

# SIAM-HOLIDAYS.COM

## General Terms and Conditions of Sale

### 1. Agency Presentation

Siam-Holidays.com is a receptive travel agency based in Thailand, specialized in organizing stays, tours, excursions, and tourism services for individual travelers and groups.

Any reservation implies full and unconditional acceptance of these General Terms and Conditions of Sale.

---

### 2. Reservation

A reservation becomes firm and definitive after:

- receipt of the client's written confirmation (email or signed quotation)
- receipt of the required deposit payment.

Siam-Holidays.com reserves the right to refuse a reservation if the payment conditions are not respected.

---

### 3. Payment Conditions

Unless otherwise stated in the quotation:

- 40% of the total amount upon reservation confirmation
- 30% of the total amount between the reservation and the arrival date (intermediate payment)
- 30% balance no later than 30 days before the arrival date

For any reservation made less than 30 days before arrival, full payment is required at the time of confirmation.

Payments may be made by bank transfer, credit card, or any other payment method accepted by Siam-Holidays.com.

---

### 4. Prices

Prices are expressed in the currency indicated in the quotation or invoice and include only the services mentioned in the program.

Prices may be modified in the event of significant variations in:

- exchange rates (each invoice is issued in Thai Baht and converted into Euros using the exchange rate applicable on the invoice date)
  - fuel prices
  - government or local taxes.
- 

## **5. Exchange Rate Variation Clause**

Prices are calculated based on the exchange rate in effect at the time each invoice is issued.

---

## **6. Cancellation Conditions by the Client**

Any cancellation must be communicated in writing (email).

The following cancellation fees will apply:

- More than 60 days before arrival: 40% of the total amount
  - From 59 to 30 days: 70% of the total amount
  - From 30 to 15 days before arrival: 85% of the total amount
  - Less than 15 days before arrival: 100% of the total amount
- 

## **7. Non-Refundable Services**

Certain services may be non-refundable from the moment of confirmation, including:

- airline tickets
- train tickets
- certain excursions
- cruises
- hotels with special non-refundable conditions
- special events

In such cases, the supplier's conditions apply.

---

## **8. Reservation Modifications**

Any modification requested by the client after confirmation is subject to availability and may result in additional fees.

---

## **9. Cancellation or Modification by the Agency**

The agency reserves the right to modify a program in the event of circumstances beyond its control (weather conditions, safety concerns, decisions by local authorities, unavailability of a supplier).

Whenever possible, an equivalent service will be offered to the client.

---

## **10. Weather Conditions**

Certain activities (sea excursions, water activities, island visits) may be modified or cancelled for safety reasons related to weather conditions.

In such cases, the agency will propose an alternative activity whenever possible. No refund can be claimed when the cancellation is due to safety reasons.

---

## **11. Liability**

Siam-Holidays.com acts as an intermediary between the client and local service providers (hotels, transport companies, guides, airlines, maritime companies, railway companies, etc.).

Siam-Holidays.com cannot be held responsible for:

- transport delays or cancellations
  - failure of a service provider
  - loss or theft of personal belongings
  - events beyond its control.
- 

## **12. Insurance**

Clients are strongly advised to purchase travel insurance covering:

- cancellation
  - assistance
  - medical expenses
  - repatriation
  - loss or theft of luggage.
-

### **13. Groups**

For groups of more than 10 people, the final number of participants must be confirmed no later than 30 days before arrival.

Since the price per person is initially calculated based on the number of participants, any reduction in the number of participants will result either in cancellation fees for each cancelled participant or a recalculation of the price per participant.

---

### **14. Payment Disputes (Chargeback)**

Any confirmed and paid reservation constitutes acceptance of these general terms and conditions.

In the event of an unjustified payment dispute (chargeback) with the client's bank, the agency reserves the right to initiate any necessary legal action to recover the amounts due, including administrative and legal costs.

---

### **15. Force Majeure**

The agency cannot be held responsible in cases of force majeure including, but not limited to: natural disasters, conflicts, epidemics, government decisions, strikes, or any unforeseeable event preventing the normal execution of the trip.

---

### **16. Complaints**

Any complaint must be reported immediately on-site so that a solution can be sought.

Any written complaint must be sent to the agency within a maximum period of 30 days after the end of the trip.

---

### **17. Applicable Law**

These general terms and conditions are governed by Thai law.

Any dispute shall fall under the jurisdiction of the competent courts in Thailand.