

GENERAL TERMS AND CONDITIONS

These General Terms and Conditions for the Agreement between you (the “Customer” and “you”) and Changi Travel Services Pte. Ltd. (Registration No. 201207884G) (“CTS” and “us”) providing accommodation services (“Accommodation Services”) through www.changirecommends.com (the “Website”).

By making a reservation for Accommodation Services through the Website, you acknowledge and agree having read, understood and agreed to these General Terms and Conditions. These General Terms and Conditions, as may be amended from time to time, constitute the entire agreement, and supersede any other agreements or understandings (oral or written), between you and CTS with respect to their subject matters unless explicitly stated otherwise.

1. SCOPE

- 1.1. Through the Website, CTS provides an online platform through which you can browse different types of lodging and temporary accommodation and make reservations with such accommodation establishments. By making a reservation through the Website, you make an offer to book a reservation at the price listed for such reservation and such other terms and conditions stated on the Website.
- 1.2. When rendering Accommodation Services, the information that we disclose about the accommodation establishments is based on the information provided to us by our suppliers or providers. Although we will use commercially reasonable skill and care in performing our services we will not verify if, and cannot guarantee that, all information is accurate, complete, correct or up to date, nor can we be held responsible for any errors (including manifest and typographical errors), interruptions (whether due to any (temporary and/or partial) breakdown, repair, upgrade or maintenance of the Website or otherwise), inaccurate, misleading or untrue information or non-delivery of information. Changes in market conditions or circumstances may occur on short notice which may make information displayed on the Website inaccurate or outdated. In case of problems, CTS will use its commercially reasonable efforts to assist you and serve as a point of contact with the accommodation establishment. Please note that CTS is one of many channels accommodation establishments use to make their inventory available for reservation. When a search result indicates that a particular accommodation establishment has no more rooms available, that means the room type is not available for reservation through us.
- 1.3. The Website does not constitute and should not be regarded as a recommendation or endorsement of (the quality, service level or rating of) any accommodation establishment listed on the Site. CTS hereby expressly disclaim any representation, warranty or undertaking in relation to the quality, status or adequacy of any accommodation establishment listed on the Website. The accommodation establishments can be ranked on the Website according to different criteria (star rating, reviews, etc.). The default ranking is based on an automated algorithm which may be updated or amended from time to time, and which takes into account different factors including but not necessarily limited to availability, promotions and rates, historical popularity, margin and revenue, conversion (the ratio of reservations made to Website visits), sales of room nights, cancellations, quality of content, guest review scores, star ratings etc.
- 1.4. CTS reserves the right not to accept customers or bookings (or in exceptional cases to cancel confirmed ones) at our discretion and for whatever (legal) reason without the need to justify such refusal. Typical reasons for rejecting a customer or booking include, but are not limited to: request(s) from accommodation establishments, reselling of accommodations booked through the Website on an individual or mass basis without our prior written approval (“Reselling”), event of strikes, lockouts, calamities, acts of God, unavailability of supplies or other events over which CTS has no control for as long as such event continues (“Force Majeure Event”), trade or economic sanctions, embargoes, legal restrictions, (suspicions of) fraud or theft, suspected criminal activity, suspicious bookings, submission by customer of misleading or erroneous information, credit card problems, inappropriate behaviour, threats, insults, violence, refusal to supply information, practical obstacles, communication problems, obvious errors (see below), history, blacklisting by governments or international organizations, etc. In case a booking is rejected or cancelled by us and a payment has already been made, you will receive a refund of the total booking value, except in the case of unauthorized Reselling or in any other appropriate case that we determine in our sole and absolute discretion where we reserve the right not to refund the total booking value or any part thereof. CTS also reserves the right to bar (“blacklist”) users from the Website, on a permanent or temporary basis, at our discretion. Any such blacklisted user must not attempt to use the Website under any other name or through any other user.
- 1.5. In rare cases, we may also have to cancel or reject a booking or make adjustments due to “obvious errors”, independent of the origin of such errors. For clarity, an obvious error is a mistake on the Website (e.g. in terms of

price, conditions, points) which a reasonable person would not consider to be normal. The booking or awarded points will be adjusted, or, where relevant, the amount charged will be reimbursed without charge in such cases. Whether to cancel or reject a booking for this reason is in CTS' sole discretion.

- 1.6. Please note that while you are browsing and/or making payment, the reservation is not being put on hold. As such, there may be times where the chosen accommodation may no longer be available in the time taken for you to make or for the system to process payment even though payment is ultimately accepted. In such situations, CTS will not be liable for any expense incurred due to unavailability of your choice of accommodation but will inform you of the unavailability via email soonest possible and arrange for a refund of the payment made.

2. GENERAL

- 2.1. You shall be liable for obtaining the documentation required at destination (such as visas, ID's, passport, medical documents etc.) and CTS shall not be liable for any circumstance or expense incurred due to lack of documentation or non-compliance with any requirements.
- 2.2. It is understood that you shall carry with you all your luggage and personal belongings when travelling by land, irrespective of the location within the vehicle where these are stowed, and that such luggage and personal belongings are carried at your own risk. You are recommended to be present during handling, loading and unloading of any items of luggage.
- 2.3. With regard to transport of luggage by air, by rail, by sea or by river, the general terms and conditions applicable to the applicable transportation companies shall apply, with the ticket being the binding document between the aforementioned companies and you. In the event of any damage or loss, you shall at that time make a claim to the applicable transportation company.
- 2.4. In any case CTS will not be responsible for your luggage.

3. ACCOMMODATION SERVICES

- 3.1. Children
Special conditions for children are agreed upon with each service provider and are not based on any one criteria; therefore, and given that each accommodation establishment/supplier applies its own special conditions or discounts, the Customer shall enquire about this point when making his/her booking.
Accommodation services: Such discounts or special conditions must be understood as applicable only when children share a room with 2 adults.
- 3.2. COTS (UK) /CRIBS (US) – Cots/cribs and its availability is subject to the accommodation establishment's confirmation. In the event that this service is required, please indicate this when making the booking, as some accommodation establishments have a limited availability of such items. This extra service can be paid by the end consumer directly at the accommodation establishment, if required.
- 3.3. Third Person in Accommodation Services
Almost all accommodation establishments will treat a booking for a third person as a double room with an extra bed. The Customer shall consult the supplement and/or discount applicable for an extra bed to be occupied by an adult, as this varies depending on the accommodation establishment. There are accommodation establishments with very few available extra beds, so it is imperative that the Customer ensures their availability when making his/her booking. Failure to do this may result in non-availability of the extra bed at the accommodation establishment, with no right to claim any service provision or amount whatsoever from CTS.
- 3.4. No Show in Accommodation Services
No show by you at the accommodation establishment without prior warning shall be considered a cancellation. CTS shall inform the Customer of charges payable, which may range from the cost of one night to 100% of the cost of the booking.
- 3.5. Modifications
Unless expressly authorised by CTS, the Customer shall not be allowed to reduce the reserved period of stay or requested service, nor change the names of the Customer once booking has been confirmed.
Any such changes shall be deemed to be a cancellation of the booking.
Modifications to extend the reserved period shall be subject to availability; in the event of an extension, the price shall be modified accordingly.
- 3.6. Cancellations
In the event of withdrawal of the Accommodation Service purchased, the Customer shall have the right to be returned all amounts paid with deduction of the amounts, if any, which may have accrued in terms of cancellation charges.

Cancellation costs may vary depending on the destination, dates and relevant accommodation establishment. If for exceptional reasons the cancellation is not made via the Website, it must be sent in writing to CTS detailing the destination and booking number. CTS shall send an acknowledgement of receipt and inform of all the charges, if any, which may be applicable. The Customer shall be responsible for obtaining the confirmation and/or acknowledgement of receipt of the cancellation of the booking by CTS. Any charges for cancellations made directly by you with the accommodation establishment which are charged by the supplier to CTS shall be paid, in turn, by you to CTS.

Claims for reimbursement by you leaving the accommodation establishment before the reserved departure date (early check-out), must be addressed to CTS within 20 days of the effective date of departure, together with written confirmation from the accommodation establishment of time and date of departure.

For no-shows or early check-outs, the accommodation establishment may charge the full amount of the original booking, in which case reimbursement to the end consumer shall not apply.

Bookings made may be cancelled by request of either party with no penalty whatsoever in a Force Majeure Event, which may affect the various destinations and, specifically, the location of the accommodation establishment at destination, as well as the country of origin of the Customers.

3.7. Important

- Throughout the year, some accommodation establishments may change name or trade name, which shall not be construed as a change of accommodation establishment or modification of the booking.
- In some countries, there is a local tax known as "visitors' tax", "city tax" "tourist tax" (or similar) and other fees including (but not limited to) resort fees or service charges, which shall be paid directly by you at the accommodation establishment and/or at the airport. CTS shall use reasonable endeavours to provide, at the time of booking, an estimation of the applicable fees and/or local tax(es) attributable to each individual booking and payable at the time of booking and/or locally on arrival ("Local Tax/Fee Estimation"). Notwithstanding the foregoing, CTS does not warrant that the Local Tax/Fee Estimations shall be accurate and you acknowledge and agree that the Local Tax/Fee Estimations are provided as estimates only. You further acknowledge that Local Taxes and Fee Estimations, may change from time to time. As a result, CTS cannot be held liable for any loss, costs or damages incurred as a result of the provision of such Local Taxes/Fee Estimations. Confirmation of and the accuracy of the Local Taxes/or Fee Estimations is ultimately the responsibility of the Customer.
- The categories of the accommodation establishments have been provided by the accommodation establishments themselves and are in accordance with specific regulations applicable in each country. An accommodation establishment in one country, therefore, may not be similar in terms of services and quality to an accommodation establishment in another, despite belonging to the same category.
- CTS provides the information supplied by the accommodation establishment regarding the existence of works of refurbishment or renovation of the establishment, as well as duration thereof. CTS shall not accept claims for works about which it has not been informed or which extend beyond the planned date of conclusion thereof.
- In some countries the legal adult age may differ depending on the relevant local legislation. It will be your sole responsibility to ensure that you are at least of legal age in order to check in to the accommodation establishment.
- Most accommodation establishments may request a holding deposit on credit or debit card from you upon arrival at the accommodation establishment for incidental charges incurred during your stay, including but not limited to, long distance telephone charges, room service, resort fees, in-room movies, damage or theft of property belonging to the accommodation establishment, mini bar usage and other such amenities.

4. VACATION RENTAL SERVICES

- 4.1. Some countries require that Customers make a formal registry at the accommodation establishments and in these cases you will be required to show your IDs/passports.
- 4.2. Some accommodation establishments require a refundable deposit and payment of non-refundable fees for services by the Customer in destination. In case this is applicable, it will be informed at the time of booking and this information will be shown in the voucher. Accommodation establishments will manage their procedures for return of the deposits, CTS has no responsibility over this process.
- 4.3. Rating of each accommodation establishment has been done by CTS following internal procedures, this categorization may not follow the same standards as for accommodation establishments.

- 4.4. Maximum capacity of each accommodation establishment is informed at the time of booking, the accommodation establishments reserve their right not to provide the services if the number of Customers exceeds the maximum capacity as well as to evict Customers from their property.
- 4.5. The vacation rental properties are intended for vacation use, other uses (including but not limited to business uses, party plannings) are prohibited. Each accommodation establishment has its own pets policy. The Customer shall refer to the information shown at the time of booking.
- 4.6. Cancellation policies for vacation rental may vary from accommodation establishment to accommodation establishment. The applicable cancellation policy will be informed at the time of booking and be shown in the voucher.