

# Frequently Asked Questions

(17<sup>th</sup> February 2011)

## **What is the commission?**

- 1) All preferred agents get a commission on all packages (send by email)

## **How to Book?**

- 1) Fax reservation form to our London office (as late as 3 days before departure, is still acceptable provided we got the seats). Please use our booking form that is page 2 on the agent handbook. Fill in all boxes.
- 2) Response from us will be within 24 hours. Once confirmed, there is no need to reconfirm.
- 3) If pax buys only the *GLIMPSE OF LONDON*, enter the required information in the appropriate box on booking form. Please supply full flight details, names / flight number / date / sector / time / ETA / ETD
- 4) If pax buys the *PRE / POST* London-package, enter the required information in the appropriate box on booking form. Please supply full flight details, names / flight number / date / sector / time / ETA / ETD
- 5) Terms and Conditions form must also be signed by clients. Fax a copy to us. This is required by our tour insurance underwriters.

## **What about cancellation and last minute booking?**

- 1) Any cancellation must be made 14 days in advance or penalty will be imposed.  
4 days before departure = 50% of tour fare  
20-05 days before departure = 30% of tour fare  
44-21 days before departure = 20% of tour fare
- 2) You can book as late as 3 days before the tour departs, provided seats still available.

## **Single supplement?**

- 1) We will do all possible to pair up your single traveller unless your passenger insists on paying the single supplement for a single room. However, do inform your passenger that the partner can be a good one or a nasty one, we can never tell.

## **Child triple?**

- 1) The child is to share room with two adults, and you must inform both parents that it will only be a rollaway bed.

## **Family of four travelling?**

- 1) We provide two twins, as there no quad rooms in Europe. Twins are small. Child from 2- below 11 years old will pay child rate as shown on our price list.  
( Tipping guideline remains unchanged even for a child because the service provided is similar by the company and staff)

## **Join tour half way or part of it?**

- 1) We accept passengers who only want partial tour. A separate price net to you will be quoted.

### **How big is the group size?**

One of the possibilities to a favourable low tour fares is to ensure our group size meets the target of 40 or more. Most of the time, our tours exceed the figure. If you have a group of about 40 paying, we are still unable to offer another rate without modification. The price is fixed for what ever head count you have. 2 to go is our minimum from agencies.

### **( How do you solve seating problem for various reasons made by assenger?)**

1. We emulate what the “BIG BOY” of European travel have been doing in the last 50 years. They being the expert in this field have been advocating seat rotation system. Our tour manager will now also arrange a “Seat rotation” daily, to avoid a mad rush for the front row.
- 2) Due to coach sickness, if this is the reason from the passenger, tour manager will have to ask each of the passengers daily, to swap seat. This is subject to that passenger’s agreement before we can help. Otherwise it is still “rotation” to where this “sick” person is suppose to sit.
- 3) If there is a wheelchair case passenger, others will often how grace to give up the front seat for disable traveller. However, during the walking tours in Rome; Florence; Venice or Paris etc, family member will have to assist with the wheelchair, and not to slow down the schedule of our touring.

#### **4) Are the tours guarantee?**

- 1) If your booking comes in 3 or 4 months ahead, we cannot tell you exactly if it will move. Therefore it is “on data”. Once we are certain of the materialisation, you will be duly informed.
- 1) Most of the time, when you fax in booking form, we respond immediately on the situation of your booking, whether it is cancelled, fully-booked or “ON DATA”.
- 2) In cases like “ON DATA”, passengers may choose to cancel without penalty if finally our confirmation comes after they have made alternative plan.

### **When is the best time to travel?**

- 1) Day light hours being longer is a benefit to travellers during the spring till early autumn. But Winter still proves to be positive. The scenes are uncommon to Singaporeans or even Australians. It really makes not much of an advantage or disadvantage to the month of travelling. Price is the same for all year round.
- 2) Which ever the month travelling, we are working alongside with the E.U. regulation that drivers could only work 12 hours per day.

### **What additional tip/advice to us?**

- 1) Tell the pax that it will be conducted mainly in Chinese. When there are 10 or more Cantonese or English clients, the TM will be obliged to give brief commentary in that language. Other than that when off the coach, TM does speak language, and clients can then ask any questions they have.
- 2) Tell pax that this is a Budget tour and the hotel level ranges from 2/3 stars throughout, some are even 4 stars. France being the only country that we use the chain of IBIS and Kyriad or Campanile that are classified as 2 star. However, they will find it comfortable as it has a long history of proven record for being acceptable by all travellers since year 2000.
- 3) Our meals in Chinese restaurants are 6 dishes + 1 soup, whereas other agents are only 5 + 1.

- 4) We provide *A STING OF ANCIENT GLORIES*, a tour walk fact sheet during our walking tours in Venice, Florence and Rome. (Such service is the first by a tour company, in the world.)
- 5) Tour managers are all Singaporeans or Malaysians and renowned to offer service with warm hospitality.
- 6) Optional tours sold by other tours such as Trafalgar or Insight or Cosmos, or even the local agencies are at market value. Passengers will find ours a fraction of the cost. Simply compare our Optional price list with the likes of the above companies, speaks volume. Tour such as Versailles; Louvre; Seine River boat or New Swan Castle, passengers could participate in these excursions with minimum cost. We normally bring clients to the venue; they then pay the group tickets on the spot. There is also a policy whereby our optional tour prices being strictly controlled from any over-charging by the company. Passengers will be fully aware of the cost by referring to the TECHNICAL ITINERARY. Therefore, it protects the interests of the clients.
- 7) Travel insurance purchase should be strongly encouraged.
- 8) The clients have a back up of a London Operation Centre during the tour.
- 9) We provide now wire-less head phone through out the tour ( ESS, SPA\*, APT, APTL\* only).
- 10) Finally, you can send us a mail request for call back. We use computer phone line to speak. (Talk as long as you like, for this is a free call from London). Brian or Tony or Jack will be able to phone you when needed.

### **Do you accept infant?**

- 1) Do check with us, this is case to case basis. Infant will still have to pay, but at special worked out rate.

### **After deposit collected, what is next?**

- 1) You will give out TECHNICAL ITINERARY. This information is important to your clients. Hand this out immediately. Unless specially requested, there will be English PDF (All downloaded on our website).
- 2) You will receive by email, giving the confirmation on pre and post tour, i.e. Name of hotel, how to find the shuttle coach at arrival airport to hotel and all time schedules. (Voucher issued by your office, but indicates that booking to be paid by KEN AIR UK Tel: 0208 297 0627) You will give the vouchers to clients immediately. There is also a "PDF" file on a map of Heathrow airport for your clients. (Download from our website)
- 3) Around 10 days before departure, you will again receive by email a "PDF" file call HOTEL LIST & TOUR MANAGER. Please give this out to the client immediately.

### **Can the client join the tour in Europe and end in London?**

- 1) Yes, it is possible, but there will be supplements if there are extra services involve. Give us the requirement, and we will respond accordingly case by case.

### **Can the client join the tour in Europe and end also in Europe?**

- 1) Yes, it is possible on a full package, but there is no discount. However, if they wish to participate only on part of the tour, do give us the pattern, and we will respond accordingly case by case.

### **How does the overseas client join the Ibero (Spain and Portugal)Tour?**

- 1) Book with us the said tour. We will than either purchase for you a no frill airlines, Ryanair from London to Carcassonne, and return to London from Lisbon or Faro by Easyjet (refer to our tour website for links to other budget airlines). Please bear in mind that no frill airlines have very strict baggage restriction (e.g. 15kg max per checked in baggage per person for Ryanair). Please check with the airlines for their baggage restrictions. Prices of the sector will be advised, and your client's acceptance is necessary for the reservation to be made as guaranteed.
- 2) Passengers can also join us on ground, by meeting us in Barcelona, and leaves us in Lisbon or Madrid. How they get there will not be our concern.

### **How do we pay?**

- 1) Please pay before the service is carried out to Citi Bank Singapore as shown below:

<b>Account name:</b>	<b>Tonghang tour management</b>
<b>Name of bank:</b>	<b>Citi Bank Singapore Ltd</b>
<b>Bank address:</b>	<b>Capitall Square Branch 23 Church St. /01-01 Rep. of Singaopre 049481</b>
<b>Account number</b>	<b>EURO – 0-718268-028</b>
<b>Bank code:</b>	<b>7214</b>
<b>Bank code:</b>	<b>011</b>

Once payment being transferred, we will appreciate an email notifying us to check on line with the bank.