

TERM AND POLICY FOR PREPAID HOTEL

Booking procedures

Advance reservation is required either by emails. Please provide passenger's name in full, arrival date and bedding requirement for reservation. If multiple rooms are booked, a different name is required for each room, using same name to hold room, duplicate reservation will be cancelled by hotel.

Confirmation

Written confirmation will forward to you in return by email within 24 hours after placing your reservation with us. It is agent responsibility to cross check the accuracy on confirmation. Please report error on confirmation to avoid time consumption and fee for amendment.

A fee in \$15 per change after voucher is issued. No amendment can be made within 3 working days prior to arrival.

Cancellation

A fee in \$25 per 1 destination cancelled after booking is guaranteed and voucher issued. No cancellation is accepted within 7 working days prior to arrival. Valid Cancellation is required in writing, sorry that verbally cancellation is not accepted.

No show on arrival

No show on arrival day, one night is charged and remaining night spaces will also be released. It is passenger's responsibility to inform hotel for new arrival day and time in order to secure spaces after first night is missed. Hotel reserve right to release spaces if clients not arrive as per booking schedule without prior notice.

Guaranteed booking

Passenger reservation is automatically guaranteed for arrival after voucher is issued. Passengers reservation is held under our supplier's room blockage and your name & spaces will release to hotel 3 working days prior to passenger's arrival. Therefore, hotel may not be aware of passengers name, should your clients intend to reconfirm booking directly with hotel, or hotel may not reveal over the phone for passengers data under local privacy law. Any question on confirmed booking, please contact your issuing agents for details.

Refund & administrative service fee

Admin. fee in \$25 per hotel refund / per city will be levied.

Refund for unused portion should report to issue office within 30 days after check-out date.

Supporting document is required to prove the checking out date or hotel personal who accept of early out without penalty for refund. Reserve right that hotel may charge full period in local peak season or conventional period.

Office Hours

Monday to Friday 08:30 am : 5:30pm

Saturday 09:30 am : 1:30pm

To contact us see below information.

Responsibility

Orient Canada Travel Ltd. Acts only in the capacity of any agent for hotels, transportation companies and all other suppliers engaged in the operation of providing various service requested. It shall not be responsible for any loss, damage, accident and changes in schedule arising from factors within or beyond our control.

By booking with Orient Canada Travel Ltd or OCT holidays Limited, you duly accept all terms and conditions as indicated above.

Orient Canada Travel dba OCT holidays Ltd.

iPhone: 604-630-3757

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Fax: 604-875-0181

Toll free in Canada 1-888-558-8088

After hours contact phone: 604-765-6699 or

604-761-0328

Orient Canada Travel Ltd.

BC travel wholesaler No. 36186

RBC Cdn.\$ a/c No. 05600-101-1261

RBC USA\$ a/c No. 05600-400-2770

OCT Holidays Ltd.

BC travel wholesaler No. 35658

RBC Cdn.\$ a/c No. 05600-101-9678

RBC USA\$ a/c No. 05600-400-5567

Canada Inbound Tourism Association

Asia Pacific No. 1023-RTO

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