



夢幻假期®

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美國東岸團訂團旅客須知

團費包括:

- 華人領隊隨團照顧
- 設有空調之旅遊客車
- 觀光行程
- 每晚酒店住宿

團費不包括:

- 司機及領隊服務費
- 私人性質之費用,如電話費、洗衣費及收費電視等
- 行程內之膳食及門票(除註明外)
- 機票

旅客須知:

- 双人/三人/四人一房均以2張床或1大床加沙發床為標準,按消防條例規定,每房最多只可容納四人入住
- 酒店房間內不准吸煙,違者罰款US\$300.00或以上并承擔法律責任
- 團友須準時到達指定集合地點,如因逾時或其他個人理由而不能成行,則被視作自動放棄行程,所繳費用一概不獲退還
- 建議客人購買医疗及旅遊平安保險以確保個人利益
- 鑒於可能發生之變化或參加人數不足,本公司保留於出發前更改或取消旅行團之權利,並退還所付團費及不會作進一步賠償

取消及退款辦法:

- 出發前 15 天或以上,扣除費用\$150/人
- 出發前 8~14 天,扣除團費 50%
- 出發前 7 天內,扣除全部費用
- 買二送一或送二: 如果贈送者在出發前7天內取消行程或臨時不出現,收取費用每人US\$260.00-US\$580
- 如團費已包含機票,一經確認,100%不可退款
- 出發後中途退出者,作自動放棄所有權利,所交費用恕不退還
- 如團員因簽證不獲批准而取消訂位,一概依以上退款辦法處理

責任問題:

- 本公司當盡可能使舉辦之一切行程節目依照章程內完成,若遇特殊情況,如天氣,罷工,路況,壞車,證件遺失及當地酒店突告客滿等,而導致旅行團之全部或部份行程有所延遲,更改或取消,而非本公司能力範圍所能控制時,本公司概不負責任何賠償,但本公司將盡力提供與行程表所列類似或同級酒店及其他有關服務.如因行程改變而導致費用增加,參加者須自行繳交額外之費用
- 所有景點開放時間及門票收費,均依據主辦機構公布為準
- 本公司舉辦之旅行團,其採用之交通運輸公司,倘其運作上有危及旅客安全,導致行李或其他財務損失時,當根據各不同機構所訂立之條例作為全部解決之根據,概與本公司無涉
- 客人於所住的酒店,巴士或途中有遺失任何物品,概與本公司無涉,如有懷疑物品被盜竊本公司責任只限於協助報警處理

Term and Conditions :

1. 团友需按照预定出发时间提早十五分钟到达预定地点登車Please go to pre-arranged location 15 minutes prior to departure
2. 未在指定地点指定时间参加旅行团的乘客将被视为自动放弃整个行程。 No show on the day of departure is 100% non-refundable.
3. 参团者需自行负责及携带有效之旅游证件及签证，有效期以出发日起计不少于六个月。 Passengers are responsible for all travel document's validity.
4. 如遇上特殊情况，例如人数不足，恶劣天气，交通事故，国家政策等，**本公司不能控制的情况下或不可抗拒因素下**，本公司保留更改或取消行程之权利，**或替换旅游项目，延長或縮短路程的權利**，团友不得异议。 Itineraries are subject to change or cancellation at any time due to any unforeseen conditions, including but not limited to, not enough passengers, adverse weather, traffic problem, national policy etc.
5. 在任何情况及任何地点下失窃，引致遗失金钱及物品，本公司、司机及导游均不负任何责任，任何财物及证件等团员理应并有责任自行保管。 Passengers are responsible to keep and protect your personal property and personal belongings.
6. 强烈建议在团队出发前购买旅游保险来防护由于自身的身体或者客观原因等造成您的旅行前或者旅行期间自身利益的损失。 All passengers are STRONGLY URGED to purchase travel insurance to protect customers against cancellation due to illness prior to or during the travel.
7. 若旅游产品包含特价团体机票，具体航班信息需以旅行团出发前一周邮件通知为准，旅客不得异议或以此为由申请退团或取消。所有联程机票务必连贯性使用，若任何一段机票取消或NO SHOW则后续所有行程段将被自动作废。 If travel package contains special's group air ticket, the accurate flight information is subject to the e-mail notification one week prior to departure of the tour. Passengers cannot object or apply for cancellation on this basis. All joint ticket must be used consistently. If any flight segment is cancelled /NO SHOW, all subsequent flight segments will be automatically invalidated.
8. 游客一经报名，即视为已充分了解并确定自己的身体健康状况适合参加本次旅游团。因个人既有病史和身体残障在旅游行程中引起的疾病进一步发作和伤亡，旅行社不承担任何责任。
①报名时旅游者应确保身体健康，保证自身条件能够完成旅游活动，身体健康状况不佳者，请咨询医生是否可以参加本次旅游活动，根据自身情况备好常用药和急救药品，因自身疾病而引起的后果，游客自行承担责任；如因此影响到正常走团秩序，旅行社有权终止其继续参团资格且所缴费用恕无法退回，强烈建议游客购买必要之旅游保险；②如游客出现急症请主动通知工作人员，旅行社将协助游客就近送往当地医疗机构检查治疗，费用由游客自理；③如有听力、视力障碍、个人有精神疾病或無行为控制能力的游客不建议参团；④如有心、肺、脑和血液系统疾病患者，其它不适合长途疲劳的客人以及70岁以上老人及孕妇，应在咨询医生意见后自行决定是否参加旅行团。为了你的安全请勿隐瞒病情，感谢您的配合！ All passengers are STRONGLY URGED to purchase travel insurance to protect customers against cancellation due to illness prior to or during the travel. Please advise the agent staff or tour guide once the passengers get acute symptoms. We will provide help and send the passengers to the local hospital. All the medical and hospital cost will be charge by the passenger. We received the rights to keep all the tour package fee and deposit and suggest the passengers go to the hospital when the passengers get sick and the symptom may affect the other travelers. We don't recommend the passengers who has visual or hearing impairment, serious mental or physical illness, or the passengers with heart, lung, brain and blood disorders which might affect the health through long-distance travel, or the passengers who is more than 70 years old, or who is being pregnant. Please advise doctors before purchase the tour product. Passengers have fully understood and accept the terms and conditions once you purchase the tour. Our travel agent will not be responsible for any illness which is caused through passengers' own disabilities or health condition.
9. 旅客的接送机航班信息，须不迟于团队出发前两周以书面形式通知我方，否则我方无法保证安排，由此产生的交通费用，敬请旅客自理。 The passenger's pick-up/drop-off flight information must be notified to us in writing no later than two weeks before the tour departure date otherwise we cannot guarantee the arrangement. The passengers are responsible for the transportation expenses incurred.
10. **夢幻假期**对以上内容保留最终解释权。**您已经阅读、理解并且同意接受以上团队旅游政策条款****First Express Travel reserved the right of final explanation as above conditions. You have read, understood and accepted the above terms and conditions when you join the tour**