

TERMS & CONDITIONS FOR TOUR BOOKINGS

Effective Date: 1 September 2025

By booking a tour with DOIT.SG Pte. Ltd., you agree to the following terms and conditions:

1. Booking Confirmation

A booking is confirmed only upon receipt of full payment. A confirmation email and/or receipt will be issued upon successful booking.

2. Payment Terms

Full payment is required at least 21 days before the tour date unless otherwise stated. Accepted payment methods: Bank Transfer, Credit Card, Paypal, PayNow, PayLah

3. Cancellation & Refund Policy

By the Customer:

Cancellations made 14 days or more before the tour: 100% refund, minus admin fees.

Cancellations made 3–13 days before the tour: 50% refund.

Cancellations made less than 48 hours before the tour: No refund.

By the Company:

We reserve the right to cancel or reschedule a tour due to unforeseen circumstances (e.g. weather, insufficient participants, safety concerns).

If we cancel the tour, customers will be offered the choice of:

A full refund

An alternative date or tour

4. Amendments to Bookings

Amendments requested by the customer must be made in writing at least 72 hours in advance. We will do our best to accommodate changes but cannot guarantee availability or avoid additional costs.

5. Participant Responsibility

Participants are responsible for ensuring they are medically fit to join the tour. Please wear appropriate attire and footwear, and bring necessary items (e.g. water, sunblock, medication).

For outdoor tours, participants should be prepared for changing weather conditions.

6. Personal Liability

All participants join our tours at their own risk.

DOIT.SG Pte. Ltd., its staff, guides and partners shall not be liable for any:

Personal injury

Illness

Loss or damage to property

Death

Delay or inconvenience arising from participation in our tours

You are strongly advised to purchase personal travel insurance that covers accidents, medical emergencies, and personal belongings.

7. Children and Senior Participants

Children below the age of 12 must be accompanied by an adult. Participants with mobility concerns or special needs should inform us during booking so we can assess suitability or make arrangements.

8. Tour Conduct

We reserve the right to remove any participant who behaves in a disruptive, dangerous, or disrespectful manner towards the guide, other guests, or the environment. No refund will be given in such cases.

9. Use of Photos & Media

Photos or videos taken during the tour may be used for our marketing and publicity purposes, unless the participant expressly requests not to be photographed.

10. Data Protection

Personal data collected during booking will be handled in accordance with our Data Protection Policy and the Personal Data Protection Act (PDPA) of Singapore.

11. Force Majeure

We shall not be held liable for any delay or cancellation caused by events beyond our control, including but not limited to natural disasters, pandemics, government restrictions, or acts of God.

12. Governing Law

These Terms and Conditions shall be governed by and construed in accordance with the laws of the Republic of Singapore.

Contact Us

For questions or clarifications, please contact:

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