

BOOKING TERMS & CONDITIONS

WEBUY Travel Pte Ltd · WeTrip

Revision: 14 September 2026

Customers are deemed to have read, understood and accepted the following terms and conditions.

WEBUY Travel PTE LTD (trading as “WeTrip” and “Travel with WEBUY”) shall be known as “The Company” in the terms and conditions listed below. In event of any conflict, the terms and conditions herein shall prevail.

1 RESERVATION, DEPOSIT & PAYMENT

All bookings are accepted on a first-come, first-served basis.

Deposit and Balance

A deposit of 30% of the total tour price is required at the time of booking to secure your reservation. The balance is due no later than 30 days before the departure date.

For bookings made within 30 days of the departure date, full payment is required at the time of booking.

If the balance is not received by the due date, the Company will issue a written reminder. Where the balance remains outstanding 7 days after the due date, the booking will be treated as a cancellation by the Customer and the cancellation charges in Clause 3 will apply.

Tour Confirmation

Please note: Payment does not constitute confirmation of the tour, travel arrangements or any related services until the minimum group size requirement (as determined by the Company) is met.

All group tours are subject to a minimum number of participants. In the event the required group size is not met, the Company reserves the right to cancel the tour and issue a full refund, less any non-refundable third-party charges (if applicable).

Peak Season Travel

For tours during peak seasons, early booking is strongly encouraged as availability is limited. The Company may require full payment at the time of booking to secure your place during such periods; this will be stated in writing at the time of quotation.

Additional Charges

In some instances, immediate payment to secure land arrangements may be required by local suppliers. The Company reserves the right to request additional top-ups if needed to avoid surcharges or cancellation by service providers.

Acceptance of Terms

By making payment, the Customer is deemed to have read, understood, and accepted the Tour Booking Terms and Conditions as stated in the booking form.

2 MODE OF PAYMENT

All tour prices are quoted, contracted and accounted for in United States Dollars (USD), which is the currency of the booking.

Where the Company makes alternative display or payment currencies available, the Customer may elect to pay in one of those currencies. The amount payable is calculated using the exchange rate applied by the Company at the time the proposal is confirmed, and remains fixed for the validity period stated in that proposal. Any difference arising from the exchange rate subsequently applied by the payment provider, and any currency conversion or cross-border fee charged by the Customer's card issuer, is borne by the Customer and does not alter the USD amount recorded against the booking.

Payments are processed through the Company's authorised payment providers, which may include Stripe, Airwallex and PayPal. Accepted payment methods include Visa and Mastercard credit and debit cards, and such other cards, wallets or payment methods as the Company may accept from time to time. The methods available will be displayed at the point of payment.

The Company does not store full card details. All card payments are handled through the payment provider's secure hosted checkout.

3 CANCELLATION

3.1 Group Tour

We would deeply regret your decision to cancel your trip to China, however we realize that there are many valid reasons that this can happen.

In the event of a cancellation by the Customer, charges are calculated by reference to the date on which the Company receives written notice of cancellation, as follows:

- 22 days or more before departure — no cancellation fee. All payments made will be refunded in full, less payment processing fees (approximately 3%) and any non-recoverable third-party charges.
- 21 to 8 days before departure — 60% of the total tour price will be charged.
- 7 days or fewer before departure — 100% of the total tour price will be charged.
- No-show travelers — 100% of the total tour price will be charged.

After the trip has commenced, no refund will be given for unused services due to your unwillingness or inability to participate, early departure, late arrival, or missed days on tours.

Special Notes

For groups of more than 10 travellers, different cancellation terms may apply. Any such terms must be approved in writing by the Company's management and set out in that booking's confirmation document before payment is made. In the absence of such written terms, the standard terms above apply.

Any variation to these standard cancellation terms requires prior written approval from the Company's management and must be recorded in the booking confirmation. No individual travel advisor is authorised to vary these terms verbally.

Please note that refunds for air tickets (where applicable) may take up to 6 months or more, depending on the processing time of the respective airlines or third-party providers.

3.2 Private Tour

We regret to learn of your decision to cancel your trip to China. While we understand that unforeseen circumstances may arise, the following cancellation terms apply to all Private Tours unless otherwise approved in writing by the Company's management.

- 30 days or more before departure — no cancellation fee. All payments made will be refunded in full, less payment processing fees (approximately 3%) and any non-recoverable third-party charges.
- 29 to 21 days before departure — the deposit (30% of the total tour price) is non-refundable.
- 20 days or fewer before departure — cancellation fees will be charged based on actual costs incurred, up to 100% of the total tour price.
- No-show travelers — 100% of the total payment will be charged.

After Tour Commencement

Once the tour has commenced, no refunds will be provided for unused services due to late arrival, early departure, missed tour days, or personal unwillingness or inability to participate.

Visa Invitation Letter & Visa-Related Cancellations

For travelers who require an official invitation letter issued by the Company for visa application purposes:

- Cancellations will NOT qualify for free or full refund solely on the basis of personal reasons after the invitation letter has been issued.
- Free or full refund related to visa matters will only be considered if the traveler provides official written proof of visa rejection issued by the relevant embassy or consulate.
- In the absence of such official rejection documentation, standard cancellation terms and applicable fees will apply.
- The Company reserves the right to deduct any administrative, documentation, and service costs incurred in relation to visa support services.

3.3 Alternatives to Cancellation

Before cancelling, Customers may choose any of the following alternatives. All are subject to availability and to the terms below.

(a) Change of Travel Date

Customers may change their departure date once, free of any Company amendment charge, provided written notice is received 30 days or more before the original departure date. The new departure must fall within 12 months of the original departure date. Any difference in tour price, and any non-recoverable third-party charges, are payable by the Customer. Subsequent date changes are treated as a cancellation and rebooking.

(b) Transfer of Booking to Another Traveller

Customers may transfer their booking to another person, provided written notice is received 15 days or more before departure and the replacement traveller accepts these Terms and Conditions.

- A name change administration fee of USD 50 per traveller applies.

- In addition, where any booked component has already been issued in the original traveller's name — including but not limited to domestic flight tickets, train tickets, cruise bookings, and certain attraction tickets — the applicable supplier cancellation, reissue or re-purchase charges are payable in full by the Customer. These charges are set by the supplier, are non-negotiable, and in some cases equal the full value of the ticket. The Company will confirm the exact amount in writing before the transfer is processed.
- Transfers are subject to supplier approval and cannot be guaranteed.

(c) Travel Credit

In place of a cash refund, Customers may elect to convert 100% of the amount charged under Clause 3.1 or 3.2 into a Travel Credit. Travel Credit is valid for 18 months from the date of issue, may be applied to any tour offered by the Company, and may be transferred once to an immediate family member. Travel Credit is not exchangeable for cash and any unused balance expires at the end of the validity period.

4 TOUR CANCELLATIONS BY THE COMPANY

The Company acts as an agent for third-party service providers (e.g., local operators, accommodation providers, and transportation companies) in respect of the operation of tour services. As such, the Company does not operate or control all aspects of the tour directly.

The Company reserves the right to cancel any tour prior to departure for reasons including, but not limited to, insufficient participation, operational constraints, safety or health concerns, or force majeure events.

Where a tour is cancelled because the minimum group size has not been met, the Company will notify the Customer in writing no later than 21 days before the departure date. Where cancellation arises from operational constraints, safety or health concerns, or force majeure events, the Company will notify the Customer as soon as reasonably practicable.

In the event of cancellation, the Company may offer a full refund of all monies paid, or an alternative tour arrangement of similar value and duration.

If you choose not to accept the alternative arrangement, the Company will refund all monies paid in full, and this refund shall constitute full and final settlement. You agree to release the Company from any further liability, loss, or damages arising from the cancellation.

The Company will also refer to any relevant travel advisories issued by authorities (e.g., government or health agencies) to determine the viability or cancellation of affected tour departures.

5 REFUND POLICY

Method of Refund

All approved refunds will be processed back to the original payment channel and the original payment method used at the time of booking. Where payment was made by credit or debit card, the refund will be credited back to the same card.

Processing Time

Refunds will be processed within 4 to 6 weeks from the date of approval. Actual refund timelines may vary depending on the payment provider's processing times and the internal policies of the issuing bank.

During peak travel seasons, refund processing may take up to 8 weeks due to high transaction volumes.

Refund Charges

All third-party payment processing fees (including but not limited to payment gateway and bank transaction fees, typically around 3% of the transaction value) are non-refundable and will be deducted from the refund amount.

Non-Refundable Items

Certain components of the booking, such as issued air tickets, visa fees, travel insurance, or third-party services, may be non-refundable in accordance with the terms and conditions of the respective providers. These will be clearly communicated at the time of booking, where applicable.

Refund Approval

All refunds are subject to the Company's cancellation and booking policies. Approval of any refund request does not constitute an admission of liability or obligation by the Company.

6 TOUR FARE INCLUDES

Unless otherwise stated in the confirmed itinerary or invoice, the land tour fare generally includes the following components:

Hotel Accommodation

Accommodation is based on twin-sharing arrangements at hotels as stated in the itinerary (or similar class). Requests for single occupancy are subject to a single supplement surcharge.

Meals

Meals are provided as specified in the itinerary. No refunds will be given for meals missed due to personal arrangements, late arrivals, or other circumstances beyond the Company's control.

Land Transportation

Ground transportation, including airport transfers (if applicable), inter-city travel, and transport for scheduled tours and activities, is provided by air-conditioned vehicles or other suitable modes as arranged by the Company.

Entrance Fees & Activities

All entrance fees to attractions and activities specifically stated in the itinerary are included, unless otherwise indicated.

Tour Guide Services

Services of a professional English-speaking guide (or guide in another language, if pre-arranged and available) throughout the tour.

Local Taxes and Service Charges

Applicable local government taxes, service charges, and hotel taxes are included in the tour fare unless otherwise stated.

Tour Fare Basis

All fares are calculated based on current land costs, local service charges, government taxes, and exchange rates at the time of quotation. The Company reserves the right to adjust pricing without prior notice in the event of significant cost fluctuations.

7 CHILD FARE

Children aged below 12 years of age at the time of tour are eligible for child fare. Child fare is based on sharing a twin or double room with two adults without an extra bed. If an extra bed is required, it must be requested at the time of booking, and the Company will advise on the applicable surcharges or supplements. Room-sharing arrangements are subject to availability and hotel policy.

8 TOUR FARE EXCLUDES

Unless otherwise specified in the confirmed itinerary, the following items are not included in the tour fare:

Visa Fees & Travel Documents

Costs related to visa applications, entry permits, and passport-related services.

Meals & Beverages

Any meals, snacks, or beverages not specified in the itinerary, including room service, minibar, or alcohol.

Personal Expenses

Expenses of a personal nature, such as laundry, telephone calls, hotel services, shopping, and portage.

Travel Insurance

Comprehensive travel insurance (including coverage for trip cancellation, medical, and personal belongings) is not included and is strongly recommended.

Excess Baggage

Excess baggage fees beyond the allowance permitted by local transport providers or airlines (if applicable) must be borne by the Customer.

Taxes & Surcharges

All government taxes, fuel surcharges, or other service-related charges are subject to change without prior notice. Any increase in such charges, including those occurring after full payment, will be borne by the Customer.

Non-Compliance

The Company reserves the right to cancel a booking without refund if the Customer fails to comply with booking terms, including payment deadlines or submission of required documents.

9 LANGUAGES USED DURING TOUR

All tours will be conducted in English by a professional English-speaking tour guide, unless otherwise stated in the itinerary or booking confirmation.

10 ALTERATION OF ITINERARY

Alterations to the itinerary before booking are processed free of charge. Alterations after payment will attract a fee of USD 25.00 per request. All expenses incurred by the Company in alteration of the booking are the responsibility of the customer. This includes all fees and charges levied by third parties such as cruise operators, airlines and hotels. A change of departure date is governed by Clause 3.3(a).

11 AMENDMENT / CANCELLATION DUE TO PANDEMICS

Notwithstanding anything in these Terms and Conditions, you shall be fully liable and responsible for all losses, costs, damages, expenses (including due to any delay), inconvenience, personal injury, or additional payments you and/or any member of your travel group sustains as a result of any and all of the following:

- The prevailing travel restrictions imposed by the government of Singapore, the government of your country of residence or departure, or the governments of the countries you are visiting under the Package Tour from time to time; and/or
- You and/or any member of your travel group contracting a communicable disease which, as a result of or in connection with the travel restrictions referred to above, would prevent you and/or such member of your travel group from partaking in any component of the Package Tour in any way, including but not limited to flights between countries.

This shall not apply if the losses, costs, damages, expenses (including due to any delay), inconvenience, personal injury, or additional payments referred to above are deemed, in our sole and absolute discretion, to have been caused by our gross negligence.

12 TRAVEL DOCUMENTATION

All clients must be in possession of a valid passport and necessary visas or permits at the commencement of travel. All such documentation is the sole responsibility of the client. Your travel advisor may assist you in applying for the necessary travel documentation upon request. **The Company** accepts no responsibility or liability whatsoever for the failure of clients to obtain appropriate documentation.

13 ACCOMMODATIONS

Hotel Availability & Substitutions

In the event that the specified or requested accommodation is unavailable, the Company will make every effort to secure alternative accommodation of similar standard.

During major events, conferences, or due to unforeseen circumstances, accommodations may be arranged outside the city or in alternate nearby locations without prior notice.

Room Configuration

- Twin-sharing is the standard room arrangement for adults.
- Triple-sharing rooms are subject to availability and are on request only, as some hotels do not offer triple-share configurations. Where permitted, the third bed is typically a roll-away or sofa bed, which may not be of the same standard or comfort as a regular bed.
- Single occupancy is available upon request and is subject to a single supplement fee, which will be borne by the Customer.

14 SPECIAL REQUEST

Customers with special requests—including but not limited to dietary requirements, special meals, adjoining or connecting rooms, wheelchair access, or preferred seating arrangements (e.g., inflight or coach seat preferences)—must inform the Company at the time of booking.

All such requests are subject to availability and cannot be guaranteed. While the Company will make reasonable efforts to communicate these requests to the relevant service providers, confirmation is not guaranteed, and the Company shall not be held liable if such requests cannot be fulfilled.

15 EXTENSION / DEVIATION OF STAY

General Policy

Customers who wish to extend or deviate from the group tour itinerary at the end of the land tour may do so, subject to the availability of accommodation and services. All arrangements for the extension or deviation are to be made prior to the start of the tour, and any additional costs incurred will be fully borne by the Customer.

Travel Arrangements

It is the Customer's responsibility to ensure their transportation (including return flights) is independently arranged and confirmed.

Tour Schedule Commitment

If the extension or deviation cannot be confirmed before the commencement of the group tour, the Customer is deemed to proceed with the original land tour itinerary, and no cancellation or refund will be permitted.

Services Outside Itinerary

For approved extensions or deviations, the Company will not provide airport transfers, accommodations, guides, or any other services outside of the confirmed group tour itinerary. Any such arrangements must be handled separately by the Customer.

16 DATA PROTECTION

The Company takes its responsibility to protect data seriously. Your privacy is important to us, and we are committed to complying with applicable law, including the Singapore Personal Data Protection Act (No. 26 of 2012) ("PDPA").

17 DISCLAIMER OF LIABILITY

Third-Party Services & Information

The Company acts as an agent for third-party service providers, including but not limited to hotels, tour operators, transportation companies, and ticketing agencies. All travel information and arrangements are based on content provided by these providers. While we strive for accuracy, the Company shall not be held responsible for errors, omissions, or inaccuracies in information sourced from third parties.

Service Provider Responsibility

The Company shall not be held liable for any negligence, wrongful acts, fraud, omissions, changes to itinerary, or cancellations caused by service providers or any party not directly owned or operated by the Company.

Force Majeure & Unforeseen Events

The Company shall not be responsible for any loss, injury, delay, or damage to persons or property caused by circumstances beyond its control, including but not limited to natural disasters (e.g., earthquakes, floods, storms); war, civil unrest, strikes, riots; government actions or regulations; epidemics, quarantines, travel bans; mechanical breakdowns or failures of equipment; acts of terrorism or criminal activity; and delays caused by airlines, trains, or other transportation operators.

Valuables & Personal Items

The Company is not responsible for theft or loss of valuables or personal belongings due to negligence on the part of the customer. Travelers are advised to secure their belongings at all times.

Customs & Immigration Compliance

It is the customer's responsibility to comply with all customs, immigration, and regulatory requirements. The Company is not liable for any failure by the customer to do so.

Itinerary & Service Adjustments

The Company reserves the right to substitute hotels, transportation, or other services due to unforeseen circumstances; alter or cancel tour itineraries for operational or safety reasons; and cancel a tour prior to departure, in which case a full refund of monies paid will be provided, with no further liability.

Risk-Associated Activities

Some tour activities may involve physical exertion or inherent risk, such as boarding boats or cruises, climbing stairs, hills, or rugged terrain, and entering tombs, caves, or narrow spaces. While guidance and assistance will be provided, all such activities are undertaken at the traveler's own risk. The Company and its staff will not be held liable for events occurring after all reasonable care has been exercised.

Amendment of Terms

The Company reserves the right to amend, modify, or rescind any part of these Terms and Conditions at any time, with or without prior notice.

18 FEEDBACK RESPONSE

The Company welcomes constructive feedback from its customer in its continuing efforts to improve its service quality. Any disputes with regards to the tour shall be submitted in writing within fourteen (14) days from the date of return. No responsibility is accepted in respect to any dispute that is made thereafter.

Written feedback can be sent by email to travel@webuy.global, or by post to 35 Tampines St 92, WEBUY HQ, Singapore 528880, Attn: Travel – Customer Service Dept.

The Company will investigate and act to resolve areas of concerns. The interim response is within 2-5 working days. Depending on the complexity of the case, the time taken to resolve a complaint is within 60 days.

19 TRAVEL INSURANCE

All passengers are strongly advised to purchase travel insurance against unforeseen circumstances, such as baggage loss, flight delays, travel agent insolvency and medical emergencies. Under no circumstances are the Company to be construed as a carrier under contract for safe carriage of passenger or his/her baggage & belonging. The Company will be pleased to assist in the enquiries of any travel insurance.