



Operating as China Star Holiday
BC Mixed Travel Agent/ Wholesaler License No. 89807

TERMS AND CONDITIONS (2026 - 2027)

RESERVATIONS AND BOOKING

All reservations must be made through authorized travel agents or approved booking channels.

A reservation is confirmed when Asia Sky Holidays ("Asia Sky") has received the required deposit or full payment, as applicable, and has issued a written confirmation invoice.

The customer is responsible for providing complete and accurate information for all travellers at the time of booking. Any changes required due to inaccurate or incomplete information provided by the customer may result in additional charges or applicable penalties.

Asia Sky may decline a booking where reasonably necessary due to availability, operational requirements, safety considerations, supplier restrictions, or other legitimate business reasons, subject to applicable law.

DEPOSIT

A non-refundable and non-transferable deposit of **CAD \$400 per person** is required within 7 days of booking.

If the required deposit is not received by the applicable deadline, Asia Sky may cancel the reservation without notice. Pricing and space are not guaranteed until the required deposit has been received and the booking has been confirmed.

FINAL PAYMENT

Full payment must be received no later than **60 days prior to departure**, unless otherwise stated in the applicable tour terms.

Bookings made within 60 days of departure require full payment at the time of booking.

If the final payment is not received by the applicable deadline, Asia Sky may cancel the reservation and apply the cancellation penalties set out below. Asia Sky is not required to provide a reminder of the payment deadline.

CANCELLATION PENALTIES

All cancellations must be submitted in writing to Asia Sky by the booking agent. The applicable cancellation penalty will be determined according to the date on which Asia Sky receives the written cancellation notice.

- After the booking has been confirmed: Deposit of C\$400.00 per person is non-refundable and non-transferable.
- 59 to 45 days prior to departure: 60% of the total tour price per person is non-refundable.
- 44 to 30 days prior to departure: 80% of the total tour price per person is non-refundable.
- 29 to 15 days prior to departure: 90% of the total tour price per person is non-refundable.
- 14 days or less prior to departure: 100% of the total tour price is non-refundable.

No exceptions will be made for any reason, including but not limited to: medical issues, personal circumstances, VISA refusal flight disruption, travel disruptions or force majeure events affecting the traveler. Travelers are strongly advised to obtain travel insurance.

REFUNDS

No refunds will be issued once the tour has commenced. All unused services, including transportation, accommodation, meals, or sightseeing, are non-refundable and non-exchangeable. No refunds will be provided for missed, unused, or voluntarily withdrawn services.

CHANGES OR CANCELLATION BY ASIA SKY

Asia Sky reserves the right to modify, substitute, or cancel any part of a tour due to circumstances beyond its reasonable control, including but not limited to safety concerns, insufficient participation, supplier changes, or operational requirements. In the event of a material change prior to departure, Asia Sky will make reasonable efforts to provide suitable alternatives or, where required by law, offer an appropriate remedy. Compensation will not be provided for minor changes that do not materially affect the overall value of the tour.

FORCE MAJEURE

Asia Sky shall not be responsible for failure or delay in performing a travel service to the extent caused by circumstances beyond its reasonable control, including natural disasters, pandemics or other health emergencies, government actions, travel advisories, border closures, war, civil unrest, labour disputes, transportation disruptions, severe weather, or other similar events. In such cases, any additional costs incurred will be the responsibility of the traveler, subject to applicable law.

TOUR PRICE

All prices are in Canadian Dollars (CAD) and based on costs at time of publication. Asia Sky reserves the right to adjust prices prior to final payment due to factors beyond its control, including currency fluctuations, fuel surcharges, supplier cost increases, or government-imposed taxes or fees.

EXCLUSIONS FROM TOUR PRICE

Unless expressly stated in the applicable tour description or confirmation invoice, the tour price does not include optional tours or excursions, travel insurance, visa or permit fees, gratuities, personal expenses, baggage charges, meals or services not specifically listed as included, or other incidental expenses.

The confirmation invoice and applicable tour description will identify the services and inclusions applicable to the booking.

PASSPORTS, VISAS, AND ENTRY REQUIREMENTS

Travelers are responsible for ensuring that their passports (minimum six months validity beyond return date), visas, permits and other travel documents meet the validity requirements of each destination, transit country, airline, cruise line and other applicable supplier. Travelers should verify current requirements before departure. Asia Sky is not responsible for any consequences resulting from incomplete or improper documentation, including denial of boarding or entry. No refunds will be issued in such cases.

HEALTH REQUIREMENTS

Travelers are responsible for complying with all health, vaccination, and entry requirements of the destination. Such requirements may change without notice. Asia Sky does not guarantee entry into any destination and shall not be responsible for any losses resulting from denied entry, quarantine, or related measures, except as required by law. Please consult family doctor for details.

TRAVEL AND MEDICAL INSURANCE

Asia Sky strongly recommends that all travellers purchase appropriate travel insurance, including coverage for trip cancellation, trip interruption, emergency medical expenses, hospitalization, accidents, baggage, and other travel-related risks.

Travellers are responsible for reviewing the policy terms, exclusions, limits, and eligibility requirements of their insurance coverage.

AIR TRANSPORTATION

The air transportation quoted in this brochure is based on round trip economy excursion fares published by the airlines whichever are applicable to the tour program. All fares quoted are in accordance with the requirements and regulations of the airlines concerned. The air fares are subject to change without prior notice by the airlines. Airline schedules, routes, aircraft, seat assignments, baggage allowances, and other operating arrangements may change. Asia Sky is not responsible for airline schedule changes or cancellations.

BAGGAGE HANDLING AND ALLOWANCE

Baggage allowances, restrictions, fees, and handling procedures vary by airline, route, fare type, and supplier and may change.

Travellers are responsible for checking the applicable airline or cruise line's current baggage requirements before departure and for complying with all applicable baggage restrictions.

Asia Sky is not responsible for loss, theft, or damage to baggage except to the extent required by applicable law or the applicable carrier's conditions of carriage.

ACCOMMODATIONS

Accommodation is based on double occupancy unless otherwise specified. Asia Sky reserves the right to substitute accommodations of similar standard without prior notice. No refunds or compensation will be provided for such substitutions. Accommodation is based on two people sharing a room with private facilities. Single room accommodation may be requested subject to a single supplement charge as indicated in this brochure.

TOUR GUIDES

A local English-speaking representative is provided at each city to meet the tour participants on arrival and accompany the tour group until departure for the next city on the itinerary. A tour director will accompany each escorted tour group made up of 20 or more participants.

TRANSPORTATION AND ITINERARY CHANGES

Asia Sky reserves the right to modify, substitute, or cancel any part of the itinerary due to operational requirements, safety concerns, or circumstances beyond its control. No refunds or compensation will be provided for such changes, except where required by law.

AMENDMENTS BY ASIA SKY

Asia Sky reserves the right to modify tour details and to correct any errors or omissions at any time without prior notice. This includes, but is not limited to, changes to airlines, aircraft types, accommodation, transportation, and scheduled vessels for any departure.

While every effort will be made to operate the tour as planned, it may occasionally be necessary to make changes, even after a booking has been confirmed. Most modifications will be minor and will not materially affect the overall experience of the tour. In such cases, we will endeavor to notify you as soon as reasonably possible; however, no compensation or liability will be offered for minor changes.

PRIVACY POLICY

We are committed to operating in full compliance with all applicable federal and provincial privacy legislation. We reserve the right to photograph and record group activities during the tour, and to use such images or recordings for promotional and marketing purposes. Participants will not be personally identified in any such materials.

Should you prefer not to have your image captured or used for these purposes, please indicate your preference clearly on your reservation form, and kindly remind both the tour leader and local guides upon your arrival.

IMPORTANT NOTICE ON ISSUE OF RESPONSIBILITY AND RESERVATIONS OF RIGHTS

Asia Sky is acting solely as agent and/or intermediary for the independent suppliers and other contractors providing transportation, accommodation, and other related travel services. Asia Sky does not own, operate, manage or control the hotels, motor coaches, airlines, or any other service providers which compose the tours, and will not be held responsible for changes and/or cancellations by these independent suppliers or contractors who are neither agents nor employees of Asia Sky.

On the issue of responsibility, Asia Sky hereby gives formal notice that all tickets and coupons issued and all arrangements for transport or conveyance or hotel accommodations made by its agents upon the express condition that Asia Sky shall not be in any way liable for damage, loss, accident, delay, injury or irregularity to you or your travel companions or group members which may be caused by any defect in any vehicle, or through any careless act or omission on the part of the independent suppliers or contractors.

To the maximum extent permitted by applicable law, Asia Sky is not responsible for loss, injury, damage, delay, inconvenience, or other loss caused by circumstances beyond its reasonable control or by the acts or omissions of independent Suppliers.

Nothing in these Terms and Conditions is intended to exclude, restrict, or waive any right, remedy, liability, or protection that cannot lawfully be excluded, restricted, or waived under applicable consumer protection laws, including the BC Business Practices and Consumer Protection Act.

Asia Sky reserves the right to withdraw any parts of tours announced in this brochure, to substitute hotels if necessary, and to make such alterations in the itineraries as may be found necessary for the proper execution of the tours.

Asia Sky reserves the right, where reasonably necessary and subject to applicable law, to decline participation in or remove a traveller from a tour where the traveller's conduct creates a safety risk, seriously disrupts the enjoyment of other travellers, violates applicable laws or supplier rules, or otherwise makes continued participation impractical. Examples may include violent, threatening, abusive, seriously disruptive, or unlawful behaviour.

Where a traveller is removed from a tour due to their own conduct, the traveller is responsible for any additional transportation, accommodation, or other expenses arising from the removal, subject to applicable law.

Your reservation with Asia Sky for any packaged tour confirms that you have read, understood, and agreed to each of the above conditions and limits on Asia Sky's responsibility.