

Terms & Conditions:

Definitions

In these terms, “the Company” and “we” refer to Noble Vacation Limited, its subsidiaries, affiliates, associated companies, agents, or representatives. “Customer” or “you” are used interchangeably and refer to individuals purchasing the Company’s services (as defined below).

Important Notes

Each package has specific terms and conditions, which vary depending on the type of package, specific hotels, tour groups, or other activities (whether included in the package or as optional items). Relevant specific terms (e.g., payment and cancellation policies) will be separately stipulated and shall apply in conjunction with the primary terms and conditions of the package.

1. Quotation, Deposit, and Payment

- 1.1 All prices are quoted in Hong Kong Dollars (HKD). Once a booking is confirmed, travel products cannot be modified, canceled, refunded, or transferred.
- 1.2 Unless otherwise stated, quotations do not include airport taxes, local taxes, surcharges, fuel surcharges, travel document fees, visa fees (if applicable), excess baggage fees, travel insurance, or personal expenses and activities beyond the package price, such as premium bar beverages, optional tours, or self-funded activities.
- 1.3 Customers must verify and confirm the product details before booking. Personal information (including name and gender) must match travel documents exactly; otherwise, customers may be denied boarding or hotel check-in, and any additional costs incurred shall be borne by the customer.
- 1.4 No bookings are accepted within 2 hours of flight departure (refer to individual airline policies for specifics).
- 1.5 Upon booking confirmation, customers must pay a deposit or the full amount to secure the booking. The remaining balance must be settled the day after flight and hotel confirmation. The deposit or full payment amount may vary depending on the product or departure date; please confirm the price and deposit with the Company’s travel consultant before payment.
- 1.6 Failure to make payment by the specified deadline may result in cancellation of the booking without further notice.
- 1.7 Within 7 working days before departure, payments must be made in cash or by bank transfer; checks are not accepted.
- 1.8 Payments should be made to one of the following bank accounts:
 - (a) The Hongkong and Shanghai Banking Corporation Limited: 400-798-286-838
 - (b) Bank of China: 012-677-101-572-04Account Name: NOBLE VACATION LIMITED
- 1.9 Booking availability and prices are subject to supply and demand, and prices may be adjusted without prior notice. If prices change after a quotation, customers may choose to pay the difference or receive a refund of the amount paid.
- 1.10 The Company reserves the right to adjust fees before departure due to uncontrollable factors such as exchange rate fluctuations, fuel surcharges, or increases in transportation or hotel costs. If fuel surcharges increase before ticketing, customers must pay the difference at least 3 working days before departure. After ticketing, fuel surcharges will not be adjusted, and no refunds will be issued for subsequent reductions.
- 1.11 Any adjustments to airfare will be charged as surcharges in accordance with airline requirements.
- 1.12 If local taxes or surcharges change, customers must pay the difference directly during check-in at the airport or hotel.

Terms & Conditions:

2. Changes, Cancellations, and Refunds

2.1 For changes or cancellations, please contact the Company's travel consultant, and we will make reasonable efforts to assist. Customers are responsible for any fees or administrative charges imposed by third parties, such as airlines, ferries, trains, ground transportation providers, or hotels. Generally, air tickets and hotel bookings are non-changeable and non-refundable, and customers may need to repurchase tickets or bookings, bearing all related costs.

2.2 If change or cancellation fees exceed the deposit or refundable amount, customers must pay the difference within 2 working days of the change or cancellation. The Company reserves the right to pursue any outstanding balance.

2.3 During peak seasons (including Easter, summer holidays, Christmas, Lunar New Year, or long weekends) and for chartered flights, no cancellations or refunds are permitted.

2.4 After departure, no refunds will be provided for unused package components, including but not limited to air tickets, train tickets, ferry tickets, entrance tickets, hotel accommodations, local day tours, or meals.

3. Other Matters

Air Tickets:

3.1 Per airline policies, air tickets must be used in sequence; otherwise, they will be deemed invalid.

3.2 Frequent flyer mileage programs typically do not apply to discounted tickets or packages. Mileage redemption is subject to airline confirmation.

3.3 Per airline policies, customers must arrive at the check-in counter and boarding gate by the specified time. Airlines are not responsible for late passengers, and the Company will not accept refund requests arising from such delays. Customers bear any additional costs due to late arrivals or early departures.

3.4 Most airlines open check-in 2 to 3 hours before departure. Customers may bring valid travel documents and checked luggage to the designated counter. Check-in counters typically close 40 to 60 minutes before departure (refer to individual airline policies for specifics).

3.5 Most airlines allow online check-in 24 to 48 hours before departure to save time at the airport. Please visit the airline's website for details.

3.6 Per airline regulations, pregnant women at or beyond 28 weeks of gestation may be denied boarding. Customers should consult airlines and doctors if in doubt. Infants must be at least 6 weeks old to board and must sit on an adult's lap or in a bassinet, subject to airline arrangements. Children aged 2 or above must occupy a separate seat.

3.7 Special seating requests (especially in economy class), even if submitted to the airline in advance, cannot be guaranteed or assigned by the Company.

3.8 The Company will forward special requests (e.g., special meals, wheelchairs, bassinets) to airlines or hotels for approval but cannot guarantee fulfillment, and such requests do not form part of the booking contract.

3.9 The Company is not liable for flight delays, changes, or cancellations due to natural disasters, weather, traffic, airport conditions, strikes, or other uncontrollable factors, nor is it responsible for additional costs or vacation losses arising therefrom.

3.10 The Company is not liable for missed flights, ferries, or other transportation due to weather, traffic, or other factors beyond its control. Customers using connecting transportation should allow sufficient time to account for potential delays or cancellations.

Terms & Conditions:

Hotels:

- 3.11 Unless otherwise stated, hotel room prices do not include breakfast. Some hotels may require additional government taxes. Hotels may charge extra for children staying in rooms, subject to individual hotel policies, and customers may need to bear additional costs.
- 3.12 Hotel star ratings, quality, and online information are for reference only and do not reflect official local standards. Standards for the same star rating may vary across countries or regions, and customers should decide whether to book accordingly.
- 3.13 Hotel photos and information (including facilities and amenities) on the website are provided by the hotels for reference only. The Company is not liable for discrepancies between actual facilities and website descriptions.
- 3.14 Per individual country regulations, travelers under 18 without parental or adult accompaniment require hotel approval for bookings.
- 3.15 Some hotels have mandatory bed-sharing requirements for children, typically based on height or age, subject to hotel policies. Failure to provide relevant information during booking may result in additional charges.
- 3.16 Double rooms typically include 2 single beds or 1 double bed.
- 3.17 Twin rooms (or “semi-double rooms”) are smaller than standard double rooms, with smaller beds, suitable for two non-same-gender adults or one adult with one child.
- 3.18 Triple rooms typically include 2 single beds or 1 double bed plus 1 extra bed, which may be a single bed, foldable bed, or sofa bed.
- 3.19 Hotel promotional offers apply only to a maximum of two registered guests per room, must be used during the valid stay period, and are non-transferable and non-refunded.

Packages/Tours:

- 3.20 Unless otherwise stated, all travelers in a group must travel on the same flight and check in together. If customers request independent departure, individual return, or mid-tour departure for any reason, the Company may assist with arrangements, but customers may not object or withdraw regardless of flight or ferry confirmation status. The Company is not liable for costs or losses due to failure to meet scheduled transportation or accommodations.
- 3.21 Per the Hong Kong Travel Industry Council’s directive, tour groups must collect a levy of 0.15% of outbound travel costs for the Travel Industry Compensation Fund. This levy provides protection for travelers in case of travel agency insolvency and offers financial assistance for accidental injuries or deaths during tours. For details, contact the Travel Industry Compensation Fund Management Committee at 3151 7945.
- 3.22 Unless otherwise stated, package prices do not include airport transfers or local transportation.
- 3.23 Child prices apply to children aged 2 to 11 traveling with two adults on the departure date, excluding beds and breakfast.
- 3.24 Air ticket, hotel, or cruise package prices are calculated per person. Unless specified, all rooms are standard rooms.
- 3.25 Tour fees do not include gratuities for tour leaders, local guides, drivers, or non-tour staff. Customers must pay such gratuities before departure or at the destination. Services include coordination with airlines, hotels, transportation companies, or local agencies; arranging meals, accommodations, transportation, and activities; gathering group members, confirming bookings, assisting with customs, check-in, and luggage collection; handling hotel check-in/out, room assignments, wake-up calls, introducing local culture, and managing emergencies (e.g., contacting travel insurance companies).
- 3.26 Tour departure dates and prices vary by tour type and date. Specific tour fees and itineraries are confirmed at booking, with peak season price adjustments notified separately.

Terms & Conditions:

3.27 Per the Travel Industry Authority (TIA) guidelines, licensed travel agents may charge handling fees and ticket refund fees (if applicable) from major transportation providers (e.g., airlines, cruise lines, railways) when canceling tours for “unavoidable reasons (outbound).” For details, visit <https://tia.org.hk/>. Customers may choose one of the following:

(a) After paying refund fees (if applicable), use the retained tour fees in installments within 6 months from the tour cancellation notice.

(b) After paying handling and refund fees (if applicable), receive a refund of the paid amount.

3.28 For tours booked through other travel agencies via the Company, all terms and conditions are subject to the respective agency, and the Company is only responsible for facilitating bookings.

Cruise Restrictions:

3.29 Cruise terms and conditions are subject to the final announcement by the cruise company. Refer to the English version of the cruise itinerary for details. Changes may occur without prior notice.

3.30 Cruise routes, ports of call, departure times, and all taxes/fees are subject to the cruise company’s arrangements.

3.31 The cruise company reserves the right to modify or cancel routes or ports of call. Neither the cruise company nor the Company is liable for itinerary losses or interruptions caused thereby.

3.32 Cabin assignments are subject to the cruise company’s actual availability, and changes are subject to the cruise company’s final arrangements.

3.33 After payment, customers must pay any adjustments to port fees or government taxes before departure.

Travel Documents/Visas:

3.34 Most countries require passports to be valid for at least 6 months from the return entry date with at least one blank page. Requirements may vary by country, and customers must verify compliance before departure. For multi-destination trips, customers are responsible for meeting all entry requirements and obtaining necessary visas or transit visas. The Company is not liable for illnesses, delays, boarding denials, entry refusals, or related costs due to failure to comply with destination visa or health requirements.

3.35 Taiwan visa-on-arrival requirements: Customers must present a Hong Kong/Macau ID card and hold a Hong Kong SAR passport, Macau SAR passport, or British National (Overseas) passport (BNO) with “Hong Kong/Macau place of birth” noted.

3.36 Customers should check visa requirements and updates with relevant consulates in advance and allow sufficient time for visa processing. The Company is not liable for visa application delays or refusals.

3.37 Non-Hong Kong residents must contact the consulates of the countries to be visited for visa requirements and advice.

3.38 Hong Kong residents holding foreign passports must carry a Hong Kong ID card for re-entry to Hong Kong. Per Hong Kong immigration regulations, all non-residents with foreign passports must hold valid travel documents and return tickets for entry.

3.39 Visa approvals are determined by consulates. Visa fees are non-refunded if applications are rejected.

Terms & Conditions:

4. Liability

4.1 Customers must comply with the laws and regulations of each country, are strictly prohibited from carrying restricted items across borders, and must truthfully declare carried items and cash.

4.2 The Company hereby declares that airlines, their employees, agents, and affiliates are not liable for any losses, damages, or injuries caused to customers during transportation for any reason (including but not limited to contract, negligence, or otherwise). Air tickets issued by airlines constitute the sole contract between the airline and the ticket purchaser. Purchasers are deemed to be fully aware of and agree to the terms and conditions of such contracts.

4.3 The Company acts solely as an agent for service providers, arranging and organizing hotels, flights, other transportation, sightseeing, or tours (collectively, "Services"). All tickets issued for Services are subject to the service providers' terms and conditions, details of which are provided to customers. By accepting tickets, customers are deemed to agree to these terms. The Company is not liable for any losses, illnesses, injuries, accidents, expenses, delays, or other claims arising directly or indirectly from the provision of Services, whether caused by vehicle defects, equipment failures, strikes, theft, negligence by service providers or their agents, or otherwise. The Company is also not liable for costs or losses due to customers' cancellation or modification of itineraries, plans, additional expenses, or vacation time. The Company will make reasonable efforts to assist with delays but is not responsible for resulting costs.

4.4 All air tickets, hotels, or cruise packages booked through the Company are subject to availability from service providers (i.e., airlines, hotels, or cruise companies). If products are sold out, customers may choose alternatives, but the Company is not liable for any resulting costs.

4.5 Customers participating in local activities must follow the instructions and arrangements of service personnel and consider factors such as age, physical condition, health, weather, and the nature of the activity to assess suitability. Customers bear all risks associated with participation and are responsible for any resulting consequences. The Company is not liable for any losses, illnesses, injuries, accidents, expenses, delays, or other issues arising from participation in activities. Customers should consult doctors or professionals if in doubt.

4.6 In case of unforeseen events (e.g., typhoons, heavy rain, natural disasters, political unrest, or pandemics), customers should monitor news updates or contact airlines to confirm any flight changes or cancellations. If flights operate normally, customers must complete check-in procedures as usual. The Company is not liable for additional costs (e.g., hotel accommodations, transportation, or long-distance calls) caused by such events. The Company is exempt from obligations or liabilities due to force majeure events (including but not limited to those mentioned) and is not responsible for refunding paid hotel fees or unused accommodation portions.

5. Travel Industry Compensation Fund Protection

5.1 Per the Travel Industry Authority's directive, customers must pay a levy of 0.15% of outbound travel costs as a "stamp duty." Upon receipt, the Company will process the levy through the electronic stamp duty system and affix a stamp on the customer's receipt to ensure protection under the Travel Industry Compensation Fund. The "Tour Group Accident Emergency Assistance Fund Scheme" provides financial aid to tour group members injured or killed due to accidents during outbound tours. For details, contact the Travel Industry Compensation Fund Management Committee at 3151 7945. Customers must retain the original stamped receipt to be eligible for protection.

5.2 The Travel Industry Compensation Fund provides up to 90% of tour fees as special compensation for customers unable to travel due to travel agency insolvency or misappropriation of funds. To ensure eligibility, customers must retain the original receipt stamped by the Travel Industry Authority (TIA).

Terms & Conditions:

5.3 The Company recommends that tour group customers entrust the original receipt to relatives or friends in Hong Kong for safekeeping, for use in case of accidents or insurance claims.

5.4 If customers have previously or will later purchase other outbound services or arrangements through the Company related to the same trip, please inform the Company at the time of purchase to combine these services into an outbound travel package and pay the levy, ensuring protection under the Travel Industry Compensation Fund.

5.5 Non-Hong Kong-based day tours are not covered by the Travel Industry Compensation Fund or emergency assistance. The Company strongly recommends that customers purchase travel insurance before departure for comprehensive protection.

6. Privacy Policy

The Company is committed to protecting customers' personal information and collects such information only when voluntarily and explicitly provided by customers. We believe customers have reviewed our privacy policy before providing personal information. Collected data will be used for purposes including processing travel product purchases, contacting customers, notifying customers of itinerary changes, providing travel documents, conducting surveys, organizing competitions or lucky draws, sending promotional materials, and enhancing customers' overall experience. The Company reserves the right to modify or update the privacy policy at any time for any reason. Any significant changes will be announced on the Company's website before implementation. To modify or delete personal information held by the Company, please contact the Customer Service Department via fax at 2739-0566.