

Booking Terms & Conditions

(Booking Conditions and General Information) Updated: 24 July 2025



IMPORTANT: -

Please read these booking conditions carefully. Payment of a deposit means that you have accepted and understood these conditions.

Please note that all pricing is subject to availability at the time of booking and may be subject to special event surcharges. Final price will be confirmed with the booking confirmation.

1. FOR OUTBOUND TOUR PACKAGES

1.1 Fare and Prices

You acknowledge and agree that your credit card or PAYNOW will be charged by ICE Holidays (S) Pte Ltd or its associated agents for booking.

1.2 Tour Deposit / Balance Payment

All payments intended and/or required to be made online in our travelB2B systems. The Company does not recognize any tour booking form and exchange order as confirmation of tours and bookings. Payment of deposit does not constitute confirmation of the tour. For any tour to depart, the tour group size must meet the minimum group size (determined by the Company), before the tour can be confirmed and departure to be finalized. The amount of deposit per pax to be paid is based on the table below (except for tours that depart in less than 40 days), and it is subject to airlines/cruise lines terms & conditions. All payments made to us must be in Singapore Dollars.

A top-up payment may required, if applicable, in accordance to with the respective airline's terms and conditions. Chartered flights will be subject to higher reservation fee. Full payment will be collected 40 days before departure, and/or subject to airlines terms & conditions. A failure to comply with this terms and conditions may result in cancellation of reservation and forfeiture of deposit.

Destination Package	Deposit To Be Collect By ICE Holidays From Agent (P/Pax)	Deposit Sum To Be Collect By Agent From End-Consumer	Travel B2B System Booking Terms
GD Mainland China	S\$ 700.00	S\$ 800.00	a) Booking made 61 days and above before departure (Deposit Payment - Book Now Pay Later, hold for maximum 72 hours) b) Booking made 41-60 days and above before departure (Deposit Payment - Book Now Pay Later, hold for maximum 48 hours) c) Booking made 40 days and below before departure *Selling until tour closed* (Full Payment - Book Now Pay Later, hold for maximum 24 hours)
GD Hainan (Chartered Flight)	S\$ 350.00	S\$ 450.00	
GD Korea / Japan	S\$ 800.00	S\$ 900.00	
GD Taiwan / Hong Kong / Macao	S\$ 600.00	S\$ 700.00	
GD Asean	S\$ 400.00	S\$ 500.00	

2. AMENDMENT CHARGES

2.1 For Group Tour Packages

Upon confirmation of the tour no changes can be made to the reservation within 14 days before the date of departure.

However, any request from any member for any change to come back earlier or later than the group will be subject to the conditions of the respective airlines.

Changing the entire reservation constitutes a cancellation of the original reservation.

3. TOUR CANCELLATION (by ICE Holidays)

3.1 Group Tour Packages

The company reserves the right to cancel the tour due to any act of GOD, war, strike, riot or order from the Government of Malaysia which is beyond its control.

The company shall recommend alternative tours preferably to the same destination or other tours. Should any passenger decide not to accept the alternative tours, all moneys paid less the administrative fee chargeable will be refunded to the passenger.

4. TOUR CANCELLATION (by tour member) CHARGES AND REFUNDS

If you need to cancel or amend the booking, kindly contact the travel agent that you have made the booking with, by giving the agent a written notice. A cancellation fee, as set out in the table below, is payable upon cancellation of a booking. You shall be liable to bear any non-refundable airport taxes and miscellaneous charges imposed by the relevant service provider(s) such as airline(s).

Cancellation Charges

GD Classic Series Bookings

Cancellation of booking must be made in writing to avoid any misunderstanding. If the company receives notice to cancel 35 days or more before the date of departure, a minimum 25% of the tour fare per person or full tour deposit forfeited (whichever is higher) will be levied.

If notice of cancellation is received 35 days or less before the date of departure the following charges will apply:

Cancellation Received (Asia & Long Haul Travel Centre)	Cancellation Charge Per Person
35 days before the date of departure	The higher of 25% of the full price of the package Tour; or Forfeiture of full tour deposit
15 – 34 days before the date of departure	The higher of 50% of the full price of the package Tour; or Forfeiture of full tour deposit
08 – 14 days before the date of departure	75% of tour fare
07 days or less before the date of departure	100% of tour fare

Cancellation Received (Mainland China Packages)	Cancellation Charge Per Person
35 days before the date of departure	Forfeiture of full tour deposit
15 – 34 days before the date of departure	The higher of 50% of the full price of the package Tour; or Forfeiture of full tour deposit
08 – 14 days before the date of departure	75% of tour fare
07 days or less before the date of departure	100% of tour fare

The respective airline's cancellation policy on special promotion fares shall apply in addition to the cancellation charges as set out in clause above. (Note: The airline ticket is restricted and subject to the Airline's terms and conditions. It may be non-endorsable, non-reissuable, non-refundable and non-reroutable. Any alteration in routing or change of date of travel by any passenger is solely at his/her own risk. The company or its associated agents shall not be held responsible for any inconvenience caused and extra expenses incurred).

If you are unable to travel due to medical reasons / death of passenger or immediate family member, please submit all the supporting documents to the travel agent that you have made the booking with. Upon receipt of the supporting documents, your refund request will be reviewed.
(Definition of immediate family: one's parents, spouse, dependent children)

The respective airline's cancellation policy on special promotional fare shall apply in addition to the cancellation charges as set out in the clause above (Note: The airline ticket is restricted and subject to the Airline's Terms and Conditions. It may be non-endorsable, non-reissuable, non-refundable and non-reroutable. Any alteration in routing or change of date of travel by any passenger is solely at his own risk. The company or its associated agents shall not be held responsible for any inconvenience caused and extra expenses incurred. However, any refund made by any airline for a cancellation made 2 working days or less before the day of travel for non-promotional fares shall be paid by the tour member less any administration charges incurred by the tour company).

All the refund be processed within 4 to 6 weeks from the date of cancellation. The refund process may take longer during peak seasons, due to the increase in transaction volume, and we shall not be responsible for any delay beyond the general processing timeframes set out in this Clause.

5. TRAVEL DOCUMENT

5.1 Tour Member's Responsibilities A tour member must have:

- (a) An international passport or other recognized travel documents which should be valid for at least 6 months from the date of return to country of origin;
- (b) The necessary visa and vaccination and health certificates as required by the various authorities of the countries to be visited.

5.2 Company's Responsibilities The Company undertakes to:

- (a) Advise tour members on what documentation is required;
- (b) Wherever possible, assist passengers in obtaining the necessary visa
However, the company cannot guarantee the approval of any visa application.

5.3 Relevant Fees and Charges

Service charges and visa fees levied shall be borne entirely by the tour members.

5.4 Rejection of Visa or Tour Documents

If for any reason, the application for visa or necessary exit permit is rejected, a refund of the tour fare will be made less administrative fees.

5.5 Refusal of Entry

The company shall not be held responsible or liable for any expenses, reimbursement or refund of the tour prices if any tour member is refused entry or deported by immigration authorities resulting from the possession of unlawful items or holding improper travel documents or other causes, or whose behavior and activities are considered to be detrimental by foreign government.

6. TOUR INFORMATION AND PRICES

The details of your Package Tour will be set out in the applicable tour itinerary. Upon us issuing the Itinerary to you in system, the Itinerary shall be deemed to form part of these Terms and Conditions, except where otherwise specifically stated in the Itinerary. If there is any inconsistency between the terms of the Itinerary and these Terms and Conditions, the terms of these Terms and Conditions shall prevail.

ICE Holidays will necessarily have to rely on the services of airlines, transport companies, hoteliers and other third party service providers (collectively, "Third Party Service Providers") to provide the Package Tours to you. You understand that, in our doing so, we are acting as an intermediary between you and such Third Party Service Providers. While we will endeavour to render reasonable assistance to our

customers wherever possible, practices, regulations, and/or policies imposed by Third Party Service Providers are not within our control. Therefore, ICE Holidays shall not be liable, in any way, for any changes made by or acts or omissions on the part of such Third Party Service Providers which affect you or your Package Tour in any way.

Prices shown are current at the time of publication. Tour information and the price list form part of the brochure. The prices are subject to change due to increase in airfares, other transportation costs, hotel rates, exchange rates, government tax, etc. Therefore, the company reserves the right to increase prices on condition that it informs the customers accordingly before the confirmation of the tour.

The company covenants for the following to be included in the tour fare:

- (a) Return air ticket, not including all airport taxes and whatever applicable taxes.
- (b) Hotel accommodation, based on:
 - (i) Twin sharing basis (two persons to a room);
 - (ii) Single supplement (person staying alone - the person concerned must pay the single supplement); and
 - (iii) Triple sharing (three persons traveling together).

For a group of three persons, accommodation is based on a triple sharing basis where applicable.

In the course of the Package Tour, customer may be subject to the respective airlines' rules, regulations, and conditions of carriage. You shall be fully responsible for ensuring that you comply with such rules, regulations, and conditions of carriage. If passenger fail to do so, passenger may not be permitted to board the relevant flights, or may have to make additional payments to the airlines in order to board the relevant flights. In such events, ICE Holidays shall not be responsible for loss, inconvenience, or additional payments you sustain.

Meals, including meals on-board flights, which you are entitled to under the Package Tour, shall be specified in the Itinerary. No refunds or replacements will be provided if such on-board meals are not served for any reason.

The child tour fare as advertised is based on a child who is 2 years but not more than 12 years of age, sharing a twin room with two adults.

- (c) All meals, sightseeing and other items as specified in the itinerary.

Items not included in the tour fare are:

- (a) Fees for laundry services;
- (b) Food and beverages not on regular menu;
- (c) Room service;
- (d) Optional excursions;
- (e) Porter-age at airport and hotels;
- (f) All items of a personal nature and
- (g) Your personal expenses

7. REFUND OF UNUSED SERVICES

No refund or reduction will be made to any member in respect of airfare, accommodation, meals, sightseeing tours, transport or any other services which are included in the tour fare but not utilized by the tour member due to personal reasons.

8. BAGGAGE

Free airline baggage allowance is provided by the airlines and the quantum and conditions may differ from one airline to another and from one airport authority to another. The same applies for hand-carried baggage aboard the aircraft. The travel agent will advise passengers on the conditions. Passengers are required to purchase adequate insurance coverage.

You are entitled to check in one baggage not exceeding twenty (20) kilograms and one (1) hand-carried bag not exceeding seven (7) kilograms and/or subject to individual airline's baggage allowance. Excess baggage charge must be paid by the tour member upon check-in. ICE Holidays and its associated agent will not be responsible for the loss, damage or theft of any item(s) belonging to tour members throughout the duration of the tour.

8.1 POSSIBLE CHANGES

Airline schedules or local conditions may require sightseeing tours, hotels and routes to be changed. Should this occur, the company shall make alternative arrangements subject to local conditions.

8.2 RIGHT TO REJECT

The company reserves the right to cancel or withdraw any itinerary, or any reservation made for a client or decline to accept or retain any person from being a tour member if he is likely to endanger the health or safety, or impair the comfort of enjoyment, of others on the tour. The company further reserves the right to cancel the reservation if for any other reason any carrier, hotel or other contractor refuses to allow any participant to participate in the tours. If any of such events, the company's sole liability shall be to refund to the tour member any moneys paid, less the amounts for services already utilized, and the administration and cancellation fees.

8.3 RESPONSIBILITY OF COMPANY

The Company and its associated agents shall be held responsible for services provided with regard to transportation, accommodation, entertainment and meals, as indicated in their brochures. The company shall be required to pay appropriate compensation as determined by the Commissioner of Tourism in cases where, after an investigation, the Commissioner is satisfied that the services provided were not as stated in the brochure and in the agreement.

8.4 TRAVEL INSURANCE

All tour members are encouraged to buy travel insurance to safeguard themselves against medical emergencies, sickness, loss of money, cancellation, flight delays, lost baggage or changes in government or legislative policies or regulations, such as compulsory quarantines due to the diseases or pandemics. For avoidance of doubt, ICE Holidays shall not be responsible for any such matters.

8.5 FLIGHT TIMING AND SCHEDULES

Flight timing and schedules are not guaranteed and do not form part of the contract. They are subject to change at the insistence of the Aviation of Government Authorities for the tour member's safety, security and other reasons. ICE Holidays, its associated agents are the airline concerned will not accept liability for reasons of flight cancellations, delays or diversions that are not within their control. You may make claims from travel insurance, subject to insurance coverage.

8.6 EXTENSION / DEVIATION

Extension of stay is subject to airline ticket restrictions, terms & conditions and applicable surcharges, and availability of accommodation. Any extension or deviation of stay will be at your own expense and separate transfers to and from the airport will not be provided. All extra costs (including a reasonable administrative fee, determined by ICE Holidays in its sole discretion) incurred to process the request for an extension or deviation will also be borne by you. Please consult the travel agency that you bought the package from for further information.

9. SEAT ROTATION

For the convenience of all members of a tour group, passengers may be requested to rotate seating arrangements on the coach or other mode of transportation for the duration of the tour.

10. ACCOMMODATION

Accommodation is as provided in the tour brochure / itinerary / booking form. In the event the booked or requested accommodation is not available, alternative accommodation of similar standard will be arranged as much as possible (price may vary accordingly). All adult accommodation is based on twin sharing basis. A "roll-in" bed or sofa bed will be added for triple sharing rooms that were not built-in for three beds originally. All triple sharing rooms are on request only basis as some hotels and accommodations do not have triple sharing rooms. Single room occupancy is an additional cost to be borne by the end-customer.

Under our Package Tours, the bed(s) in such accommodation may be single, twin, double-share or triple-share (3 different beds), and may be priced differently at our sole and absolute discretion. For certain types of accommodation, such as, but not limited to, farms and ski resorts, the sharing of bathroom facilities may be necessary. For a group of three persons, accommodation is based on a triple sharing basis where applicable and the third bed may be a rollaway bed. Passenger acknowledge and accept that unforeseen exigencies may lead to accommodation not being available in the city mentioned, and that we reserve the right to replace the specified accommodation with an alternative to be made known at least 2 weeks before the scheduled departure date.

11. UNUSED SERVICES

No refunds, either in part or full, are applicable for any unused tickets, ground transportation, meals and accommodation or sightseeing tours not utilized. This is in line with governed by the laws of the Republic of Singapore cancellation rules.

12. MINIMUM TOUR GROUP SIZE

ICE Holidays reserves the right to cancel or withdraw at any time, bookings made by or on behalf of tour members prior to departure. All group departures are subject to a minimum group size for the confirmation to be affected and for the departure to be finalized. The decision of ICE Holidays shall be final and conclusive, and no liabilities whatsoever shall be incurred by ICE Holidays for such cancellation. All monies paid towards booking fees (except visa fee) shall be refunded.

13. PASSPORT VALIDITY AND STATUS

It is the tour member's responsibility to ensure that they have a valid passport (or other travel document, as the case may be) with at least 6 months validity from the date of departure, and their passport is not blacklisted by authorities that will avert the tour member from leaving the country.

14. VISA APPLICATION

All tour members are encouraged to process their own visa. Assistance for submission of visa application is offered by ICE Holidays but ICE Holidays does not guarantee approval of any visa application. ICE Holidays cannot be held liable for any loss of passport due to any reason whatsoever including without limitations, negligence on the part of our employees, agents and servants.

15. RISK

Every tour member that joins ICE Holidays' tour packages shall be at his/her own risk. ICE Holidays and/or its associated agents shall not be held liable to any person as a result of the following:

- Inaccuracy, misdescription or changes to any tour and its itinerary.
- Additional expenses due to delays or changes in any transport services, sickness, weather, strikes, war, quarantine or other causes.
- Extension of stay - flight arrangements that cannot be confirmed.
- Any damage or loss of baggage or other personal effects or accidents, it is the responsibility of the tour members to claim insurance.
- Deportation or refusal of entry of tour members by immigration authorities due to possession of unlawful items or holding improper travel documents or any other causes which are considered as subversive by the local and foreign government concerned. Tour members are required to sign a Letter of Undertaking.

16. ICE HOLIDAYS' RIGHTS AND RESPONSIBILITIES

ICE Holidays and/or its associated agents act only as agent(s) for the transportation companies, hotel contractors and other principles. Tickets, vouchers and documents are issued subject to those terms and conditions under which the services are provided. ICE Holidays has no control and assumes no responsibility for the services, changes, acts or omissions of any such third-party service provider(s) in respect of the tour offered by ICE Holidays.

ICE Holidays shall not be responsible for liabilities which occurred beyond its control, including but not limited to, errors or damage caused by third-party providers, airlines, cruise companies, flight/cruise availability and schedules, and any costs incurred by tour member (eg. taxes, penalties, difference in currency exchange rates etc). Additionally, ICE Holidays shall not be held liable for damages incurred by third parties. In no event shall we be liable for any punitive, special, indirect or consequential loss or damage, including loss of profit, revenue or loss of or damage to goodwill or reputation.

17. GROUP PACKAGES

For group packages, ICE Holidays will only provide the services of an accompanying Tour Manager/Tour Leader for a group of 15 adult passengers and/or subject to individual tour package size.

Difficult and uncooperative tour members whose act and conduct are unreasonable and detrimental to the enjoyment, interest, well-being and safety of the other tour members and the smooth-running of the tour in general, will be dealt with by the Tour Manager/Tour Leader. The Tour Manager/Tour Leader may require the difficult tour member(s) to leave the tour and his/her decision in this respect is final and conclusive. ICE Holidays will not refund any uncomplete part of the tour due to compulsory removal of such tour members.

ICE Holidays' tour package(s) and personnel is NOT required to cater and/or provide for the needs and/or requirements of disabled/ handicapped individuals (including and not limited to individuals with sight, speech, hearing and mobility disabilities) and for the needs and/or requirements of individuals suffering from any and all medical conditions. Such passengers/tour members should only participate in our tour packages with a physically well companion who will be responsible for his/her well-being during the tour. ICE Holidays shall not be responsible for the above concerns in any manner whatsoever and further not liable to any missed activities due to the tour member's inability to participate in such activities.

Tour member must ensure he/she is medically and physically fit for travel. At the time of booking, tour members are required to disclose any physical, medical or other special needs that require special attention. If such information is not disclosed, ICE Holidays reserves the right to refuse or not allow a tour member to participate/continue with the tour(s), and no refund shall be made by ICE Holidays and/or its associated agent in such event.

Any persons below the age of 12 years old (as of the date of return to Singapore at the end of the Package Tour) may, subject to applicable Third Party Service Providers' terms and conditions, be eligible for child fare rates. While we will use all reasonable endeavours to procure such rates for you, we cannot guarantee that we will obtain them even if they are stated by the Third Party Service Providers as being available and/or applicable.

Any person under 18 years of age in your travel group as at the Scheduled Departure Date must be accompanied by an adult. If any person under 18 years old in your travel group is travelling with an adult other than his or her parent or official guardian, his or her parent or official guardian is required to fill up an "Unaccompanied Minor and Handling Assistance Waiver" form, which you shall be fully responsible to ensure you procure from us. You shall further be fully responsible for ensuring that you comply with the requirements of any relevant airline and/or regulatory authority relating to minors travelling.

Tour member who is pregnant must ensure that they have a doctor's certification that they are fit for travel. Notwithstanding, pregnant tour member's participations are also subject to the company policy of third-party providers, such as airlines or cruise companies, which have the sole discretion to limit participation. Where participation is restricted in such an event, no refund shall be made by ICE Holidays and/or its associated agent.

Notwithstanding anything in these Terms and Conditions, we shall retain the sole and absolute discretion to refuse to allow an individual to travel if he or she, in our opinion, is:

- a) Physically or mentally unfit to travel;
- b) Will or may require care beyond that which can reasonably be provided in connection with the package Tour; and/or
- c) Is likely to endanger the health or safety, or impair the comfort and enjoyment of the other travellers.

Transfer Service: For group packages, passengers are allowed to deviate from the scheduled transfer service of group departure flights on the last day of the tour, provided requests or arrangements are made before the tour departs. Separate transfers can be arranged at additional costs whenever possible. The transfer given is not refundable, and no changes can be made after the tour departs. Only passengers who purchase FULL TOUR will be given airport/hotel/ airport transfers and NOT passengers who only purchase GROUND ARRANGEMENT.

Passenger shall be fully responsible for informing us of any special request that you or anyone in your travel group may have, including but not limited to special dietary requirements, special seating arrangements on flights, requests for adjoining rooms in accommodations, requests for a smoking room, or requests in relation to travellers with special needs when you first make a reservation with us. Agent acknowledge that the requests the passenger make under this Clause may be met only with the cooperation of Third Party Service Providers; and therefore, while we will endeavor to assist you in having your requests met, we cannot guarantee the same, and we will not be responsible if any such request is not or cannot be met for any reason.

Amendment to tour itinerary by ICE Holidays: Information in the brochure/flyer is correct to the best of ICE Holidays' knowledge at the time of print. ICE Holidays makes reasonable effort to avoid changes in the itinerary. However, ICE Holidays reserves the right to make minor changes at anytime due to unforeseen circumstances, especially during peak periods or in the event of a force majeure. ICE Holidays cannot guarantee that any item or amenity mentioned will always be available, especially where ICE Holidays has no direct control over it.

In the event of any inconsistency between the English version and the Chinese translation of these terms and conditions, the English version shall prevail.

This Agreement shall be governed and construed in accordance with the laws of Singapore, without regard to the conflicts of law rules of such jurisdiction. In the event of any dispute arising under this Agreement, ICE Holidays' decision shall be final and binding on both parties. Notwithstanding the place or country in which a course of action arises, it is expressly agreed hereto that all course of actions shall at all times, commence within the jurisdiction and territory of Singapore.

18. PERSONAL DATA PROTECTION

Once a booking is placed with ICE Holidays through ICE Holidays' associated agent, ICE Holidays will collect and use Personal Data in accordance with ICE Holidays' Privacy Policy which contains information about how ICE Holidays handles and safeguards Personal Data, the data subject's rights to request access to and correction of Personal Data and to withdraw the consent given to ICE Holidays.

19. INDEMNITY

You agree to indemnify, defend and hold ICE Holidays and any of its directors, agents and employees harmless from and against any threatened or actual claims, actions, suits and demands and any resulting losses, liabilities, costs and expenses, including but not limited to attorneys' fees on solicitor-client basis, which arise in connection with or are related to (a) your breach of this Agreement, (b) your negligence or misconduct, or your violation of any applicable laws.

20. WAIVER

ICE Holidays' failure or delay to exercise a power or right in this Agreement does not operate as a waiver of that power or right. The exercise of a power or right by ICE Holidays does not preclude either its exercise in the future or the exercise of any other power or right. The waiver of a power or right is effective only in respect of the specific instance to which it relates and for the specific purpose for which it is given.

21. AMENDMENT

An "Amendment Event" is deemed to have taken place if we have determined, in our sole and absolute discretion, that any component(s) of the itinerary for the Package Tour cannot be fulfilled, or if any change(s) to such itinerary are necessitated, due to any reason(s) beyond our control, including but not limited to an act of God, earthquake, fire, tsunami or other natural disasters, weather conditions, war, civil unrest or terrorist attacks, government or legislative actions, strikes and labour unrest, diseases or pandemics, compulsory quarantines, travel restrictions imposed by the Singapore government or the governments of countries you are visiting under the Package Tour, or any event which would render the provision of the Package Tour by us to you impossible or radically different from as contemplated by us at the point of issuance of the Itinerary to you.

This Agreement may be modified, amended or substituted from time to time and such modification, amendment or substitution shall be binding on both parties from the date of the said notice.

22. NOTICES

All notices to be given hereunder shall be transmitted in writing either by registered mail and/or email and shall be sent to the correspondence addresses and/or email addresses as provided to the other party, unless notification of change of the details is given in writing.

23. ASSIGNMENT

You shall not assign any or all of its rights or obligations under this Agreement without the written consent of ICE Holidays. ICE Holidays is entitled at any time to assign to any other party all or any part of a debt and/or ICE Holidays' rights and/or obligations pursuant to this Agreement.

24. THIRD PARTY RIGHTS

This Agreement is entered into between ICE Holidays and you. No other third party has any rights to enforce any of the terms under this Agreement.

25. UNENFORCEABLE PROVISION

If a provision in this Agreement is wholly or partly invalid or unenforceable, the provision or the part of it that is invalid or unenforceable must, to that extent, be treated as deleted from this Agreement. This does not affect the validity or enforceability of the remaining provisions.

26. SURVIVAL OF PROVISION

All disclaimers, indemnities and exclusions in this Agreement shall survive the termination of this Agreement.

27. ENTIRE AGREEMENT

The Agreement shall constitute the entire agreement and supersede and extinguish all prior agreements and understandings between ICE Holidays and you. In the event of any inconsistency between this Agreement and any booking submitted by you or any other arrangement between ICE Holidays and you, the terms and conditions of this Agreement shall prevail unless otherwise agreed in writing by the parties.

28. MISCELLANEOUS

ICE Holidays welcome feedback from our customers. Should you have any feedback or complaint concerning any Package Tour, you may inform our representative during the course of the Package Tour; and if matter cannot be resolved after our representative's endeavours during the Package Tour, your complaint may be submitted in writing to us at rsvn@ice-holidays.com

Any dispute arising out of or in connection with these Terms and Conditions, including any question regarding its existence, validity or termination, or any feedback or complaint, which cannot be settled through negotiation between you and us shall be first referred to mediation administered by the Singapore Mediation Centre. If the dispute cannot be resolved by mediation within 30 days after the participation of parties in such mediation, parties shall submit the dispute to the non-exclusive jurisdiction of the Singapore Courts.

These Terms and Conditions shall be governed by the laws of the Republic of Singapore.

In the event that any term or condition of these Terms and Conditions are deemed by a competent Court of the Republic of Singapore to be illegal, void, and/or unenforceable, such term or condition shall be ineffective to the extent of such illegality, voidness, and/or unenforceability; but any such illegality, voidness, and/or unenforceability shall not invalidate or render illegal, void or unenforceable any other term or condition herein.

ICE Holidays shall have the right to, in our sole and absolute discretion and from time to time, change, amend, insert or delete any of these Terms and Conditions. The latest copy of these Terms and Conditions is maintained and made available at TravelB2B systems. Travel agent shall be fully responsible for checking our website at reasonable intervals to update yourself on the latest editions of these Terms and Conditions.

