

TERMS AND CONDITIONS :

Placement of an order with Okichina Service LLC as Okichina Service (the company) is taken as acceptance by the customer of these terms and conditions.

**Booking.** We endeavor to ensure that all information and prices on our website is accurate; however occasionally changes and errors occur and we reserve the right to correct any relevant information in such circumstances. You must check the current price and all other details relating to the arrangements that you wish to book before you make your booking.

**Airline Taxes and Fuel Surcharges.** If you purchased airfare, airline taxes and fuel surcharges are included. However, prior to completion of full payment there is a potential for a price increase(s) due to fuel surcharges imposed by airlines as well as potential increases in government-levied taxes and fees. Once you complete full payment, there will be no price increase. To avoid potential increases you may choose to accelerate your final payment in order that your airline tickets may be issued. Once issued, airline tickets are no longer subject to potential increases but are fully non-refundable.

**Payment and Deposits.** The contract enters into force only after the Company receives a non-refundable deposit of \$100 or \$200 (Yangtze Cruise) or \$300 (with Air) per person is payable at the time of booking and the full remaining balance payable 30 days before your scheduled departure date. If the booking is made with less than 30 days prior to the departure date, the full payment will be due in lieu of any deposit. Final Payment must be paid no later than 30 days prior to travel date. If the balance on any booking has not been received by the due date, the booking will treat the contract as cancelled by the client and cancellation charges will be applied.

**Cancellations and Refund.** You will receive a full refund if the reservations are cancelled due to the minimum number is not met 30 days before departure date. Any cancellation will incur a charge to reflect the reasonable costs incurred by us in arranging and cancelling your booking. When the minimum number is met, the standard cost of cancellation depends on the date in which the cancellation is made and the number of remaining days prior to departure, outlined below:

More than 46 days	Full refund on deposit	Full refund on balance
From 31 to 45 days	No refund on deposit	25% refund on balance
From 16 to 30 days	No refund on deposit	50% refund on balance
Less than 15 days	No refund on deposit	No refund on balance

After the departure dates, there is no refund if the Client leaves the Tour voluntarily before completion of the Tour.

**Travel Delays.** In the event of a travel delay caused by an airline, the Company will not cover the cost of meals, overnight accommodations, or any other costs resulting from the delay. If you face a delay or are denied boarding we advise you to first contact the airline.

**Travel Insurance.** Clients are required to provide for themselves all necessary insurances against personal injury, loss, medical evacuation, medical assistance, hospitalization, damage, theft, cancellation, delay etc.

**Accommodation.** Accommodation is as specified on our website. We reserve the right to offer alternative accommodation of a similar standard in the case the accommodation operator overbooks their property or for any reason beyond our control.

**Single Supplement Costs.** An additional fee for a single client who will not be sharing accommodation with another person. This fee is not optional and will be added to booking where applicable.

**Passports, Visas Requirements.** It is your responsibility to fulfill the passport, visa and other immigration requirements applicable for your itinerary. We can provide general information about the passport and visa requirement for your trip, however, specific passport and visa requirements and other immigration requirements for you and your party are your responsibility and you should confirm these with the relevant Embassies and/or Consulates.

**Complaints.** We make every effort to ensure that your Tour runs smoothly, but if you do have a problem during your Tour, please inform your tour guide immediately who will make every effort to fix the problem. If your complaint is not resolved locally please contact us by telephone. Contact numbers for local suppliers will be provided before departure. You may also contact our United States office (808)728-7791.

**Acceptance of Terms and Conditions:**

The placing of a booking with Okichina Service LLC for services implies that you accept these booking conditions.