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Sinorama Holidays Inc.

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Terms and Conditions

Please read carefully

The purchase of any travel services offered by Sinorama Holidays Inc (SINORAMA) constitutes a contractual arrangement between you and SINORAMA, and represents your acceptance of SINORAMA Terms & Conditions set out herein. Please ensure that you read carefully and understand these Terms & Conditions prior to booking. These Terms & Conditions are subject to change after the publication. You are advised to check on our Web sites or to request the latest version of the Terms and Conditions from our agent prior to booking your vacation.

How to Make your Reservation:

To make your reservation, please see our professional travel consultant, or for more information, visit our Web site at Sinorama.ca OR Sinorama.us.

Standard Deposit and Final Payment:

We accept cash, cheque, debit card or credit card. Your payment is not deemed made until it is received by SINORAMA. A non-refundable, non-transferable, non-changeable deposit/full payment per tour vacation per person is required for us to reserve space for you, with limited exceptions as per tour requirements. As Final or Promotion Sales, a non-refundable, non-creditable, non-transferable and non-changeable full payment is required at booking. Your booking is not confirmed until the deposit/full payment is received by SINORAMA and you will receive a booking confirmation. Please review and verify your booking invoice thoroughly and contact your travel consultant immediately if your invoice appears to be incorrect or incomplete, as it may not be possible to make changes later. Final payment is due 90 days prior to commencement of services, with some limited exceptions as set forth below. If we do not receive final payment by the due date, we reserve the right to cancel the reservation and retain your full deposit and any Travel Insurance premiums. We are not responsible for cancelled land or air reservations in the event payment is not received by the final payment date. Payment in full is required at time of booking for reservations made within the final payment date of your vacation in order to secured booked space.

Foreign transaction fee:

Foreign transaction fees are charged by most credit card companies on purchases made in a foreign currency, or on purchases that involve a foreign bank (regardless of whether a foreign currency is used). Usually, foreign transaction fees are a percentage of the amount of each foreign currency purchase, with no minimum or maximum. Sometimes this fee is called a foreign exchange fee. It once was called a currency conversion fee. Foreign transaction fees are charged by U.S. transaction processors such as Visa and MasterCard. The card issuing bank may choose to pass that fee along to consumers; most do, and some tack on their own fees. Sinorama takes no responsibility for foreign transaction fee and/or currency conversion fee.

Cancellations & Cancellation Fees:

Cancellation of a reservation can only be made through SINORAMA in written format; the following charges will apply in the event of any cancellation. If cancellation is received before the final payment date of your vacation, your non-refundable deposit will be retained in addition to any airline-imposed fees or penalties. Less than 90 days (including 90 days) prior to the departure date: Non-refundable. Exception with the early full payment condition, the payment is non-refundable on/after the designated payment date. No refunds will be made by SINORAMA for services either cancelled or unused subsequent to departure.

Air Arrangement:

SINORAMA is not responsible if an airline cancels, reschedules, or delays a flight for any reason. If you miss your departure flight, it is your responsibility to work with the airline on which you are ticketed to reach your destination. SINORAMA is not responsible for any additional expenses you may incur prior to joining your trip. SINORAMA is not responsible for and will not provide any refund for portions of trips missed due to canceled, rescheduled, or delayed flights. Due to different policies of air mileage programs, Sinorama Holidays Inc. is not responsible for the earning of air mileage collection programs.

Schedule check and reconfirmation:

Flight schedules are subject to change without notice. All customers having purchased a flight from SINORAMA must check the flight schedule with the airline company and/or a SINORAMA representative during the 24-hour period immediately preceding either the departure or the return date. Customers must reconfirm their return flight in the 24 to 72 hours before the scheduled take-off time.

Airport check-in

It is mandatory that customers arrive at the airport check-in counter at least three (3) hours prior to departure, failing to do so may cause their reservation be cancelled and their seats be assigned to other customers. Under such circumstances, customers have no right of recourse.

Seat assignment

Aircraft seating is conducted by the staff at the airline check-in counter or automatically given by their system. SINORAMA cannot book pre-assigned seats for any clients.

Other applicable conditions

Air transportation is subject to all applicable government regulations and is governed by the Warsaw Convention and the Conditions of Contract appearing on the airline ticket.

Participation:

For the benefit of everyone on your vacation, SINORAMA reserves the right to accept or reject any vacation participant and to remove any participant whose conduct is deemed incompatible with interests of the other participants. We will not refund nor cover any cost or expenses you incur if we have to terminate your vacation arrangements due to your unacceptable behaviors.

Travelers Who Need Special Assistance on Traveling

You must report any disability requiring special attention to SINORAMA at the time the reservation is made. SINORAMA will make reasonable attempts to accommodate the special needs of the disabled travelers, but it is not responsible for any denial of services by airline companies, hotels, restaurants or other independent suppliers. SINORAMA and the airline companies reserve the right to refuse passage to customers who seem unlikely to be able to complete a trip, or for

whom such a trip could prove dangerous to either themselves or others around them.

Travel documents

It is the full responsibility and expense of consumers to obtain all documents required by all relevant government authorities. Canadian citizens must show proof of citizenship (birth certificate, passport or citizenship card) and official identity card with picture for destinations where passports or visas are not required. A photocopy of passport, which must be valid 6 months after the return date of the trip, is required at booking; if it is not received 3 months before the departure date of the trip, each customer(s) is committed to ensuring that the name inscribed upon booking is consistent with that shown in the passport. Sinorama assumes no responsibility for any further cost due to travel document information error(s), if any; resulting from the absence of photocopies valid passport or delivery of photocopies of delay, the customer(s) must pay all additional costs up to the cost of the plane ticket. It is the responsibility of the consumer to ensure the possession of any travel documents required by North America, Europe, Asia and other countries of destination and connections, as well as the return to Canada. It is the responsibility of the consumer to disclose with their travel agent regarding any special issue or conditions when transiting at any third country customs. SINORAMA accepts no responsibility for any losses caused by the refusal of visas for countries of destination and connection (as a result of criminal records or other issues), or any customs problems. Most countries require that the passport be valid for at least six (6) months beyond the conclusion of your trip. It is recommended you have a minimum of three blank pages in your passport when traveling, as many countries require blank pages. For consumers who travel with children, other documents may also be necessary. One (1) parent traveling with one (1) child may have to produce an affidavit signed by the other parent authorizing the child to travel. Consumers must check with their travel agent to find out which documents are required, and then make certain that they have the documents in hand prior to departure. Consumers failing to provide the required documents may be denied boarding privileges by the carrier or relevant authorities. Under such circumstances, consumers have no right of recourse or refund. No refund or replacement will be given for lost or stolen travel documents.

Accommodation

Hoteliers are solely responsible for room allocation, in accordance with the category reserved by customers. Should customers choose to alter their room category upon arrival at destination (upon availability), they must make their own arrangements with the hotelier and assume all additional fees levied by them. Special requests concerning room

amenities and location can be transmitted to the hotelier. These requests do not constitute a confirmation under any circumstances. Please note that accommodation check-in times vary worldwide.

Baggage Allowance

Air carriers have individual rules and regulations with respect to baggage weight, size and number. Customers must consult with their travel agent for applicable restrictions. Baggage allowance is subject to acceptance by the carrier. Please do not pack travel documents, cash, valuable or fragile articles in suitcases.

Responsibility

Sinorama Holidays Inc is an independent company (the Company) licensed to market and distribute travel products and arrange for vacation services offered in its publications or on its Web site, including transportation, sightseeing, and accommodation through independent contracts.

The air carriers, accommodations, and other suppliers (including but not limited to trains, cruises, ferries, motor coaches, hotels, and restaurants) providing services are independent contractors and are not agents, employees, servants, or joint ventures of the Company or its affiliates. All certificates and other travel documents for services issued by the Company are subject to the Terms and Conditions specified by the supplier, which are available upon request, and to the laws of the countries in which the services are supplied.

The international carriage of passengers is subject to international conventions and treaties, where applicable. These international agreements limit and, in some events, exclude the carrier's liability to passengers (vacation participants). Where any claims or part of a claim (including those involving death or personal injury) concerns or involves any travel arrangements (including the process of getting on or off the transport concerned) provided by any air, sea, inland waterway, rail, or road carrier or any stay in a hotel, the Company's maximum liability is the maximum which would be payable by the carrier or the hotel keeper concerned under the applicable international convention, treaty, or regulation applicable to the travel arrangements or hotel stays (e.g. the Warsaw Convention) in that situation.

After departure, if the services included in the vacation cannot be supplied or there are changes in an itinerary for reasons beyond the control of the Company, the Company will arrange for the provision of comparable services. Any resulting additional expense will be the responsibility of vacation participant.

The Company reserves the right to accept or reject any person as a vacation participant ; to

expel any participant from the vacation; to make changes in the itinerary whenever the Company deem it necessary for the comfort, convenience, or safety of the participants; and to cancel a vacation at any time.

The vacation participant agrees that neither the Company nor its affiliates shall be liable for any damage, loss (including personal injury, death, and property loss), or expense occasioned by any act or omission of any supplier providing services, any insurer or insurance administrator, or any other person. Any dispute between the vacation participant and the Company directly or indirectly relating to the Terms and Conditions shall be first submitted to mediation at Toronto, Ontario, before a mediator mutually agreed to by the parties. If mediation is not successfully, the dispute must be resolved by binding arbitration under Ontario laws in Toronto, Canada where the arbitration shall be conducted before a single arbitration in English. The prevailing party shall be entitled to an award of costs and reasonable legal fees. Any action to enforce the arbitrator's decision shall be brought in the courts of the province of Ontario.

Arbitration against the Company must be commenced within one year following the date of tour completion. Neither the Company nor any affiliate shall in any case be liable for other than compensatory damages, and you hereby waive any right to punitive damages.

No person, other than an authorized representative of the Company by a document in writing, is authorized representative of the Company by a document in writing, is authorized to vary, add, or waive any term or condition in its brochure or its Web site, including any term or condition set forth in the preceding provision.

(Revised on Aug. 31, 2017)