

## **GENERAL TERMS & CONDITIONS**

### **For Trip October/November 2017**

#### **Tour Fare Includes:**

- a) **International air transportation:** Round trip transpacific air from designated gateway per itinerary/departure date. U.S. & Canada domestic add-on flights between your home city and the designated gateway is on your own but not part of the tour fare.
  
- b) **China internal transportation:** All intra-China flights are included per itinerary. Private motor coach land travel, private transfers between airport and hotel, and all China domestic transportation within tour are included.
  
- c) U.S. and China air taxes & governmental fees, and fuel surcharges;
  
- d) **Accommodations:** First class hotel accommodations are included in your tour cost, based on standard twin-bedded rooms with private facilities. Tour fares shown are quoted on a per person double occupancy rate. Rate for triple occupancy is as same as that for double occupancy. Triple room is a twin-bedded standard room adding a rollaway bed. Single occupancy is subject to Single Supplement charge.
  
- e) **Sightseeing & Admissions fees:** Comprehensive sightseeing, West Lake cruise and evening shows including admission/entrance fees are included per itinerary. The arrangements of these programs are determined by local tour operator and are based on local circumstances such as weather, traffic, holidays, etc.
  
- f) **Meals:** Daily meals and local flavors are included as specified in the itinerary. Buffet style American breakfast is served at all the hotels on your trip. Lunch and dinner are usually served in the Chinese food restaurants in a "family style" with a set menu including one glass of selected beverages per person.
  
- g) **Escorting/Guiding Services:** For a group travel of each tour bus in China, a professional tour guide is assigned along the program to offer local guiding services.
  
- h) **Porterage:** Luggage handling services are included throughout China.

#### **Tour fare does not include**

China visa processing fee \$155/each for U.S. passport holder. For Canadian passport holder, Citilinc provide a package to back up visa application with Chinese consulate in Canada by trip planner for their passengers, including an invitation letter, air travel and hotel confirmation; Airfare between your home city and the designated the gateway airport on your itinerary; a once for all Gratuities for local guides, drivers and porters is \$39/each passenger for the whole journey; Items of personal nature such as laundry, room service, phone bills, excess baggage charges, optional tours, and insurance premium, as well as any items or services not specifically listed in the itinerary are not included.

#### **Tour fare validity**

All tour fares shown are based on the current value of the Chinese (Yuan) RMB in relation to US Dollar as of Jan 1, 2017 (1 USD = 6.3 RMB), and are subject to change. Should US Dollar devalue by 10% or greater to Chinese RMB, Citilinc reserves the right to increase tour prices accordingly. This applies to all tour payments including those that have been paid in full.

## **Passenger Information**

Passengers and the chambers who purchased the tour are responsible to ensure that Citslinc is provided with correctly spelled name, address, phone number and passport data for each passenger. Names provided to Citslinc must match exactly the first and last name as appearing on passport(s). Failure to do so will result in denial of boarding.

## **Deposit**

A non-refundable deposit of USD\$200 to \$400 per person paid to the chamber or other trip organizer is required to secure your reservation. Reservation will not be confirmed until your deposit is cleared with our company. (As the chambers are our partners, Citslinc does not charge chambers for any deposit).

## **Final Tourfare Payment**

Final tourfare payment is due by January 1 for all Spring trips 2017, July 1 or August 1 for all Fall trips 2017 for all trip depart in October and November (**July 1 for all groups to depart in September and all groups to depart by non-Chinese airlines in Fall**). Citslinc accept tour fare by credit card payment, while the check or money order should be received and cleared by our bank before or on payment due date. Reservation is subject to cancellation if final payment is not received by due date; the deposit will be forfeited.

## **Cancellation & Refund**

Notification of tour cancellation for any reason must be in writing by the chamber who purchased the tour. Verbal cancellation by phone is not acceptable. Any cancellation refunds will be calculated from the date the written cancellation is received in our offices.

Some chambers or other trip planners might charge the passengers for non-refundable deposit for the cancellation with any reason.

Should the traveler(s) cancellation change the room configuration and thereby incurs a single supplement charge to a roommate the amount of charge will be deducted from the travelers' refund. This is in addition to any other cancellation fees that may apply.

To receive any refund, all air tickets and all other travel documents must be returned to Citslinc. Applicable refunds will be processed promptly following receipt of the written cancellation and documents.

Cancellation Penalty Policy makes any cancellation on or after the day of tourfare payment due date and before the trip departure day lose \$500/each, while any cancellation on or after the departure day lose all the tour fare payment,

China visa handling fee is not refundable and is in addition to the above penalty if the visa is processed.

## **Travel Documentation**

All foreign nationals traveling to Mainland China must travel with a valid passport and a visa obtained prior to entering the country. Any passengers participate the trip with Citslinc have to take care of the passport and visa on their own responsibilities.

## **Itinerary Changes**

The world of travel is ever-changing. Therefore, the day-by-day itinerary provided on our website or on

the itinerary in your hand is preliminary and subject to adjustment and change. The final verified itinerary will be sent to the chamber who purchase the tour approximately two weeks prior to departure. Citslinc pledges to make every effort to follow tour itinerary precisely, however unforeseen situations do occasionally occur. If a hotel or flight in the itinerary becomes unavailable, Citslinc reserves the right to make substitution with hotel/flight of equal standard and quality. There will be no refunds for any difference in the cost of those accommodations.

### **Add-on Flights**

Add-on flight between your hometown and the gateway airport on the itinerary is introduced to some of chambers as an optional service, upon request by the chambers, to facilitate the transportation of their passengers to the designated gateway city. Add-on fare is not part of the tour price neither is considered to be part of the tour. Due to the nature of complexity of the add-on flight arrangement, Citslinc cannot guarantee and is not responsible for any change on the flight schedule, flight route, airfare and the availability of the flight. Upon receipt of your add-on airline tickets, the Customer must phone the airlines related to confirm the flight and get their seats assigned. Travel insurance is strongly recommended to protect you from flight change, flight cancellation and travel delays. Citslinc cannot be held responsible for any delayed and/or missed connections whether the add-on flights are arranged by us or not.

### **Shopping**

Shopping is always personal matter, and Citslinc is not responsible for any purchases you make during your trip, whether that merchant is part of the scheduled itinerary or not.

### **Gratuities**

The customary gratuities to the tour guides, motor coach drivers, porters and wait staff are not included in the tour price. A once for all tipping costs \$39 throughout the whole journey. .

### **Baggage**

Baggage is carried at passenger's risk and baggage insurance is recommended. Although every efforts is made to handle clients' baggage carefully, Citslinc cannot be responsible, assume liability or accept claims for loss or damage to baggage and personal effects due to breakage, theft, or wear and tear throughout the trip.

Baggage allowance differs for the transpacific and the China domestic sections of your trip. Baggage allowance for transpacific flight is two pieces of checked baggage per person. Total dimensions (Length + Width + Height) of the two pieces must not exceed 107 inches (273cm); maximum dimensions of single piece shall not exceed 62 inches (158cm). Maximum weight per piece is 50 lbs and total weight of the both pieces is not to exceed 70 lbs. Some airlines only allow for one piece of check-in bag (United for example). Each passenger may carry one hand baggage, the dimensions of which shall not exceed 45 inches (115cm) and a personal hand-carry-on, such as purse, camera bag or computer bag.

Baggage in excess of allowances will incur excess baggage charge payable on site by the passenger. Your luggage should be limited to one large checked suitcase and one small carry-on bag per person. Valuables, breakable items, travel documents and medications must be carried personally in a hand baggage.

### **Health & Medical Issues**

Our trips are exciting and active vacations. While there is time to relax, there will also be much to see

and do, and your excursions may require an extensive amount of walking. Please check with your personal physician to verify your particular needs. You are strongly recommended to purchase a travel insurance to protect you for the unexpected. Citslinc is not responsible for any costs incurred as a result of medical services or for the quality of medical care received.

For information on health issues while traveling overseas, please contact the Center of Disease Control and Prevention (CDC) by visiting [www.cdc.gov/travel](http://www.cdc.gov/travel)

### **Travel Insurance**

We strongly recommend that you purchase travel insurance to protect yourself and your investment in case you have to cancel or interrupt your vacation.

### **Documents**

Final documents including air tickets, hotel lists, final tour itinerary, clothing suggestions, name badges, luggage tags and other pertinent information will be prepared by the chambers who purchased the tour, with the information from Citslinc e-mailed to the chambers approximately one month prior to departure.

### **Seller of Travel & TICO**

Citslinc is Registered Seller of Travel in the State of California, Washington and Florida, and TICO of Ontario.

### **Legal Responsibility**

Citslinc acts only as independent contractors acting on behalf of neither the customer (herein referred to as "you") nor the travel suppliers. As a tour operator, Citslinc organizes and sells tour programs consisting of certain services, including air, surface, and water transportation, hotel/cruise accommodations, sightseeing excursions and other package programs that Citslinc purchases or reserves from various suppliers (herein referred to as "Suppliers"). Citslinc does not own nor operate any of these Suppliers.

The Suppliers providing travel services for Citslinc are all independent contractors, and are not agents, affiliates, or subsidiaries of Citslinc. As such, Citslinc cannot be held responsible for any negligent or willful act of any supplier or of any third party.

The passage contracts in use by the Suppliers such as airlines, cruise lines, motor coach lines, rail companies, local land operators, hotels and other travel providers whose services are included in your tour package, when issued, shall constitute the sole agreements between you and such third party suppliers, and are subject to the terms and conditions specified by each individual supplier. Citslinc assumes no responsibility for any itinerary changes imposed by the airlines or China local tour operator.

By utilizing the services of the Suppliers, you agree that you will look to such Suppliers for any disputes, accident, property damage or personal loss to you or to those traveling with you, and that neither Citslinc nor any representative of Citslinc shall be liable.

Citslinc shall not be in any way liable for any inconvenience, accidents, loss, personal injury or property damage to you or to those traveling with you in course of the trip resulting directly or indirectly from any occurrences or conditions including but not limited to delays, cancellations, change of schedule, overbooking or downgrading of accommodations, mechanical or construction breakdown, default of any third parties, criminal or terrorist activities, acts of governmental authority, social or labor unrest,

hygiene, disease, customs regulations, weather conditions, Acts of God, or any other actions, omissions or conditions beyond the control of Citslinc.

Citslinc shall not be held responsible for any potential risks and/or hazards associated with travel to destinations covered in our tour programs where unanticipated events may occur. Clients must be aware that there may be different living standards and practices outside of their home country including but not limited to standards of quality, hygiene, medical treatment, provision of utilities such as water, electricity, accommodation, food preparations and services of all kinds. In consideration for embarking upon travel for which you have sought the assistance of Citslinc you hereby agree to voluntarily assume all risks involved in such travel, whether expected or unexpected, or whether directly or indirectly the result of such travel.

Citslinc reserves the right to change the departure date of any trip, withdraw any tours, alter tour itinerary, and substitute hotels, airlines, land travel operators, and any aspect of your tour package for the convenience of the operation of tours. In the event of cancellation, alteration or substitution of such services due to the operation of the Suppliers, delays, weather, act of government authority or other causes of whatever nature beyond the control of Citslinc comparable services would be offered; and, there shall be no refund or penalties in this connection. Citslinc reserves the right to decline to accept, or retain any person as tour member if such person's physical or mental conditions, in our opinion, impede the operation of the tour. Citslinc reserves the right to cancel the tour prior to departure for any reason. Liability for such cancellation is limited to full refund of money received by Citslinc. Doing so will constitute full settlement with the tour member.

Airlines, motor coach and other transportation carriers concerned shall not be liable for any act, omission or event during the time the passengers are not on board their planes or conveyances. All transportation carriers herein mentioned shall have or incur no responsibility for liability to any traveler aside from their liability as common carriers.

Hotel profiles are based upon information provided to Citslinc by hotels and cruise ships, or their representatives, including images and descriptions of individual properties. Star-ratings may differ from country to country. Citslinc does its best to maintain current information, however, is not responsible for any inaccuracies, changes in features or amenities, or images provided by third parties.

Payment of the required deposit constitutes consent to all provisions of the conditions and general information contained herein for all travelers covered by the payment. The General Conditions under which you agree to utilize the services of Citslinc in arranging the tours may not be amended in any way except in writing signed by an authorized officer of Citslinc.

Citslinc reserves the right to modify this Terms & Conditions, and Customer's continued use of this service will be conditioned upon the Terms & Conditions in force at the time of use.

Citslinc makes every effort to ensure accuracy on the website and brochure; however, Citslinc cannot be held responsible for any errors or omissions in the publications.

### **Claims & Jurisdiction**

All claims against the tour operators must be filed in writing within 30 days after completion of the tour. By utilizing the services of Citslinc., you agree that the exclusive venue for all claims, actions or proceedings against Citslinc of whatsoever nature arising out of this contract shall be the State of California; and, such claim actions or proceedings shall be determined according to the laws and

jurisdiction of the State of California.

**Limitation of Liability**

By booking one of these vacation packages, you acknowledge that in all events Citslinc shall not be liable for any consequential, psychological or emotional damage and that the sole extent of liability of Citslinc shall never exceed the amount actually paid by you to Citslinc.