

1. TERMS AND CONDITIONS OF BOOKING

- i) You are advised to carefully read and understand the Terms and Conditions of placing or registering your booking for all **Global Ehsan Relief's Islamic Cruise** programs. Any booking made where your deposit payment (non-refundable) or full payment has been settled you will be deemed to have understood and agreed with these terms and conditions of booking.
- ii) Notwithstanding the above, any terms and conditions by the operators of the Cruise overlap these terms and conditions, the terms and conditions by the operators of the Cruise shall apply.

2. REFUND AND CANCELLATION OF BOOKING

2.1 Any and all application to cancel the booking shall be made in writing and sent personally or by means of registered mail to the secretariat of **Global Ehsan Relief**.

(a) Deposit is non-refundable

Cancellation of booking made 61 days or more, no deposit payment will be refunded.

(b) Cancellation of Booking Penalty

Any cancellation of booking received 60 days and less from the date of departure, Cancellation of Booking Penalty will be charged as follows:-

Between 45-60 days	: 30% of the full cost of package registered
Between 30-44 days	: 50% of the full cost of package registered
29 days or less	: 100% of the full cost of the package registered

2.2 "No Show"

Should you fail to show up (or no show) to participate in the program already booked and paid for at the date and time as per your booking, your claim for refund of payment will not be entertained.

2.3 Change of Name of participant

All application to switch or change the name of participant for whatever reason may only be accepted 14 days or more from the date of departure. A fee of SGD 200.00 per person will be charged. No change of names may be allowed less than 14 days from the date of departure.

Type of Change	Fee Charged per person
Change of Name (one of the original participant and must not change further)	SGD 200.00 for Singaporean only. SGD 53.00 for Non-Singaporean
Change the date of package (minimum 29 days notice before date of departure subject to the prevailing promotion rate)	
Cabin Downgrade	

2.4 Others

- i) All cancellation charge/penalty is subject to only 'Low Season' dan 'Mid Season'. Cancellation during 'Peak Season' 100% of the total cost of package will be charged.
- ii) All cancellation is chargeable at SGD 25 – non-Singaporean (SGD 100 – Singaporean only) per person being cost for refund.

- iii) Additional participant is subject to the 'Prevailing Rates'
- iv) Additional participant will be charged 'Original Booked Rates'
- v) All above matters will be subjected to changes without prior notice.
- vi) Infant below 6 months old will not be eligible to participate.

2.5 All changes is subject to prevailing conditions from time to time.

2.6 When there is cancellation made by participant, the relevant agent shall refund us the commission he received.

2.7 Payment for registration shall be made to the following accounts:-

Beneficiary : **Global Ehsan Relief**
Address : No. 93 Joo Chiat Road #04-01 Singapore 427387
Bank A/C No. : DBS Current Account - 003-943487-1
Int Transfers : OCBC (Global Ehsan Services) - 5692 8124 9001
Bank Code : 7339
Branch Code : 569
Swift Code : OCBCSGSG

2.8 Please do not hesitate to contact the following should you need further clarification

Office: +65 6348 2895 / Hotline: +65 8678 6850

Email : info@global-ehsan-relief.org

3. PRIVACY POLICY

We are committed to protect your privacy. We do not sell, share or trade customer's personal information collected online with third parties. Please read the Statement of Privacy to be more aware about our policy on collecting, using and disclosing any information.

3.1 Uses of Information

You agree that the personal information we collect from you will be used and or shared within our corporate group and to third parties for one, part of or all of the following purposes:

- To deliver products of "**Global Ehsan Relief Islamic Cruise**" that you purchase from our website.
- To inform and update you on the delivery of the product **Global Ehsan Relief Islamic Cruise** and for customer support purposes;
- To provide you with relevant product information;
- To process your orders and to provide you with the services and information offered through our website and which you may request;
- To allow us to administer your registered account with us;
- To conform to legal requirements or comply with legal process;
- To verify and carry out financial transactions in relation to payments you may make online or offline.

3.2 The personal information we collect may include your:

- Name
- Telephone Number
- Mobile Number
- Passport Number
- National Registration Card Number

- Delivery Address
- Billing Address
- Email Address
- Next of kin contact number and details.

3.3 Information Security

We employ certain security measures, such as encryption where appropriate. We also take appropriate steps to ensure that your information is treated securely.

3.4 Changes to the Privacy Policy

We reserve the right to modify and/or change the Privacy Policy at any time. Any changes to this policy will be published on our website. You should check this Policy each time you access our website so as to be aware of the most recently applicable version of the Policy.

3.5 Complaints about breaches of privacy

If you are not satisfied with the way in which we handle your enquiry or complaint, please don't hesitate to contact us at:

Office: +65 6348 2895 / **Hotline:** +65 8678 6850

Email : info@global-ehsan-relief.org

4. FULFILMENT POLICY

- (a) When full payment for the desired package has been settled, an e-ticket and official receipt will be issued to you via your email address.
- (b) All other information thereafter will be communicated by means of both your email and whatsapp/sms.
- (c) Should you have any questions with regards to your ordered package please do not hesitate to contact us at

Office: +65 6348 2895 / **Hotline:** +65 8678 6850

Email: info@global-ehsan-relief.org

5. LIMITATION OF LIABILITY/DISCLAIMER

Although every effort has been made to ensure the special guests, Scholars, Muftis, Speakers, Ustaz, Ustazah is or are present to deliver his or her services at this event, under no circumstances shall the Company or its affiliates, partners, suppliers, or licensors be held liable for anyone or all of the special guests, Scholars, Muftis, Speakers, Ustaz, Ustazah who cannot or do not turn up or show up or fail to turn up at this event due to reasons beyond our control.

While Global Ehsan Relief is a reseller of Islamic Cruise, we shall not be held responsible for any mishaps or loss on and off the cruise. We are entitled to change the terms and conditions as per our discretion.