Terms and Conditions

CAGEP VOYAGES

Once the order is confirmed, any changes regarding a confirmed order, such as modification of dates or destinations, or cancellation, will be charged accordingly by the modification and cancellation policy by Cagep voyages. Any changes of the personal information cannot be accepted within 24 hours of departure. The clients cancel the order for any reasons, we will charge the corresponding penalties for covering the penalties charged by traveling agencies and hotel suppliers from Cagep voyages. The amount of the penalties is related to the time when we receive the cancellation notice. All cancellation notices or modification of orders must be made in writing via email to Cagep voyages directly. And the final confirmation must be referred to the response from Cagep voyages by e-mail.

STANDARD OF ORDER PENALTY

I. Voluntary Cancellation penalty

1 to 10 days trips cancellation penalty standard (This standard doesn't apply to any special-sales and final sales products):

1. Clients cancel the trip for their own reasons

a. 60 days or above prior to departure date: none of the price would be charged. The total booking amount will be refunded to the client's payment account ;

b. From 30 to 59 days prior to departure date: 20% of total price will be applied as administrative fees. The remains will be refunded;

c. From 15 to 29 days prior to departure date: 50% of total price will be applied as administrative fees. The remains will be refunded;

d. 14 days or less prior to departure date: impossible to modify the itinerary or receive any reimbursement;

e. The clients fail to show up on time on the departure date for any reasons, the entire travel package is non-refundable, non-changeable, non-transferable.

2. The trip cancellation due to the insufficient number of participants:

Cagep voyages reserves the right of the cancellation due to the insufficient number of participants.

For the trip which is booked 1-3 (inclusive of 3 days), Cagep voyages has the obligation to inform the clients by 3 days before the departure.

For the trip which is booked more than 4 days (inclusive of 4 days), Cagep voyages has the obligation to inform 7 days before the departure. In this case the whole package fee will be refunded.

By accepting the refund, the participant agrees that Cagep voyages assumes no responsibility with regard to the cancellation of the tour.

II. Voluntary Modification Conditions

1 to 10 days trips modification penalty standard (This standard doesn't apply to any special-sales and final sales products):

1. The clients ask for changing the destination:

a. 15 days or above prior to departure date: if there is still the vacancy in the new group, none of the administrative fees would be charged and the fee difference would be charged.

b. From 8 to 14 days prior to departure date: if there is still the vacancy in the new group, 20% of total price will be applied as administrative fees and the fee difference would be charged

c. From 4 to 7 days prior to departure date: if there is still the vacancy in the new group, 50% of total price will be applied as administrative fees and the fee difference would be charged.

d. 3 days or less prior to departure date: impossible to modify any itinerary or receive any reimbursement.

2. The clients ask for changing the departure date:

a. 15 days prior to departure date: if there is still the vacancy in the new group, none of the administrative fees will be charged and the fee difference will be charged.

b. From 8 to 14 days prior to departure date: if there is still the vacancy in the new group, 20% of total price will be applied as administrative fees and the fee difference would be charged.

c. From 4 to 7 days prior to departure date: if there is still the vacancy in the new group, 50% of total price will be applied as administrative fees and the fee difference would be charged.

d. 3 days or less prior to departure date: impossible to modify any itinerary or receive any reimbursement.

3. The clients ask for changing the information of participants:

a. Increasing numbers of participant(s): If there is still the vacancy in the new group, after making up the difference of tour fees, the clients could increase the numbers of participants. None of the administrative fees would be charged.

b. Decreasing numbers of participant(s): From 8 to 14 days prior to departure date, 20% of total price will be applied as administrative fees and the difference fee of the rooms will also be applied because of the participants' decrease. The

remains will be refunded.
c. From 4 to 7 days prior to departure date, 50% of total price will be applied as administrative fees and the difference fee of the rooms will also be applied because of the participants' decrease. The remains will be refunded.
d. 3 days or less prior to departure date: impossible to modify the itinerary and the departure date, or receive any reimbursement;
e. Change of participants' personal information: If the clients have any modification of personal information, they must inform Cagep voyages in time before the departure date so that it is more convenient for us to renew the information. Impossible to modify any personal information in 24 hours before departure.
4. All the requirements of modification must follow the policy above. All the requirements of modification will be accepted only one time. If the clients require the modification more than one time, the new request won't be accepted.

The above cancellation and modification policy do not apply to special sales and final sales. To know the cancellation and modification policy of special sales and final sales, please read "Condition for Cancellation and Modification of Special Sales and Final Sales" below:

III Condition for Cancellation and Modification of Special Sales and Final Sales
Policy for cancellation and modification of special sales and final sales:
The special sales/final sales trip groups, the gift products and the e-coupons are one-time consuming products. They cannot be used for second time. If the clients use the high-price coupons or e-coupons to buy the low-price products, the remains will not be refunded or exchanged to cash.
Cagep voyages reserves the right of final explanation regarding the explanation of "Special Sales/ Final Sales Order".
1. The clients cancel the order for their own reasons:
a. Once the special-sales/final sales products are ordered, they all cannot be returned or changed.
b. Once the special-sales/final sales products are ordered, any time the clients ask for the cancellation, all the fee which is already paid cannot be returned.
2. Cagep voyages cancel the special-sales/final sales products due to the insufficient numbers of participants or other inevitable reasons:
a. The clients who purchase the special-sales/final sales products can choose to transfer to another group with the same destination but another departure date or to another group with others destinations. Or the clients can choose to have total booking amount refund.
b. If the clients choose to change the destinations, they must make up the fee difference so that they can change the group.

IN CASE OF DELAY OR ABSENCE ON THE DAY OF DEPARTURE

1. If the traveler is late or absent on the day of departure for any reasons, the entire travel package is not refundable, nor changeable, nor transferable.
2, If the traveler fails to comply with the indication of the tour leader to gather at the meeting point on time during the trip, the traveler himself or herself will be responsible for any additional costs and incurred damage.
3. Cagep voyages disclaims any responsibility for the consequences caused by travelers if they withdraw the group during the trip.

FORCE MAJEURE EVENT

According to the laws and the principles adopted in Europe, the force majeure may include but not limited to what happened during the journey: the unpredictable, irresistible, uncontrollable, and unable to cope with the unexpected events and circumstances occurring or will occur as follows:
a) Natural disasters such as typhoons, hail, storms, earthquakes, tsunamis, floods, volcanic eruptions, landslides;
b) Government actions such as expropriation, requisition;
c) Abnormal social events, such as wars, armed conflicts, strikes, riots and terrorist attacks.
d) Trip modification: To better the trip route, increase the operability or because of the force majeure event, Cagep voyages has the right to modify the trip and the hotels when it is necessary.
e) Trip cancellation: Cagep voyages reserves the right to cancel or modify the trip due to the force majeure event. Once the trip is cancelled, Cagep voyages will do their best to arrange the similar trip as the substitution. Cagep voyages disclaims any responsibility of joint damage due to the cancellation and modification of the trip. Cagep voyages suggests the travelers purchase their own personal travel insurances for obtaining the necessary protection.

DISCLAIMER

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For the trip which is booked more than 4 days (inclusive of 4 days), Cagep voyages has the obligation to inform 7 days before the departure. In this case the whole package fee will be refunded.
By accepting the refund, the participant agrees that Cagep voyages assumes no responsibility with regard to the cancellation of the tour.

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Garantie Financière APST

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