

Please read the Terms and Conditions of this Agreement carefully before you make reservations and/or purchase a tour and/or tour-related products listed on [www.uostravel.com](http://www.uostravel.com).

By becoming a **www.uostravel.com**, customer, you agree that you have read, understand and agree with the following Terms and Conditions, and give irrevocable consent to be bound by all said Terms and Conditions, including any updates thereto. **www.uostravel.com** has the right to change the Terms and Conditions, in whole or in part, at any time with or without notice. Continued use of the Services after amendments constitutes acceptance of the revised Terms.

By accessing or using the services provided by **www.uostravel.com**, you agree to be bound by these Terms and Conditions. If you do not agree, you must discontinue use immediately.

## **USER OBLIGATIONS**

- Agent Partners (User) shall comply with all applicable laws of the **People's Republic of the China**.
- Agent Partners (User) must take all necessary precautions to secure their accounts, including but not limited to safeguarding login credentials, passwords, and devices used to access the Service.
- Agent Partners (User) shall not engage in fraudulent, abusive, or unlawful activities while using the Services.
- Agent Partners (User) are responsible for safeguarding their account credentials.

## **COMPANY RIGHTS**

- The company shall not be held liable for any losses, damages, or unauthorized transactions resulting from stolen credentials, account compromise, or negligent handling of account information by the client.
- The Company reserves the right, at its sole discretion, to revoke, cancel, suspend, or restrict access to the Services without prior notice if:
  - The User violates these Terms;
  - The User engages in unlawful or harmful conduct;
  - It is necessary to protect the integrity, security, or lawful operation of the Services.
- The Company may terminate accounts permanently in cases of repeated violations or serious misconduct.
- The Company may alter, suspend, or discontinue any part of the Services at any time.

## **PROHIBITION OF ABUSE AND MISCONDUCT**

The Company maintains a strict zero-tolerance policy against any form of abuse or misconduct. All users, clients, visitors, employees, contractors, and any other interacting parties are required to conduct themselves in a lawful, respectful, and professional manner at all times.

Abusive conduct includes, but is not limited to:

- Verbal abuse, harassment, or use of offensive, defamatory, or discriminatory language
- Threats, coercion, intimidation, or incitement to violence
- Harassment or misconduct conducted through any medium, including but not limited to:
  - In-person interactions within Company premises or facilities
  - Telephone calls, SMS, or messaging services
  - Emails and electronic communications
  - Chat applications, online platforms, or customer support channels
  - Social media platforms or public forums
- Any act that disrupts operations, compromises safety, or infringes upon the rights, dignity, or well-being of any individual associated with the Company.

This policy applies to all interactions involving the Company, whether occurring:

- On Company premises or facilities
- Through Company-operated platforms, systems, or services
- Through third-party communication channels where the Company, its personnel, or its representatives are involved

The Company reserves the absolute right, at its sole discretion and without prior notice, to:

- Deny, suspend, restrict, or permanently revoke access to its premises, services, systems, or platforms
- Terminate or suspend accounts, memberships, agreements, or contractual relationships
- Remove or block any content, communication, or individual deemed to be in violation of this policy

Such actions may be taken immediately upon determination of abusive or prohibited conduct.

In addition to internal enforcement measures, the Company reserves the right to pursue all available legal remedies. Depending on the nature and severity of the violation, this may include:

- Filing, initiating, or pursuing civil, criminal, or administrative proceedings under the applicable laws and regulations of the **People's Republic of China**, and/or any other jurisdiction worldwide with proper legal authority, as may be determined necessary or appropriate by the Company.
- Seeking damages, injunctive relief, or other remedies permitted by law

- Reporting the conduct to relevant law enforcement or regulatory authorities in the appropriate jurisdiction

Where applicable, the Company may enforce its rights cumulatively under the laws of both jurisdictions, without prejudice to any other rights or remedies available under international or local laws.

### **Non-waiver**

Failure by the Company to enforce any provision of this policy shall not be construed as a waiver of its right to enforce such provision at any time.

**Liability Disclaimer:** The Company shall not be liable for any damages, losses, or claims arising from enforcement of this clause, including termination of access or accounts due to abusive conduct.

## **STANDARD RESERVATION PROCESS AND TRAVEL DOCUMENTS**

### **Statement of Account Issuance**

- Once you submit your reservation or order, our system will automatically generate a **Statement of Account**.
- You may download and print this document for your records.
- This serves as your official acknowledgment of the booking request but does **not** guarantee final confirmation until payment and requirements are completed.

### **Reservation Status Update**

- After payment submission, your booking status will be updated in our system.
- Please note that processing times may vary depending on bank clearance, holidays, or third-party service providers.
- The company shall not be held liable for delays caused by external financial institutions or technical issues beyond our control.

### **Payment Terms and Automatic Cancellation**

- A down-payment must be settled within **three (3) calendar days** from the date of reservation.
- If no payment is received within this period, the system will automatically cancel the booking without prior notice.
  - Extensions may be granted only if the extension function is available in the booking system.

Manual requests for extension may be considered, provided such requests are submitted during official business days and hours. Requests made on weekends or holidays will be subject to head office

staff availability.

In case no extension, you may book again upon cancellation of booking

- **In the event that no extension is granted:**
  - The client may re-book once the original booking has been canceled.
  - If seats are no longer available, the client may choose from the following alternatives:
    - Book another travel date, subject to availability.
    - Request for FIT (Free Independent Traveler) rates, which remain subject to airline, hotel, and bus availability and/or capacity.
- **Full payment** must be completed at least **forty-five (45) working days prior to departure**.
- **Full payment** must be completed regardless of the visa status of the passengers.
- **Visa approval or denial** does not affect the obligation to settle payment in full.
- Failure to comply with payment deadlines may result in cancellation of services, forfeiture of deposits, and applicable penalties.
- The company reserves the right to cancel bookings for non-compliance and shall not be liable for any resulting inconvenience or loss.
- The Agent Partners (User) agrees that all payments shall be made through our designated local business accounts.
- Upon prior written request and subject to Company approval, the Agent Partners (User) may opt to settle payments directly at other authorized foreign offices.
- The Agent Partners (User) is responsible for ensuring that payments are properly remitted and received within the agreed payment schedule.

#### **Issuance of E-Ticket and Tour Memo**

- Once all requirements, arrangements, and payments are finalized, your **E-Ticket** and **Tour Memo** will be uploaded to the portal.
- The Tour Memo will include essential details such as itinerary, contact information, and reconfirmation instructions.
- If you cannot download these documents, it means they have not yet been uploaded by the tour package handler.
- The company is not responsible for delays in document release caused by third-party vendors, airlines, or other partner suppliers.

## **Presentation of Travel Documents**

- On the day of departure, clients must present a **printed copy of your E-Ticket and Tour Memo**, along with a valid passport, to our airport assistance team or directly at the airline check-in desk.
- The E-Ticket serves as proof of purchase and will be required for check in.
- Clients are solely responsible for ensuring that their passports, visas, and other travel documents are valid and compliant with immigration requirements.
- The company shall not be held liable for denied boarding, immigration issues, or refusal of entry due to incomplete or invalid travel documents.

## **VISA APPLICATION**

Visa fee payment is required prior to processing. Applications will not be submitted or initiated without full payment.

- All clients are required to pay the full amount for visa application services and total tour package fee, regardless of whether the visa is approved or denied.
- Payment in full is also required regardless of whether the visa has been issued or delivered.
- Fees paid are strictly non-refundable.

### **Visa status**

- Visa approval is solely at the discretion of the relevant Embassy or Immigration Office.
- The agency has no authority or influence over the outcome of visa applications.
- Clients acknowledge that submission of documents **does not guarantee approval and that [www.uostravel.com](http://www.uostravel.com) is not liable for the status or outcome of visa grants.**

### **Compliance**

- The agents and their clients must provide accurate, complete, and truthful information in all visa applications.
- **[www.uostravel.com](http://www.uostravel.com)** shall not be responsible for consequences arising from false, misleading, or incomplete information provided by clients or agents.
- Any fraudulent activity will result in immediate termination of services and forfeiture of all payments.

### **Runaway**

- In the event of a runaway case, the agent shall be charged **₱500,000 (Philippine Pesos)** per runaway, payable directly to the third-party supplier. Penalty cost is subject to change without prior notice.
- If the agent fails to settle the amount, any available deposits may be deducted and transferred to cover the payment obligation.
- **Agents agree that this clause is binding and enforceable without exception.**

### **Liability**

- **www.uostravel.com** shall not be held liable for delays, denials, or other decisions made by Embassies or Immigration Offices.
- Clients agree that the **www.uostravel.com's** responsibility is limited to the processing and submission of applications.

## **GENERAL CANCELLATION AND REFUND POLICY**

### **General Conditions**

- All reservations are considered confirmed once payment has been received and acknowledged by the company.
- Cancellations must be submitted in writing (via email) and will only be valid once acknowledged by the company.
- Refunds, if applicable, will be processed according to the terms below and may take **45-60 business days or more** depending on banking, local and third-party processing times.

### **Client-Initiated Cancellations**

- **Before Down-payment Deadline:** If cancellation is made before the down-payment deadline, no charges will apply.
- **After Down-payment but Before Full Payment:** Upon booking, the down-payment is strictly non-refundable and shall be automatically forfeited..
  - For cancellations made 45 to 1 day prior to departure, the Client shall be liable for the full contract price, and no refunds shall be issued.
- **After Full Payment:** Once full payment has been made, all amounts are deemed non-refundable regardless of the nature or reason for cancellation.
  - Refunds, if any, will be subject to airline, hotel, and third-party supplier policies. Penalties may apply, and in many cases, **payments are non-refundable.**

### **Company-Initiated Cancellations**

- In rare cases where the company must cancel a booking due to operational or safety reasons, clients will be offered:
  - A full refund, or
  - An alternative package of equal or lesser value (subject to passenger's acceptance).
- The **UOS Travel** shall not be liable for indirect losses such as missed connections, personal expenses, or emotional distress.

#### **Responsibility for Additional Costs**

- **www.uostravel.com** is **not responsible** for any additional expenses incurred by guests in relation to a canceled tour.
- Such expenses may include, but are not limited to:
  - Costs arising from travel delays or flight cancellations
  - Medical expenses due to sickness
  - Non-refundable air tickets
  - Penalties or fees associated with airline tickets or other travel arrangements

#### **FLIGHT DISRUPTION**

##### **Alternative Travel Date**

- In the event of a flight disruption caused by schedule changes, an **alternative travel date may be offered** to the affected passenger.
- Once the alternative date is confirmed **in writing by the travel agent**, such confirmation shall constitute acceptance of the revised itinerary.
- The revised itinerary shall be deemed **final and binding** upon confirmation.

##### **Restrictions on Further Changes**

- After confirmation of the alternative travel date, **no further modifications, cancellations, or rescheduling requests** will be entertained.
- Exceptions may only be granted if explicitly permitted under applicable terms and conditions or at the **sole discretion of the airline and the third-party provider**.

##### **Penalties for Cancellation**

- If a passenger cancels after confirming the alternative travel date, further voluntary changes, cancellations, or rebooking requests may be subject to applicable fares, penalties, and conditions imposed by the airline or third-party provider.
- The amount of the penalty will be determined based on the provider's applicable policies and must be settled before any further services are rendered.

## Liability Disclaimer

- UOS Travel ([www.uostravel.com](http://www.uostravel.com)) acts solely as an intermediary for and on behalf of airlines and other service providers. Liability for the operation of flights, including cancellations, delays, and schedule changes, rests with the operating carrier.
- In the event of flight cancellation or schedule changes, passengers explicitly agree that **UOS Travel (www.uostravel.com) shall not be held liable** for any disruptions arising from such changes. This includes, but is not limited to:
  - Financial costs incurred by the passenger
  - Rebooking fees or expenses
  - Missed connections or onward travel disruptions

## Domestic Tickets (If any)

Passengers acknowledge that separate bookings (including domestic or connecting flights) may not be protected as a single itinerary unless issued under one ticket.

- Passengers holding domestic flight tickets acknowledge that **UOS Travel bears no responsibility** for any disruptions, cancellations, or changes related to domestic flights.
- Any third-party arrangements affected by the new flight schedule (e.g., transfers, accommodations, excursions) remain the **sole responsibility of the passenger**.

Passengers are advised to allow sufficient connection time and consider travel insurance coverage.

## No Compensation or Reimbursement

- **UOS Travel will not** compensate or reimburse passengers for costs, losses, or penalties associated with domestic flights, including but not limited to:
  - Non-refundable tickets
  - Airline-imposed penalties
  - Additional expenses resulting from schedule changes or cancellations
  - Loss of income or business opportunities
  - Accommodation, transportation and meal expenses
  - Penalties for missed or canceled third-party arrangements

## Force Majeure and Unforeseen Events

- The company shall not be held responsible for cancellations, delays, or changes caused by **force majeure events**, including but not limited to:
  - Natural disasters (typhoons, earthquakes, floods)
  - Government regulations or travel bans

- Strikes, civil unrest, or political instability
- Pandemics or public health emergencies
- In such cases, refunds will be subject to the airline and third-party supplier policies, and the company will assist clients in securing applicable credits or rebooking options.

### **No-Show and Late Arrival Policy**

- Clients who fail to appear on the scheduled departure date or arrive late for check-in will be considered a **no-show**.
- No-shows are **non-refundable** and may result in forfeiture of the entire booking amount.

### **Travel Document Responsibility**

- Clients are solely responsible for ensuring that their passports, visas, and other travel documents are valid and compliant with immigration requirements.
- Refunds will not be granted for denied boarding or refusal of entry due to incomplete or invalid documentation.

### **Limitation of Liability**

- The **UOS Travel** acts only as an agent between the Travel Agents and third-party providers (airlines, hotels, and other third-party suppliers).
- Liability is limited to the amount paid for the reservation.
- The company shall not be liable for indirect, incidental, or consequential damages arising from cancellations, delays, or changes beyond its control.

## **FOR CHARTER AND COMMERCIAL FLIGHTS**

### **Taxes and Charges**

- Passengers shall be responsible for any increase in taxes, fees, or surcharges imposed by the airline, governments or relevant authorities after ticket issuance. Such charges are not controlled by UOS Travel ([www.uostravel.com](http://www.uostravel.com)) and must be settled as required for ticket issuance or continued validity.
- Clients acknowledge and agree that, regardless of the booking status, they remain liable for any updated taxes, surcharges, or government-imposed fees that may be applied after the initial booking confirmation.
- Agents are required to disclose this clause to clients at the time of booking and ensure that clients understand their responsibility for such charges.
- Agents must disclose this clause clearly to clients. Failure to disclose does not exempt clients from liability.
- The company shall not absorb or waive any such charges under any circumstances.

### **Right to Cancel**

The company reserves the right to cancel any charter or commercial flight under the following circumstances:

- If the operation of the flight becomes no longer financially viable, the company may cancel without liability.
- If safety issues arise, including but not limited to adverse weather conditions, technical malfunctions, or other operational risks, the company may cancel the flight.
- The company may cancel due to technical failures, regulatory requirements, or other operational constraints.
- The company reserves the right to cancel flights without prior notice when circumstances demand immediate action.

#### **Limitation of Liability**

- The company shall not be held liable for any indirect, incidental, or consequential damages arising from cancellations, delays, or changes in schedule.
- Clients are advised to secure appropriate travel insurance to cover unforeseen cancellations or disruptions.

#### **Force Majeure**

- The company shall not be liable for cancellations or delays caused by events beyond its reasonable control, including but not limited to natural disasters, strikes, government actions, pandemics, or acts of terrorism.
- In such cases, the company reserves the right to reschedule, reroute, or cancel flights without liability.

#### **BAGGAGE POLICY**

- Baggage allowances are subject to aircraft limitations and safety regulations.
- The Company reserves the right to refuse or offload baggage for safety reasons.
- The Company is not liable for loss, delay, or damage to baggage unless required by applicable law.
- Passengers must not carry prohibited or hazardous materials.

#### **SAFETY AND OPERATIONAL AUTHORITY**

The Pilot-in-Command has full authority over the aircraft, passengers, and cargo, including the right to:

- Refuse or remove passengers or cargo
- Divert or delay flights
- Take any action necessary to ensure safety
- All decisions made by the Pilot-in-Command are final and binding.

## **E-WALLET**

### **Deposit**

- Agent Partners (Users) may deposit funds into their E-Wallet through authorized channels, including but not limited to:
  - Bank deposit
  - Bank transfers
  - Linked Debit or Credit Cards
- Deposits are credited once verified by the system. Processing times may vary depending on the method used.

### **Withdrawals**

- Clients may withdraw funds from their E-Wallet through:
  - Partner banks (where supported)
    - Currently: BDO and BPI only
- Withdrawal fees, if applicable, will be disclosed prior to transaction confirmation.

### **Transaction Records**

- All deposits, transfers, and withdrawals are recorded in the client's transaction history, accessible through the E-Wallet application.
- Clients are responsible for reviewing and verifying their transaction history regularly.
- All applications for an E-Wallet account are processed manually. The standard processing time is three (3) to five (5) working days from the date of submission.

### **Use of E-wallet**

- The E-Wallet may be used for any type of transaction, including but not limited to Tour package, Data Top Up and add on, subject to applicable laws and merchant acceptance.
- There are no transaction limits imposed by the company. However, regulatory or merchant restrictions may apply depending on jurisdiction.

### **Account Protection and Client Responsibility**

- Agents must take all necessary precautions to secure their E-Wallet accounts, including safeguarding login credentials, and devices used to access the Service.
- [www.uostravel.com](http://www.uostravel.com) shall not be held liable for any losses, damages, or unauthorized transactions resulting from stolen credentials, account compromise, or negligent handling of account information by the client.

- Any activity conducted through the E-Wallet using valid credentials will be considered authorized by the client, regardless of whether the client personally initiated the transaction.

### **Management and Oversight**

- The E-Wallet service is managed and operated by the company's headquarters in China. All policies, updates, and system maintenance are directed and controlled from this central office.
- **www.uostravel.com** shall not be held responsible for:
  - Losses arising from unauthorized access due to client negligence.
  - Service interruptions caused by technical issues, maintenance, or force majeure events.
  - Merchant disputes or third-party service failures.

## **PRIVACY AND DATA COLLECTION POLICY**

### **Ownership of Information**

- **www.uostravel.com** is the sole and exclusive owner of all information collected through this website.
- We do not sell, rent, or disclose personal information to outside parties, except as expressly stated in this policy or as required by law.

### **Information We Collect**

- To process reservations and provide better service, we collect the following information:
  - Full name
  - Business address
  - Mobile and/or telephone numbers
  - Email address
  - Business Documents (DTI or SEC, Mayor's permit, and BIR COR)
  - Payment details (e-wallet, bank transfer, deposits)
- For account access, you will also be required to create a **username and password**. These credentials must remain confidential and should not be shared with anyone.

### **Use of Information**

- Information collected is used solely for:
  - Processing reservations and payments
  - Providing travel documents and updates

- Communicating important service-related information
- Improving customer service and user experience
- We may share necessary information with trusted third-party providers (e.g., airlines, hotels, payment processors) strictly for the purpose of fulfilling your booking.

### **Confidentiality and Security**

- Your username and password are for your personal use only. You are responsible for maintaining their confidentiality.
- www.uostravel.com implements reasonable technical and organizational measures to protect your information against unauthorized access, disclosure, alteration, or destruction.
- However, no system is completely secure. By using this website, you acknowledge and accept that www.uostravel.com cannot guarantee absolute protection against all cyber threats.

### **Privacy and Security Policy Integration**

- www.uostravel.com's **Privacy and Security Policy** forms part of this Agreement.
- By using this website, you agree that the collection, storage, and use of your data as described in the Privacy and Security Policy does not constitute a breach of your privacy or publicity rights.

### **Legal Protection and Limitation of Liability**

- www.uostravel.com shall not be liable for damages arising from:
  - Unauthorized access caused by user negligence (e.g., sharing passwords, using unsecured devices)
  - Third-party breaches beyond our reasonable control
  - Compliance with lawful requests from government or regulatory authorities
- Use of this website constitutes acceptance of these terms and acknowledgment that data collection is necessary to provide services

## **DATA RETENTION & USER RIGHTS**

### **Data Retention**

- www.uostravel.com retains personal information only for as long as necessary to fulfill the purposes for which it was collected, including:
  - Processing reservations and payments
  - Providing travel documents and customer support
  - Complying with legal, regulatory, and accounting obligations

- Once data is no longer required, it will be securely deleted, anonymized, or archived in accordance with applicable laws.

### **User Rights under GDPR and Data Privacy Act**

Clients have the following rights regarding their personal data:

- **Right of Access:** You may request a copy of the personal data we hold about you.
- **Right to Rectification:** You may request corrections to inaccurate or incomplete information.
- **Right to Erasure (“Right to be Forgotten”):** You may request deletion of your data when it is no longer necessary for the purposes collected, subject to legal and contractual obligations.
- **Right to Restrict Processing:** You may request that we limit the use of your data under certain circumstances.
- **Right to Data Portability:** You may request transfer of your data to another service provider in a structured, commonly used, and machine-readable format.
- **Right to Object:** You may object to the processing of your data for direct marketing or other purposes not essential to service delivery.
- **Right to Lodge a Complaint:** You may file a complaint with the relevant Data Protection Authority

### **Consent and Withdrawal**

- By using this website and submitting your information, you consent to the collection, processing, and retention of your data as outlined in this policy.
- You may withdraw consent at any time; however, this may affect our ability to provide services (e.g., processing reservations or issuing travel documents).

### **Disclosure to Third Parties**

- Data may be shared with trusted third-party providers (airlines, hotels, payment processors) strictly for the purpose of fulfilling reservations.
- [www.uostravel.com](http://www.uostravel.com) will not disclose personal information to unauthorized parties unless required by law or regulatory authorities.

## **TRAVEL INSURANCE POLICY**

### **Recommendation to your Clients**

- **[www.uostravel.com](http://www.uostravel.com) strongly advises all your clients** to purchase comprehensive travel insurance that covers:
  - Medical expenses and emergencies
  - Trip cancellations or interruptions

- Loss, theft, or damage to baggage and personal belongings
- Other unforeseen events that may occur during travel
- Travel insurance provides financial protection against unexpected circumstances and is for the client's own benefit.

#### **No Insurance Provided by [www.uostravel.com](http://www.uostravel.com)**

- [www.uostravel.com](http://www.uostravel.com) does **not** currently arrange or sell travel insurance.
- Passengers are responsible for securing their own coverage through licensed insurance providers.

#### **Limitation of Liability**

- **www.uostravel.com** shall be exempt from liability in the event of accidents or incidents resulting in, but not limited to:
  - Loss or damage to property
  - Injury or illness
  - Death during travel
  - Delays, irregularities, or cancellations
  - Any other occurrences beyond its reasonable control
- Settlements, if any, will be governed by the rules and policies of the relevant third-party providers (airlines, hotels, bus companies, etc.).

#### **Disputes and Waiver of Claims**

- The Travel Agent agrees that **www.uostravel.com** shall not be liable for any costs, damages, or losses arising out of disputes or disagreements between the client and any participating provider or third party.
- By booking through **www.uostravel.com**, Travel Agent expressly waives any claims against **www.uostravel.com**, its owners, members, officers, directors, employees, subsidiaries, agents, and representatives.

#### **Strong Recommendation**

- Given the **Cancellation Policy** and the possibility of unexpected events, **www.uostravel.com** strongly recommends that all clients purchase travel insurance to protect their reservations and safeguard their travel investment.

### **TOUR AMENDMENTS AND CANCELLATION**

#### **Right to Amend or Cancel**

- **www.uostravel.com** will make every reasonable effort to ensure that all arrangements proceed as planned.

- However, to safeguard the health, safety, and security of participants, tour providers expressly reserve the right to:
  - Alter itineraries, schedules, or routes
  - Postpone tours to a later date
  - Cancel tours entirely
- Such amendments may be made due to circumstances beyond the provider's control, including but not limited to:
  - Severe weather conditions
  - Transportation disruptions
  - Civil unrest, riots, or strikes
  - Government regulations or restrictions
  - Other unforeseen or uncontrollable events

#### **Minimum Participation Requirement**

- Tour providers reserve the right to cancel a tour prior to departure if the minimum number of participants required to form a group is not met.
- In such cases, clients will be entitled to a refund of payments made.
- Refunds will be limited to amounts paid directly to the third-party providers and will not cover incidental expenses such as airfare, visas, or personal costs incurred by the client.

#### **Limitation of Liability**

- **www.uostravel.com** shall not be held liable for losses, damages, or costs resulting from amendments or cancellations, including but not limited to:
  - Missed connections or onward travel arrangements
  - Personal inconvenience or emotional distress
  - Loss of enjoyment of the trip
- Settlements, if applicable, will be governed by the rules and policies of the relevant third-party providers (airlines, hotels, bus companies, etc.).

#### **Client Acknowledgment**

- By booking a tour, your clients acknowledge and accept that amendments or cancellations may occur for reasons beyond the control of **www.uostravel.com** or its third-party providers.
- Clients agree that such changes do not constitute a breach of contract and expressly waive any claims against **UOS Travel**, its owners, officers, employees, agents, and representatives.

## **LANGUAGE POLICY**

### **Tour Guide Language Availability**

- Tours are escorted by professional English-speaking guides or by bi-lingual/multi-lingual tour guides and/or driver-guides, depending on availability.
- To accommodate the language needs of the majority of passengers on a tour coach, tours may be conducted in a combination of languages.

### **Combining Tours and Languages**

- For operational efficiency and to meet passenger demand, tour providers reserve the right to combine tours and/or languages.
- This may result in tours being conducted in more than one language simultaneously.
- Clients acknowledge and accept that language combinations are sometimes necessary to enable the operation of the tour.

### **Limitation of Liability**

- While tour providers will make reasonable efforts to accommodate language preferences, [www.uostravel.com](http://www.uostravel.com) does not guarantee the availability of specific languages for every tour.
- [www.uostravel.com](http://www.uostravel.com) and its providers shall not be held liable for misunderstandings, miscommunications, or loss of enjoyment resulting from language limitations.
- Clients expressly waive any claims against [www.uostravel.com](http://www.uostravel.com), its owners, officers, employees, agents, and representatives related to language availability or interpretation.

## **PASSPORTS AND VISAS**

### **Client Responsibility**

- Clients are solely responsible for obtaining all required travel documents, including valid passports, visas, and any other entry or transit permits necessary for each country included in their itinerary.
- Entry requirements vary depending on the traveler's citizenship. It is the client's duty to verify and comply with the immigration and customs regulations of each destination and transit country.
- [www.uostravel.com](http://www.uostravel.com) does not obtain personal travel documents on behalf of clients and cannot guarantee the accuracy or timeliness of entry requirements for any country.

### **Expenses Due to Non-Compliance**

- Any costs, penalties, or delays resulting from a client's failure to secure proper travel documents will be the sole responsibility of the client.

- This includes, but is not limited to, expenses related to missed flights, denied boarding, itinerary changes, or refusal of entry by immigration authorities.

### **Compliance with Laws and Regulations**

- Clients must strictly comply with all laws and regulations of the countries they visit, including immigration, customs, health, and security requirements.
- [www.uostravel.com](http://www.uostravel.com) shall not be held liable for any fines, penalties, or consequences arising from a client's failure to abide by such regulations.

### **Visa Processing and Responsibility**

- If visa applications are processed through [www.uostravel.com](http://www.uostravel.com), the **release and approval of visas remain subject exclusively to the policies and discretion of the relevant embassy, consulate, or immigration authority.**
- [www.uostravel.com](http://www.uostravel.com) **does not** assume responsibility for:
  - Denied visa applications
  - Delays in the release of visas
  - Unprocessed visa applications due to **human error or administrative oversight**
  - Any other matters beyond its control related to visa issuance or immigration decisions
- Clients acknowledge that visa outcomes are determined solely by the issuing authorities, and [www.uostravel.com](http://www.uostravel.com) acts only as a facilitator in the submission process.

### **Limitation of Liability**

- By booking through [www.uostravel.com](http://www.uostravel.com), the Travel Agent acknowledge and accept that the UOS Travel is not responsible for:
  - Denied boarding or refusal of entry due to incomplete or invalid documentation.
  - Denied visa applications and or delayed release of visa
  - Penalties imposed by government authorities.
  - Losses, damages, or inconveniences resulting from non-compliance with travel requirements
- Clients expressly waive any claims against [www.uostravel.com](http://www.uostravel.com), its owners, officers, employees, agents, and representatives related to passport, visa, or immigration issues.

## **PRICING, AMENDMENT, CANCELLATION AND REFUND POLICY**

### **Currency and Price Variations**

- All prices listed on **www.uostravel.com** are quoted in **United States Dollars (USD)** unless otherwise stated.
- Prices are subject to change based on availability, seasonal demand, holidays, or other market conditions.
- Final pricing will only be confirmed at the time of booking and payment.

### **Price Confirmation**

- A reservation is not considered final until full payment has been processed and a confirmation has been issued.
- [www.uostravel.com](http://www.uostravel.com) reserves the right to correct any pricing errors or discrepancies prior to confirmation.
- The Travel Agent acknowledge that advertised prices may differ from final confirmed prices due to factors beyond [www.uostravel.com](http://www.uostravel.com)'s control.
- In case of any error in invoicing, [www.uostravel.com](http://www.uostravel.com) reserves the right to amend and issue the correct price and service.

### **Amendments**

- Any amendments to reservations (including changes to dates, itineraries, or participant details) are subject to availability and may incur additional charges.
- [www.uostravel.com](http://www.uostravel.com) and its providers reserve the right to impose amendment fees in accordance with their policies.

### **Cancellation and Refunds**

- Cancellations and refunds are governed by **www.uostravel.com's Standard Amendment, Cancellation and Refund Policy**, which forms an integral part of this Agreement.
- By proceeding with a reservation, the Travel Agent confirms that they have read, understood, and agreed to the terms of the Standard Amendment, Cancellation and Refund Policy.
- Refunds, if applicable, will be processed in accordance with supplier rules (airlines, hotels, tour operators) and may be subject to penalties or non-refundable conditions.

### **Limitation of Liability**

- [www.uostravel.com](http://www.uostravel.com) acts solely as an intermediary between clients and third-party providers.
- [www.uostravel.com](http://www.uostravel.com) shall not be liable for losses, damages, or costs resulting from price changes, amendments, cancellations, or refund disputes beyond its control.
- Clients expressly waive any claims against [www.uostravel.com](http://www.uostravel.com), its owners, officers, employees, agents, and representatives related to pricing or refund issues.

## PROMOTIONS AND OR DISCOUNTED OFFERS

### Availability and Confirmation

- Discounted offers are provided strictly on an **availability basis**.
- Reservations are only considered confirmed once payment has been deposited and acknowledged by [www.uostravel.com](http://www.uostravel.com).
- Once confirmed and paid deposit, reservations under this promotional offer cannot be changed or removed.

### Cancellation of Free-Fare Passenger(s)

- If cancellation of free-fare passenger(s) is made at least **forty-five (45) days prior to tour departure**, the reservation will be subject to:
  - An **Amendment Fee will apply**, and
  - Payment obligations for the remaining participating travelers.
- Cancellations made within **forty-five (45) days of departure** will be governed by [www.uostravel.com](http://www.uostravel.com)'s **Standard Amendment, Cancellation and Refund Policy**.

### No-Show Policy

- Passengers who fail to appear on the scheduled departure date will be considered **no-shows**.
- A **penalty fee** (amount dependent on the specific tour) will be assessed per no-show passenger.
- This fee must be paid in cash by the other participating travelers in the reservation.
- Payment of this fee is **mandatory** and will be collected by the tour guide before participation in the tour is permitted.

### Binding Agreement

- Further details regarding cancellations and refunds are outlined in [www.uostravel.com](http://www.uostravel.com)'s **Standard Amendment, Cancellation and Refund Policy**, which forms an integral part of this Agreement.
- By proceeding with an online reservation under this promotional offer, clients confirm that they have read, understood, and agreed to all terms and conditions contained therein.

### Limitation of Liability

- [www.uostravel.com](http://www.uostravel.com) acts solely as an intermediary between clients and tour providers.
- [www.uostravel.com](http://www.uostravel.com) shall not be liable for disputes, losses, or damages arising from cancellations, amendments, or penalties associated with promotional offers.

- Clients expressly waive any claims against [www.uostravel.com](http://www.uostravel.com), its owners, officers, employees, agents, and representatives related to promotional discounts or associated fees.

## **TRAVEL COMPANIONS POLICY**

### **Joint Participation (SOLO TRAVELERS)**

- All travel companions agree to participate in the tour together of their own free will.
- Any financial, cultural, or personal differences among companions are the sole responsibility of the parties involved and must not interfere with the overall conduct of the tour.

### **Cancellation by One Party**

- If one travel companion cancels their portion of the tour, that party is solely responsible for paying all penalties, fees, or charges associated with their cancellation.
- This ensures that the remaining companions may continue their tour without disruption or financial burden caused by the departing party.

### **Non-Refundable Policy**

- Travel Companion reservations are **non-refundable** once payments have been submitted by each party.
- Departure dates cannot be changed unless **all companions consent** to the change.

### **Binding Agreement**

- By booking under the Travel Companions program, all parties agree to abide by the policies, terms, and conditions governing such bookings.
- Each party commits to continuing the tour in good faith, with mutual understanding and respect for the agreed terms.

## **MEDICAL CONDITIONS, PREGNANCY**

### **Client Responsibility**

- Clients with medical conditions or who are pregnant must **consult with a licensed physician** before booking or undertaking travel.
- This is especially important if the medical condition requires daily care, urgent care, or if the pregnancy is considered high-risk.
- Clients are responsible for disclosing relevant medical information during the booking process by noting it in the special comments section upon reservation.

### **No Medical Services Provided**

- [www.uostravel.com](http://www.uostravel.com) and its local tour providers are **not medical service providers** and are not equipped to deliver urgent or routine medical care during travel.

- Clients acknowledge and accept that they are solely liable for any risks, incidents, or consequences related to their medical condition or pregnancy during the tour.

#### **Insurance Recommendation**

- www.uostravel.com strongly recommends that clients purchase **comprehensive medical insurance and travel insurance** prior to departure.
- Such coverage should include emergency medical treatment, hospitalization, evacuation, and trip cancellation due to medical reasons.

#### **Limitation of Liability**

- By booking, clients expressly agree that www.uostravel.com shall not be held liable for:
  - Medical complications, emergencies, or accidents occurring during travel
  - Costs associated with medical treatment, evacuation, or hospitalization
  - Losses, damages, or disruptions caused by undisclosed medical conditions or pregnancy-related issues
- Clients waive any claims against www.uostravel.com, its owners, officers, employees, agents, and representatives related to medical or pregnancy complications during travel.

### **MEDACASE: MEDICAL-RELATED REFUNDS**

#### **Airline Refunds**

- In cases where travel is disrupted due to medical circumstances, any refund for airline tickets will be strictly subject to the policies of the airline.
- www.uostravel.com has no authority to override or alter airline refund rules and will process refunds only in accordance with the airline's terms and conditions.

#### **Land Tour Refunds**

- For land tours, **any unused portion of the itinerary is non-refundable**, regardless of medical circumstances.
- Clients acknowledge that once a land tour has commenced, refunds cannot be issued for missed or unused services.

#### **Limitation of Liability**

- www.uostravel.com shall not be liable for losses, damages, or costs arising from medical conditions that affect travel.

### **DISABILITIES**

#### **Commitment to Accessibility**

- www.uostravel.com welcomes all travelers and is committed to expanding travel opportunities for individuals with disabilities and special needs.

- While we strive to make tours accessible, not all travel products currently offered include special accommodations.

#### **Client Responsibility to Disclose Needs**

- Agent Partners (Users) are responsible for verifying with [www.uostravel.com](http://www.uostravel.com) **prior to booking** whether special arrangements can be made to meet their client's needs.
- Failure to disclose special requirements during booking may result in the inability to provide accommodations.
- Travel Partners must also **re-confirm with [www.uostravel.com](http://www.uostravel.com) after seat reservations** that requested accommodations will be provided.

#### **Limitation of Liability**

- [www.uostravel.com](http://www.uostravel.com) and its local providers are not liable for:
  - Incidents, consequences, or inconveniences arising from undisclosed disabilities or special needs
  - Complaints, disputes, or legal claims during or after travel resulting from a client's failure to inform us of their requirements
- By booking, clients expressly waive any claims against [www.uostravel.com](http://www.uostravel.com), its owners, officers, employees, agents, and representatives related to accessibility issues.

#### **4. Binding Agreement**

- Clients acknowledge that accessibility accommodations are subject to availability and operational feasibility.
- Booking a tour constitutes agreement to these terms and acceptance that [www.uostravel.com](http://www.uostravel.com) cannot guarantee accommodations unless properly disclosed and confirmed in advance.

### **CONFIDENTIALITY OF UOS TRAVEL CORP (UOS PHILIPPINES) AND EMPLOYEE INFORMATION**

- **NON DISCLOSURE:** Agent Partners (Users), and any third parties are strictly prohibited from requesting, disclosing, or disseminating any information relating to UOS Philippines local offices, employees, or internal operations.
  - Any unauthorized disclosure or misuse of UOS' local office or employee information shall constitute a breach of these Terms and may result in legal action, including but not limited to termination of account access, civil liability, and criminal prosecution where applicable.
- **NO DIRECT CLIENT ENGAGEMENT:** UOS' local offices and employees shall not entertain, accommodate, or engage directly with clients. Any attempt by a client to visit, contact, or transact directly with UOS' local offices or employees will be refused. All client interactions must occur exclusively through authorized Agent Partners (Users).

- **TRANSACTION BOUNDARIES:** All transactions are conducted strictly between UOS Philippines and the Agent Partners (User). UOS is not a party to, nor responsible for, any agreements, arrangements, or disputes between the Agent Partners (User) and the client.
  - UOS' contractual relationship exists solely with its partner agents. UOS provides the tour package, ticketing, visa processing and related services to Agent Partners (Users) only, who in turn manage client-facing activities.
  - Partner agents are solely responsible for addressing and resolving client concerns, complaints, and grievances. Clients acknowledge that their contractual and transactional relationship is exclusively with the partner agent, and that UOS Philippines' role is limited to providing the tour and other related services to the partner agent.
  - UOS' local offices and employees shall not be held liable in any lawsuit, claim, or dispute arising from client transactions. Any legal action brought against UOS' local offices or employees in connection with client dealings shall be deemed invalid, as UOS is not the entity in direct contact with the client.
  - UOS expressly disclaims any involvement in the contractual or transactional relationship between Agent Partners (Users) and clients. UOS' role is limited to managing the web service infrastructure, tour related services and ensuring compliance with applicable regulations.
- Clients agree that any legal proceedings related to their transactions must be filed solely against the partner agent in the jurisdiction where the partner agent operates. UOS' headquarters and local offices shall not be subject to jurisdiction in client disputes.
- Any violation of this clause—including unauthorized disclosure of UOS offices or employee information, or attempts by clients to bypass Agent Partners (Users) and deal directly with UOS—shall constitute a material breach of these Terms. Such breach may result in account suspension, termination, and potential civil or criminal liability.

## **DISPUTE RESOLUTION**

To ensure smooth handling of disputes between suppliers (airlines, hotels, tour operators) and Agent Partners (Users).

- **Client Complaint Notification**
  - Any complaint or dispute raised by a client must be formally submitted in writing to the Agent within five (5) calendar days of the occurrence.
  - Complaints must include supporting documentation (e.g., receipts, correspondence, photographs) to substantiate the claim.
- **Initial Review**

- UOS shall conduct a preliminary review to determine validity and request additional evidence if necessary.
- **Negotiation Period**
  - The Agent and Supplier shall engage in good-faith negotiations for a period not exceeding thirty (30) business days.
  - The objective shall be to reach a mutually acceptable resolution, which may include but not limited to refunds, credits, rebooking, or other remedial measures consistent with the supplier's applicable contractual terms, conditions, and policies.
  - UOS shall not be compelled to provide remedies that exceed its expressly agreed contractual obligations. Any remedial measures—including but not limited to refunds, credits, rebooking, or alternative services—shall be offered solely at the Supplier's discretion and only in accordance with its published terms and conditions, and applicable policies.
- **Escalation**
  - If the dispute remains unresolved after the negotiation period, either party may escalate the matter to an independent mediator or relevant industry authority in People's Republic of China.
  - Costs of mediation shall be borne equally by both parties unless otherwise agreed in writing
- **Final Resolution**
  - The decision reached through mediation or arbitration shall be final and binding on all parties.
  - Any settlement or remedial action must be executed as soon as possible.

## **DISCLAIMER AND LIMITATION OF LIABILITY**

### **Accuracy of Information**

- www.uostravel.com uses reasonable efforts to ensure that the information provided on its website is accurate, complete, and current.
- However, travel and tour rates are subject to constant change, and www.uostravel.com does not warrant that all information is up-to-date, error-free, or free of technical or typographical inaccuracies.
- Travel Agents are responsible for verifying any information before relying on it for booking or travel decisions.

### **Right to Modify Content**

- www.uostravel.com reserves the right to update, amend, or correct any information contained on its website at any time, without prior notice.

- Access to and use of this website, including reliance on its content, is at the sole risk of the user.

### **Third-Party Links**

- For convenience, www.uostravel.com may provide links to third-party websites.
- These sites are not maintained, controlled, or endorsed by www.uostravel.com, and www.uostravel.com assumes no responsibility for their content, accuracy, or reliability.
- Users are responsible for taking precautions to ensure that any external content they access is free from harmful or destructive elements such as viruses, malware, worms, Trojan horses, or similar threats.

### **Contact Information Accuracy**

- Travel Agents are responsible for providing accurate and current contact information, including but not limited to email addresses, phone numbers, and physical addresses.
- **www.uostravel.com** shall not be liable for any failure to deliver information, notices, or confirmations due to incorrect or outdated contact details provided by the Partner Agent.

### **Limitation of Liability**

- By using this website, clients expressly agree that **www.uostravel.com** shall not be liable for:
  - Losses, damages, or costs arising from reliance on outdated or inaccurate information
  - Technical errors, interruptions, or delays in website access
  - Harm caused by third-party websites or external content accessed through links provided on www.uostravel.com
  - Missed communications resulting from inaccurate travel agent-provided contact information

## **CHOICE OF LAW, WAIVER AND CLAIMS**

### **Governing Law**

- This Agreement shall be governed by and construed in accordance with the laws of the **People's Republic of China**, without regard to conflict of law principles.

### **Jurisdiction and Venue**

- As a condition of using the www.uostravel.com website and services, you (the travel agent) agree to submit to the **personal and exclusive jurisdiction of the courts located in the China**.

- Any grievance, claim, or suit of any kind shall be filed exclusively in the courts of the **People's Republic of China**.

#### **Severability**

- If any provision of this Agreement is found to be invalid or unenforceable, that provision shall be enforced to the maximum extent permitted by law.
- The remaining provisions shall continue in full force and effect.

#### **Waiver of Rights**

- [www.uostravel.com](http://www.uostravel.com)'s failure to insist upon or enforce strict performance of any provision of this Agreement shall not be construed as a waiver of any provision or right.
- No waiver shall be effective unless expressly stated in writing by [www.uostravel.com](http://www.uostravel.com).

#### **Relationship of Parties**

- Nothing in this Agreement shall be construed as creating or constituting a partnership, joint venture, employment, or agency relationship between [www.uostravel.com](http://www.uostravel.com) (Supplier-Operator) and any Travel agent.
- Neither product providers nor corporate partners have authority to create obligations on behalf of [www.uostravel.com](http://www.uostravel.com).
- Each party acts as an independent contractor in the performance of its obligations under this Agreement.

#### **No Authority to Bind**

- Travel agents do not have authority to create, assume, or incur any obligation, liability, or commitment on behalf of [www.uostravel.com](http://www.uostravel.com).
- Any representation, warranty, or promise made by a travel agent that is not expressly authorized in writing by [www.uostravel.com](http://www.uostravel.com) shall not be binding on [www.uostravel.com](http://www.uostravel.com).

#### **Limitation of Liability**

- [www.uostravel.com](http://www.uostravel.com) shall not be liable for any acts, omissions, misrepresentations, or negligence of travel agents in connection with the sale or promotion of tour products.
- Travel agents remain solely responsible for compliance with applicable laws, regulations, and professional standards in their dealings with clients.

#### **Disclosure Obligations**

- Agents must provide clients with a copy of these Terms and Conditions at the time of booking.
- Agents must ensure clients acknowledge and accept these terms before confirming any booking.

- Non-compliance by agents may result in suspension or termination of agency agreements.

## **INDEMNIFICATION**

Notwithstanding any other provision of this Agreement, the Indemnifying Party hereby agrees to indemnify, defend, and hold harmless the Indemnified Party, its affiliates, and their respective directors, officers, employees, agents, successors, and assigns (collectively, the “Indemnified Parties”) from and against any and all claims, demands, actions, proceedings, damages, losses, liabilities, penalties, fines, judgments, settlements, costs, and expenses (including, without limitation, reasonable attorneys’ fees, court costs, and costs of investigation) of any kind or nature whatsoever, whether direct or indirect, known or unknown, foreseeable or unforeseeable, arising out of, resulting from, or in connection with:

- (a) any breach or alleged breach of this Agreement by the Indemnifying Party or its representatives;
- (b) any negligent act, omission, willful misconduct, or fraud of the Indemnifying Party or its personnel;
- (c) any violation of applicable laws, regulations, or third-party rights (including intellectual property, privacy, or proprietary rights);
- (d) any goods, services, deliverables, or performance provided by the Indemnifying Party under this Agreement; and
- (e) any claim brought by a third party relating to the Indemnifying Party’s acts or omissions, whether or not such claim is ultimately determined to be valid.

The obligations of the Indemnifying Party under this Section shall apply regardless of whether such claims arise in contract, tort, strict liability, or otherwise, and shall survive termination, expiration, or completion of this Agreement for any reason. The Indemnified Parties shall have the sole and exclusive right to control the defense and settlement of any such claim, provided that no settlement adversely affecting the rights or obligations of the Indemnified Parties shall be entered into without their prior written consent.

## **REPRESENTATIVE OFFICE LIMITATION**

The local office established in the Philippines operates solely as a representative office. Its functions are limited to liaison, marketing, acceptance of payments and representation activities. All contractual, financial, operational, and business matters beyond representation are exclusively managed and executed by the Company’s headquarters in China. No binding commitments, obligations, or undertakings shall be deemed to arise from the Philippine representative office, and all such matters must be coursed directly through the headquarters.

## **ACKNOWLEDGEMENT:**

- By booking and/or making payment to UOS Travel Corp, UOS Philippines and/or [www.uostravel.com](http://www.uostravel.com), the **Travel Agent (User)** and/or **the passenger** expressly acknowledges that they have read, understood, and agreed to all Terms and Conditions contained herein.

- Payment shall constitute full acceptance of these Terms and Conditions, and the **Travel Agent** and/or **the passenger** agrees to be bound by them regardless of whether the Terms and Conditions have been separately signed or acknowledged in writing.
- **Travel Agent** and/or **the passenger** further agree that no additional confirmation is required beyond payment, and that such payment serves as conclusive evidence of consent to the contractual obligations set forth by UOS Travel Corp, UOS Philippines and/or [www.uostravel.com](http://www.uostravel.com).