breakfast, drop at Batam Ferry Centre. 10.40 Hrs – Proceed to Singapore Harbour Front Centre by Ferry. 12.40 Hrs arrival at Harbour Front Ferry Terminal. Meet & Greet – Transfer to Singapore Hotel. Afternoon Proceed to **Sunset Sentosa with SEA Aquarium** - Enter and explore the marine realm of S.E.A. Aquarium, home to more than 100,000 marine animals of over 1,000 species, across 50 different habitats, each one as fascinating as the next. It's a marine life

MILK WHITE HOSPITALITY SERVICES INDIA PRIVATE LIMITED

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experience you won't forget. **& Wings of Time** - Its world's first permanent night show set in the open sea, Wings of Time features an epic production that brings together 3D projection mapping, state-of-the-art laser lights, robotic water fountains and pyrotechnics to tell the tale of Shahbaz and friends. The story follows the mythical birdlike creature and his two human pals as they journey across breathtaking landscapes through time. The imagery is projected onto a massive water screen, offering a captivating visual feast, while music has been produced to sweep you off into the narrative from the get-go. A magical experience for both children and grown-ups, weaved into a tale of friendship and courage and awe, Wings of Time is a must-see while in Sentosa. Overnight Stay in Singapore Hotel.

Day 4 Singapore City Tour – Shopping – Departure Transfer [Breakfast]

After Breakfast, proceed to **Half a Day Singapore City Tour**. In Singapore City Tour, you will Visit the magnificent Merlion, see the Civic District, the Padang, Cricket Club, historic Parliament House, Supreme Court and City Hall. Visit one of the world's oldest Buddhist-Taoist temples, the Thian Hock Keng temple. End the tour in the incredible Little India, the centre of Singapore's Indian community. Be prepared for an assault on the senses as stalls sell incense, jasmine flowers, silk saris, dazzling metal ware and of course, spices. Afternoon is free for Shopping. Evening 18.00 Hrs you will be picked from your Singapore Hotel & dropped at Singapore Airport for your return flight to India.

TOUR ENDS with HAPPY MEMORIES.

Documents required to Process Visa

DOCUMENTS REQUIRED TO PROCESS SINGAPORE E VISA

- a) Valid Original Passport (Old & New) with atleast 7 Months validity
- b) Two Company Blank Letter Heads for preparing Covering Letter
- c) Last 3 Years Personal IT Saral
- d) Last 3 Years Company IT Saral
- e) Last 6 Months Personal Bank Statement with Bank Seal & Sign in A4 Sheet only (No Passbooks) (Pls maintain 50,000 to 1,00,000 Balance)
- f) Last 6 Months Company Bank Statement with Bank Seal & Sign in A4 Sheet only (No Passbooks)
- g) Pan Card Copy
- h) Aadhar Card Copy
- i) Company Registration Copy (Ex. GST, VAT, CST, TIN, MOU for Pvt Ltd Company, License, IE Code etc) or any Government Registration Copy
- j) For Salaried: Last 6 Months Salary Certificate, NOC from Employee, Appointment Letter, Company ID Card
- k) For Retired: Retirement Letter, Pension Slip etc
- l) For Childred: School or College Bonafide Certificate / School or College ID Card
- m) Marriage Certificate (if recently married and if spouse name is not endorsed in the Passport)

DOCUMENTS REQUIRED TO PROCESS INDONESIA ON ARRIVAL VISA

- a) Valid Original Passport (Old & New) with atleast 7 Months validity

In Batam (Indonesia) its ON ARRIVAL FREE VISA.

Important Points

Brochure

We take the utmost care on the accuracy of the information in our brochure. However, the matter therein is subject to change, based on changes made by our suppliers (e.g. airlines, hotels, activity providers, car hire companies, transporters etc.). We will strive to notify you of any changes brought to our knowledge and which may affect your package prior to confirming your registration with us and after that, as soon as we are notified by our contractors and suppliers. We have provided information to the best of our knowledge and will not be held responsible for any inaccuracy or variance from the brochure. Please note, we are not responsible or liable for the content, policies and services of any sites linked to or accessible via our website.

Booking procedure

- The registration form to be filled, duly signed and submitted to us.
- A photocopy of the first & last page of the valid passport (valid for minimum of 6 months from date of return)
- Advance deposit amount: **Rs.10,000/- per person** (Rupees Thirty thousand only). [Non Refundable]
- Duly signed terms & conditions of the package and booking.

Tour cost, taxes & rate of exchange

- All prices are made up of two components – Indian Rupees and the currency of the country travelling to. However, the cost must be paid in Indian rupees only. The foreign exchange component will be converted into Indian rupees at the prevailing rate of exchange of the respective currency as on the date you make the final payment.

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- The initial deposits & payments will be considered towards the Indian rupee component only.
- Additionally, a 5% GST (Government Service Tax) is applicable on the entire tour cost unless specified in the inclusions. This GST percentage in as on date and any governmental changes to the same will be applicable to the tour cost.

Visas

- Please note that the issuance or refusal of visas is at the sole discretion of the Embassy / Consulate and we, the agent, is neither involved in the process nor liable or responsible in any manner whatsoever. The Embassy / Consulate also reserve the right to ask for further documentation / personal interviews or reject the visa application. We, as the agent can only give guidance and charge for the guidance.
- The applicant clearly accepts that YouGoTrip is not responsible for any delay in the processing or granting or rejection of the visa by the Embassy / Consulate.
- Visa fees are subject to change anytime and are Non-refundable.
- All visas must be processed at least 45 days prior to your departure date. You must submit all visa documents as per requirement at a minimum 45 days prior to your travel. However, submission of documents on time does not guarantee visas or on-time availability of visas.
- Passengers confirming the tour within 45 days of travel date may face cancellation or change of departure date due to inadequate time for obtaining visas and high charges may be applicable for the same. However, YouGoTrip cannot be held responsible in case of any delay, rejection or non-issuance of visas from the Consulate and passengers are liable to pay all the additional charges occurred due to the same.
- For any rejection or non-issuance of the visas, Passengers are liable to pay as per the Cancellation Policy stated above and YouGoTrip under any circumstances will not be held responsible or liable for any cancellations.
- If you are unable to travel on the tour you have booked due to any error on the part of Embassy / Consulate or incorrect visas or delayed visas, you shall have an option to travel on future tour date or change in your individual bookings. Amendment and cancellation charges as applicable and are to be borne by the passenger only.

Cancellation charges in case of visa rejection

The applicable visa charges along with charges incurred for the visa attempt as well as 5% GST and the charges incurred for the related services in the country for which visa refused. [Kingly refer to our Payment Policy].

Cancellations and / or amendments by passenger

All cancellations / amendments must be received in writing to us either by email or in written form and has to be followed up by a phone call during working hours from the concerned traveler. Once received, we shall action the same in 24 to 48 Hours.

- Amendments made after booking the tour will be treated as a new booking and will be strictly subject to availability and rates prevalent at the time of changes requested. If the same is made within cancellation period, the applicable cancellation charges will apply. Also it is a mandatory to put such requests in writing and get a written confirmation from us. For any amendment, the company reserves right to charge Rs.5000/-per transaction on and above any additional cost /amendment charges applicable.
- If you wish to deviate your tour from the group or return to India, the same is permitted. You will have to pay Rs.5,000/- per deviation plus difference of airfare / taxes as per availability on the date you wish to travel on and no refund will be applicable on the unused services. Pre-tour deviations are not possible in group airfare. If you wish to depart prior to the group departure date, then you are required to pay the difference of individual airfare and group fare.
- Any request to change the tour date will be treated as cancellation of the last tour and will be considered as a fresh booking on the new tour. Cancellation charges will apply as stated above on the cancelled tour. New tour may have different pricing even though the itinerary may remain the same and passengers are liable to pay the new tour charges as well as cancellation charges if booked on any previous tour.
- Please note that YouGoTrip will be not liable to pay any cancellation charges / compensation / expenditure if you unable to join the tour due to any illness, court orders, non-issuance of travel documents or visas. All such expenditure has to be borne by the passengers only.

Overseas Travel / Medical insurance

- Overseas Medical Insurance is not mandatory for this tour.
- We advise you to take Overseas Medical Insurance. You are advised to discuss your insurance needs directly with insurance agent before proceeding on the tour and procure any additional cover as may be advised at your own cost.
- Please note, insurance is the subject matter of solicitation, please read the terms and conditions of the insurance document carefully before finalizing your desired insurance cover. Insurance coverage may be age related. Kindly get the complete details from the insurer.
- It is important to also note that you would have a direct contractual relationship with the insurer and YouGoTrip is only a facilitator. You shall therefore check the accuracy and the correctness of the insurance policy and in case of any error or lapse report the same to the insurer directly and get rectified by them, as YouGoTrip would not be responsible for the same.
- We request you to understand the coverage of your insurance details before obtaining and departing on your tour. All claims needs to be put up directly by the passengers with the insurer. Any approval or denial of the claims is solely at the discretion of the insurance company only and YouGoTrip will neither be held responsible nor liable nor required to give any compensation in any matter for whatsoever reason.

Baggage

1 Check In (20 Kg), 01 Cabin (07 Kg) Baggage & 01 Small Sized Back-Pack or Hand Bag is allowed to be carried by the Passenger. Anything more than this will not be accommodated or additional cost may incur as per supplier's policy.

Coach and Coach Captain

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- Eating, drinking or smoking inside the coach is strictly not allowed.
- For our tours we use coaches such with various seating capacity. The choice is made depending on the number of participants in the tour and we tend to use full capacity of our coach with no empty seat as far as possible.

Clothing

Warm clothing like sweaters, jackets are essential. Ideally, one must carry a set of warm clothes in your hand luggage along with the sun glasses, cap and walking shoes.

Medicines

In case you have any prescribed medicines, please carry them on tour along with the Doctor's prescription. It's also advisable to carry basis travel medicines with you for your tour.

Mobile Phone

Please ensure that your SIM card has International Roaming Facility with sufficient balance (We suggest to go with Airport Plan which is cheaper). You can also avail a local SIM card's or Telephone cards are every destination. (This would be expensive & time consuming, hence we suggest to go with International Roaming).

Charger/Adapter

Please make sure to Carry a UNIVERSAL TRAVEL ADAPTER from India itself.

Weather

A waterproof Jacket or an Umbrella is recommended as you could encounter frequent showers in Europe.

Passports, Visa. Valuables & Safety

Passports are the most important document for any international travel. Carry it safely with you at all times. Any loss of the passport will delay your return to India and you will not be allowed to continue on the tour. All additional expenses of obtaining a new passport, travel to Indian embassy, additional hotel accommodation, etc, will be at your own expense. Please be alert and responsible for your belongings at all time on the Tour. You are requested to take care of your belongings especially in public places like Airport, Railway Station, Sightseeing Location etc., Also dont keep your belongings in the Coach when you go out for Sightseeing. We will not be responsible for the loss of your belongings.

Currency

The Currency used in most of the Countries in US\$. We also suggest carrying Credit Cards as they freely used across all the countries. As per RBI regulations, the maximum cash permitted to carry is US\$ 3,000 per person or equivalent. If possible try to carry the original receipt of the same.

Sight-seeing & Tours

It is very common to have heavy traffic or major events etc. At times, due to unforeseen circumstances, some parts of cities may not be given access to the general public. In such cases, we may have to complete the tour by walk or amend the itinerary or may not be able to do the tour, sightseeing or meal. However, we will try our best to take a way out but there will strictly be no refund for any unutilized services.

Hotels

- Hotels we provide may be in the City or Little away from the City. Kindly check the Hotel Website, Tripadvisor Reviews or other reviews - get satisfied & confirm the booking. We will not take any responsibility if you are not happy with hotels once you confirm it.
- All items provided by the hotel are accounted for. Example Towels, ash-trays, bathrobes, iron-box etc. The hotel staff takes inventory at the time of check-out.
- Items in the mini-bar are changeable to the passenger (not included in the package)
- Hotels may or may not provide gratis mineral water and / or tea-coffee making machine in the room. Policies vary from hotel to hotel and we have no control over this.
- Laundry charges are payable by the passenger (not included in the package)
- Avoid using the safe in the hotel room as high charges will be levied by the hotel in case you forget the combination number.
- Since we are making payment to the Hotels well in advance & also some bookings are NON REFUNDABLE, we cannot refund any amount for the Un utilized nights for whatever may be the reason.

Food & Water

- If you are pure vegetarian please advise us at time of booking. Our tours cater both Veg & Non-Veg food, but on request we will try to provide a Veg cuisine for you on tour. The same may be possible for dinners only and served separately. However we do not guarantee the same.
- Normally Lunch would be served during tours either in Restaurant / Food Court / Open area & it may be Indian / Continental / Fast Food & Dinners would be served in Indian Restaurant or some time as packed food.
- Our Supplier may provide mineral water during tours or may not. We will not take any responsibility on this.
- Meals don't include any water bottles, beverages, hard / soft drinks, fruits juices, etc.
- At times, meals may be packed food on the tour for betterment of itinerary and convenience of our passengers.
- Please note that lunches and dinners are served in restaurants, which may be far from your hotels.

Discontinuation of the tour

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- If you are sick or ill on tour, you will be guided to medical facilities and the tour will continue on. The tour manager will continue with the group and may not be able to accompany you.
- In case of loss of passport, theft, illness, death and you are unable to continue the tour; the company is not liable to give any refund on unutilized services.
- Please note that in case of death of tourist(s) all the arrangements of the transportation of the deceased including procuring death certificate, post-mortem, repatriation of the body and all personal expenses has to be taken care by deceased's family or accompanying family or friends. Neither tour manager nor the company will be held responsible for the same.
- In case of loss of passport in any country during the course of the tour, you will have to obtain a new passport from Indian Embassy in that country and immediately return to India. You will not be allowed to continue on the tour after loss of the passport. The expenses incurred in obtaining a new passport and charges in the arrangements to return to India will have to be borne by the passenger. There will be no refund for any unutilized services.

Right to amend itinerary

Tour once commenced, will strictly follow as per the itinerary finalized. However, in case of events and circumstances beyond our control, we reserve the right to change / amend / cancel all or parts of the contents of the itinerary for the safety and well-being of our passengers.

Liabilities & Limitations

- References to "US", "WE" and "OUR", the same shall also refer to "our" contractors and suppliers. The information in our brochures or website may contain inaccuracies or typographical errors for which we do not guarantee the accuracy. We disclaim all liabilities for such errors or inaccuracies of information which are subject to vary.
- We only act as agent for hotels, airlines, all other transporters and contractors providing other services and all exchange orders, receipts, contracts and tickets issued by us are issued subject to the terms & conditions under which these services are provided by them.
- All check-in & check-out timings are based on the hotel's policy. Early check-in or late check-out depends entirely on the hotels and are subject to availability of rooms.
- The hotels and itineraries are based on scheduled and planned bookings. However, we reserve the right to change / modify them in case of natural disasters, inclement weather or other circumstances beyond our control which may affect the safety and comfort of the participants.
- We shall not be held liable for delays / alterations in program / additional expenses involved directly or indirectly arising out of natural disasters, flight cancellations, political instability, inclement weather or any situations beyond our control.
- We shall not be held liable for any loss / injury / damage (either personal or property) in connection with any form of transport, accommodation provided accommodation provided directly or indirectly, due to fire, epidemics, natural disasters, political instability, riots, thefts, pilferages, or any circumstances beyond our control.
- We reserve the right to cancel / date change / amend the tour in case of any circumstance beyond our control.
- By booking your travel with us or on our website or consenting to travel with us, you are agreeing to be bound by our terms & conditions as stated herein.

Tips

Tips are mandatory in most Countries, pls find below our suggestion for Tipping.

- **4 SG\$ per person per day**

PAYMENT POLICY

Payments are accepted in Indian Rupees only. Payments can be made by cheque, bank transfers, demand draft, cash and credit cards. Copy of PAN Card is mandatory for any International Travel. Payments by credit card will attract 2% to 3% on the amount paid by the card over and above the tour cost.

Tour registration: Rs. 10,000/- per person (Non-refundable)

Balance Payment 45 Days before the departure date

5% GST is applicable on Final Payable Amount

Mode of payment : **Account payee crossed Cheque / Demand Draft / NEFT / RTGS**

Account name : **MILK WHITE HOSPITALITY SERVICES INDIA PRIVATE LIMITED**

HDFC BANK DETAILS:

Bank & Branch : **HDFC Bank Ltd., R. S. Puram branch, Coimbatore – 641 002**

Account Name : **Milk White Hospitality Services India Pvt Ltd**

Account No. : **50200024400191**

Account type : **Current account**

IFSC code : **HDFC0000269**

CANARA BANK DETAILS:

Bank & Branch : **Canara Bank, D. B. Road, R. S. Puram branch, Coimbatore – 641 002**

Account Name : **Milk White Hospitality Services India Pvt Ltd**

Account No. : **1207201018690**

Account type : **Current account**

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IFSC code : CNRB0001207

CANCELLATION POLICY

- *The tour registration amount is Non Refundable & Non Transferrable*
- *Cancellation done in between 50 to 40 days: 30% of the Package Amount (Euro) would be deducted*
- *Cancellation done in between 39 to 20 days: 50% of the Package Amount (Euro) would be deducted*
- *Cancellation done in between 19 to 0 days: No Refund would be given*

Cancellation has to be informed to our office in WRITING ONLY during office hours on working days. Absolutely NO REFUND on cancellations for tours operating between 20th Dec. to 10th Jan.

REFUND POLICY

- There will be no refunds on unutilized or partly utilized services.
- Due to reasons beyond our control such as strikes, heavy traffic, weather conditions etc or non-usage of services like as meals, entrance fees, sightseeing tours, hotels, cruises, optional tours, it is clearly understood that there will be no refund due to any reason whatsoever.
- Processing period for any refund (if applicable), will take minimum 30 days or the time taken per the supplier policy on whose services needs to be refunded.
- Refunds will be given in Indian Rupees and through cheque or bank transfers only into your account even if payment had been done by cash.
- If refund is due in the foreign currency component, the applicable rate of exchange as prevalent on that date when refund is made will be taken into account and not the date when the payment was made.