

# **eAset Refund Policy for eAset e-Travel Expo**

## **(28 September 2017 - 1 October 2017)**

All payment made are not refundable, including cancellation and/or not showing up on the date of departure ('No Show').

Change of name, change of travel date, change of room type and change of travel route are not allowed.

Extension of stay is subject to terms and conditions of airline ticketing and additional payment or surcharge or otherwise.

There will be no refund nor rebate made arising from the change of the departure time due to flight delay, even though such delay may give rise to departure on the next day, whereby the duration of travel is shortened. Neither eAset nor the merchant will accept liability arising from flight cancellation, delay, or diversion which is beyond their control.

Full refund of the payment shall be made under the following exceptional circumstances and subject to the following terms and conditions:

1. All refund shall be made to the credit card which is used to make payment.
2. Subject to the practices, procedure and processing time of the respective financial institutions, refund will be made within thirty (30) days from the date of notification of cancellation, if the trip is not confirmed due to at the discretion of the merchant provided that such cancellation is notified fourteen (14) days prior to the date of departure.
3. Whenever possible, alternative tour similar to that purchased shall be offered to the member whose trip has been cancelled. The member shall pay the increased difference of prices, if any, should the member opt for the alternative tour.
4. Subject to the practices, procedure and processing time of the respective financial institutions, refund will be made by eAset within thirty (30) days from the date of departure, in the unlikely event that the merchant does not show up on the date of departure.
5. Subject to the practices, procedure and processing time of the respective financial institutions, refund will be made by eAset within forty five (45) days from the date of departure, in the event of any act of god delaying or preventing the trip, provided that such delay is more than one calendar day or that such prevention is confirmed in view of the cause of prevention. However, the member can opt for alternative tour as state in Item 3 above, if available.
6. Save and except the refund pursuant to Item 4 herein, the respective cancellation and refund policy of the merchant shall apply.

7. eAset reserve the right to change, modify, add or remove any of the terms and conditions herein. Any change will be effective when posted on eAset website without any other written notice.

[The above is to be read in conjunction with the eAset Terms of Use.]