



Travellers Booking Terms and Conditions

1. INTRODUCTION

1.1 These Traveller Terms of Use & Booking Conditions ('Terms') govern your access to and use of the ClickMyGuide Platform and all bookings made through it. By using the Platform, you agree to be bound by these Terms.

1.2 ClickMyGuide operates an online marketplace through which independent licensed tour guides and licensed travel agencies offer tours. Unless expressly stated otherwise, ClickMyGuide is not the organiser or operator of any tour. The Tour Provider is solely responsible for the planning, operation and delivery of the booked tour.

2. BOOKINGS

2.1 A booking creates a contract directly between you and the relevant Tour Provider.

2.2 Tour descriptions, prices, itineraries, availability and related information are supplied by the Tour Provider. ClickMyGuide does not warrant that such information is accurate, complete or current.

2.3 You are responsible for reviewing booking details before confirming your booking.

2.4 The Tour Provider may decline, cancel or reschedule a booking for operational, safety or compliance reasons.

2.5 ClickMyGuide does not guarantee that any tour will proceed or that every booking request will be accepted.

3. RIGHTS OF THE TOUR PROVIDER

3.1 The Tour Provider may reasonably amend the itinerary, timing or meeting point where operationally necessary.

3.2 The Tour Provider may refuse participation or remove any traveller whose behaviour is unsafe, disruptive, abusive or unlawful.

3.3 The Tour Provider is not required to wait for late arrivals.

3.4 The Tour Provider may cancel or shorten a tour due to weather, government restrictions or other circumstances beyond its reasonable control.

3.5 The Tour Provider may verify identity and refuse participation where fraud is reasonably suspected.

3.6 The Tour Provider may require declarations or waivers appropriate to the tour.

3.7 The Tour Provider may take photographs or videos during the tour for promotional purposes unless you object before the tour starts.

4. RESPONSIBILITIES OF THE TRAVELLER

4.1 Arrive at least ten (10) minutes before the scheduled departure time.

4.2 Ensure you are medically and physically fit and disclose any condition affecting participation.

4.3 Follow all lawful and reasonable instructions of the Tour Provider.

4.4 Do not engage in abusive, disruptive, intoxicated or unlawful conduct.

4.5 You are responsible for your travel documents and personal belongings.

4.6 You are responsible for damage caused by your negligent or intentional acts.

4.7 Parents or guardians remain responsible for accompanying children.

4.8 Participation in outdoor or adventure activities is at your own risk except where liability cannot be excluded by law.

4.9 Comply with all applicable laws.

4.10 Wear suitable clothing and footwear.

4.11 Comply with immigration and customs requirements.

4.12 Raise complaints with the Tour Provider during or immediately after the tour.

5. PAYMENTS, CANCELLATIONS & REFUNDS

5.1 Prices are determined by the Tour Provider unless otherwise stated.

5.2 Where payment is made directly to the Tour Provider, ClickMyGuide is not responsible for payment processing or refunds.

5.3 Cancellation and refund requests are governed by the Tour Provider's cancellation policy.

6. REVIEWS, FEEDBACK & USER CONTENT

6.1 You may submit truthful reviews and feedback based on your genuine experience.

6.2 You are encouraged to raise concerns directly with the Tour Provider before submitting a review.

6.3 By submitting reviews, photographs or feedback, you grant the Tour Provider and ClickMyGuide a perpetual, worldwide, non-exclusive, royalty-free licence to use such content for promotional and business purposes.

7. LIABILITY

7.1 Participation in tours involves inherent risks which you voluntarily assume.

7.2 ClickMyGuide acts solely as an online marketplace and is not liable for acts or omissions of Tour Providers except where required by law.

7.3 Neither ClickMyGuide nor the Tour Provider is liable for force majeure events.

7.4 ClickMyGuide is not liable for indirect or consequential losses except where liability cannot lawfully be excluded.

7.5 Nothing excludes liability that cannot legally be excluded.

8. GENERAL

8.1 ClickMyGuide may suspend or terminate access for breach of these Terms.

8.2 ClickMyGuide may amend these Terms by publishing an updated version.

8.3 These Terms are governed by Singapore law. Disputes shall be referred to SIAC arbitration if not resolved amicably.

8.4 If any provision is invalid, the remainder remains effective.

8.5 These Terms constitute the entire agreement regarding use of the Platform.