



TERMS & CONDITIONS

THAILAND

COMBO

PACKAGES

Terms & Conditions

Hotels:

- Standard Check-In time is at 1400 hrs & standard Check-out is at 1200 hrs.
- Early Check-In & Late Check-Out unless pre booked and paid in advance is subject to availability and at hotel's discretion.
- A mandatory refundable security deposited may be required at the hotel at the time of check-in. The amount may vary depending on the hotel. Cash or Credit-card acceptable. The amount is refunded at the time of check-out after clearing all incidental charges

Tours:

- Meal coupons do not include cost of Beverage & Hard Liquor.
- Tours on SIC if booked with hotel not falling under SIC area, will be cancelled from system without prior notice.
- TravelBullz reserves the right to deny service for hotels located outside. This is also valid for any booking on "CONFIRMED" or "VOUCHERED" status for hotels outside SIC area.
- At some attractions, the child cost would be considered base on height and not as per age.
- The starting time or pick up time mentioned in the voucher is estimate only. The actual pick- up will be reconfirmed before service date.
- Any changes requested due to unavoidable circumstances have to be made strictly with the TravelBullz Duty manager and would remain subject to availability and conditions of the tour.
- All schedules are subject to change due to traffic, weather conditions and number of passengers during peak hours and any other un-foreseen circumstances.
- No refund applicable for unutilized services.

Land Packages:

- **Booking processed after 1600 hrs. India Time (1730 hrs. Thailand Time) for next day arrival services will not be honored. Auto released voucher will be considered Null and Void.**
- **The product is NOT valid for "Land Only" bookings. Hotel component must be booked in the same PNR with TravelBullz.**
- Land packages are based on fixed timings; no changes or amendments are allowed in the itinerary.
- Day & Time of any tour cannot be changed or swapped for FIXED & SEMI PVT Land Combos
- Even with more than 2 nights stay in a city, the day & time of the tour cannot be changed or swapped.
- Any booking not complying with the Terms & Conditions will be denied / cancelled without prior notice.
- All prices for packages and optional services are based on the current rate of exchange (ROE) and are subject to change without prior notice.
- The Land Combo Package does not include anything not specifically mentioned in the Summary or Itinerary of the product. The product inclusions may not be referred or compared to any other

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product available on the system.

- Transfer not falling within the SIC schedule will be subject to supplement charges. Please recheck the exact flight details before confirming the service.
- Maximum Waiting Time is 05 mins, from the time Guide/ Driver have reported at the hotel for Pick-up. Guide will look for the guest in the Lobby Concierge area and if guest not found will call the hotel room. If no answer is received from room, the guide / driver will leave the premises and it will be considered a No Show.
- Guests who misses the SIC service will have to make their own arrangement for transfers / tours. No Refund or Reschedule is applicable
- Please note that the pick-up time for SIC is subject to change without prior notice. Any changes made would be informed in advance to the guest through SMS on the SIM CARD provided at the time of arrival in Bangkok Airport.
- TravelBullz will not be responsible if the guests do not use this SIM Card for important on tour updates.
- For SIC Transfers & Tours: guests are requested to be at the place of pick up / hotel lobby 05 minutes before the pick-up time as mentioned in itinerary and may have to wait for a period of about 30-45 minutes - depending upon - traffic, other picking up of guests and location of the hotel on the route.
- Any guests not found at the meeting point, at the time of vehicle arrival would be considered NO SHOW and no refund or re instating of their tour on another day or time would be considered.
- Bookings made with incomplete information, suppliers have right to deny booking automatically. Supplier has right to charge rack rate direct to customer and suppliers has a right the changes in detail and tour upon the suitability
- **Pick-up Points:**
 - Standard pick-up place in the hotel is CONCIERGE DESK in the lobby of the hotel.
 - Standard pick-up place at Suvarnabhumi airport is Exit C Gate No. 10.
 - Standard pick-up place at DMK airport is Gate No. 6.
 - Standard pick-up place at HKT airport is In Front of "Billion Coffee Shop" outside meeting area.
 - Standard pick-up place at Chiang Mai and Krabi airport is their respective Arrival Hall.
- City tour in Bangkok is an afternoon tour on the day of arriving from Pattaya to Bangkok. City tour is conducted en-route from Pattaya to Bangkok and requires one stop for changing of vehicles and guide.
- Guests booked for land package without lunch would have to wait for the other guests who have availed "with lunch" packages. Guest may buy lunch as an optional through tour Guide. Lunch in Bangkok is en-route from Pattaya to Bangkok, for guests booked for "WITH LUNCH" land combo.
- Gems Gallery visit is mandatory part of the city tour in all destinations and can't be excluded under any circumstances

- **Please refer to the link [here](#) for detailed time wise itinerary for Land Packages.**
- Please note, no changes can be made in the itinerary. Transfer timings for private transfers can only be changed if request sent to Operations team at-least 24 working hours in advance. Any request for last minute changes would not be considered.
- For guests on SIC Transfers carrying LCD TV in the VAN is not permitted. Additional charges applicable would be paid directly to the driver.
- For guest booked on PRIVATE TRANSFERS carrying LCD TV is allowed for only for 1 Unit (less than 42 inches).
- TravelBullz reserves the right to change the schedule on tour, for guests booked on Land Package.
- No changes are allowed in the Land Package Itinerary. No refund applicable for unutilized services.
- Maximum waiting time for private transfer services is 30 minutes only from the time of Pick-Up. Guests not present at the meeting point specified in the voucher would-be considered a NO SHOW. No refund applicable for No Show service.
- Re-schedule of such service would be treated as a new booking. At airports for international arrivals maximum waiting time is 2 hours for international flights after flight landing. It is advised that pick up time booked for departure flights should be booked 3.5 hours before the departure time of your flight from Bangkok and 4.5 hours before the departure time of your flight from Pattaya.
- Welcome Kits are not provided to guests arriving at Don Muang Airport in Bangkok. Guests are requested to call TravelBullz Duty Manager for any clarifications.

SIC AREAS

SIC service will operate from hotel located in the mentioned areas:

- **Bangkok:** Pratunam, Silom and Sukhumvit unto Soi 64 only.
- **Pattaya:** Pattaya City centre area only
- **Phuket:** Karon Beach / Kata Beach / Patong Beach
- **Krabi:** Ao Nang, Ao Namao, Krabi City Center Town
- **Koh Samui:** Chaweng Beach, Bophut, Cheong Mon

FOR LAND PACKAGE ITINERARIES CLICK [HERE](#).

TOUR NAME AND DEFINITIONS

FIXED SIC	All Tours & Transfers are on sharing basis. No changes can be made to the time or date of the services. Valid only for guests arriving at Suvarnabhumi International Airport in Bangkok
FLEXI SIC	All Tours & Transfers on sharing basis. Tour date can be changed at the time of making a reservation if time permits in the itinerary. No changes can be made while the guest is on Tour. Tour Pick Up time will remain fixed as per SIC schedule. Valid only for guests arriving at Suvarnabhumi International Airport in Bangkok.
SEMI PVT	All Tours on sharing basis. Airport Transfer, Intercity transfer on Private basis. Tour Date and Pick-Up Time will remain fixed as per SIC schedule.
DMK	All Tours on sharing basis. Airport Transfer and Intercity transfer on Private basis. Tour Date and Pick-Up Time will remain fixed as per SIC schedule. Valid only for guests arriving at Don Muang Airport in Bangkok

IMPORTANT NOTES: PHUKET LAND COMBOS

- Guests are provided with a Welcome Kit with Final Itinerary upon arrival In Phuket. It is important to follow the timings mentioned on the arrival kit for all services.
- Guest may also receive FAX message at the hotel for reconfirmation of their services. Guests may call the Tours & Transfer manager +66-81-7972288 & +66-86-4703344 for clarifications and reconfirmation about their services.
- Fantasea Show remains closed on Thursdays.

THINGS TO KEEP IN MIND DURING TEMPLE VISITS IN THAILAND

- Shorts, mini-skirts, short skirts, tight fitting trousers, as well as tights cannot be worn as outer garments.
- See-through shirts and blouses, as well as culottes or quarter length trousers cannot be worn.
- Sleeveless shirts or vests cannot be worn as outer garments.
- All shirtsleeves, whether long or short, cannot be rolled up.
- Sweat shirts and sweat pants, wind cheaters, pajamas and fisherman trousers cannot be worn.
- Remove hats, sunglasses, and shoes when entering a worship area.
- Turn off your mobile phone, remove headphones, and lower your voice.
- Show respect; now is not the time to share the latest joke you just heard.
- Step over the wooden threshold to the temple rather than on top of it.
- If you are sitting, stand up when monks or nuns enter the Bot.
- Always use your right hand when giving or receiving something from monks.

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AIRPORT MEET AND GREET SUVARNABHUMI INTERNATIONAL AIRPORT

Pick Up Point Airport (EXIT C AFTER collect your luggage, GATE 10)

Airport REP Contact Number Duty Airport REP: +66-818427332

SIC TRANSFER SCHEDULE

(SIC is valid for as mentioned Bangkok will be Pratunam, Silom and Sukhumvit up to Soi 64 only. Pattaya is valid for hotels which located on Pattaya City Area only)

Bangkok Airport – Pattaya Hotel 8.00hrs./10.00hrs./12.00hrs./14.00hrs./16.00hrs./18.00 hrs

Pattaya Hotel – Bangkok Hotel 10.00 - 10.30 hrs

Bangkok Hotel – Bangkok Airport 08.00hrs./10.00hrs./12.00hrs./ 14.00hrs./ 16.00hrs./ 18.00 hrs

EMERGENCY CONTACT NUMBERS PATTAYA & BANGKOK

TravelBullz Duty Manager +66-86-5706260 (Mobile) (05.00 hrs. to 22.00 hrs.)

Transfer Manager +66-87-0622259 (Mobile) Mr. Aran

AIRPORT MEET AND GREET PHUKET INTERNATIONAL AIRPORT

Pick Up Point Domestic Arrivals – 1st Floor Meeting Area Old Building (Terminal)
front of Minimart (Nearby TMB Money Exchange)
International Arrivals – 1st Floor Meeting Area New Building (Terminal)
at the Exit Gate No.2

Airport REP Contact Number Duty Airport REP: +66-81-7972288

SIC TRANSFER SCHEDULE

(SIC services are only valid for hotels in Patong, Kata, Karon, and Kamala Beach)

Phuket Airport – Phuket Hotel 0800, 1100, 1300, 1500, and 1700 hrs

Phuket Hotel – Phuket Airport 0700, 1000, 1200, 1400 and 1700 hrs.

EMERGENCY CONTACT NUMBER (PHUKET)

TravelBullz Duty Manager +66-86-5706260 (Mobile) (0500hrs. to 2200 hrs.)

Transfer Manager +66-81-7972288 (Mobile) (05.00 hrs. to 22.00 hrs.)

AIRPORT MEET AND GREET KRABI INTERNATIONAL AIRPORT

Pick Up Point Arrival Hall

Airport REP Contact Number +66-899890673

EMERGENCY CONTACT NUMBER (KRABI)

(SIC services are only valid for hotels located in Krabi Town / Ao-Nang / Klongmuang / Tubkaak)

TravelBullz Duty Manager +66-86-5706260 (Mobile) (0500hrs. to 2200 hrs.)

AIRPORT MEET AND GREET CHIANG MAI INTERNATIONAL AIRPORT

Pick Up Point Arrival Hall

Airport REP Contact Number +66-92-2235375

EMERGENCY CONTACT NUMBER (CHIANG MAI)

TravelBullz Duty Manager +66-86-5706260 (Mobile) (0500hrs. to 2200 hrs.)

Tours & Transfer Manager +66-85-5339287/ +66-53-224901 / +66-53-215572 / +66-53406327

AIRPORT MEET AND GREET KOH SAMUI INTERNATIONAL AIRPORT

Pick Up Point Airport meeting point on 2nd floor

Airport REP Contact Number +66-84-3068854

SIC TRANSFER SCHEDULE

(The service is applicable for hotels located on Chaweng Beach / Bophut / Cheong Mon / Manaem and Lamai only)

Samui Airport - Samui Hotel

Remote Area (SIC) 10.00hrs./ 12.00hrs./ 14.00hrs./ 16.00hrs./ 18.00 hrs./ 20.00 hrs.

Samui Hotel - Samui Airport -
Remote Area (SIC) 2.5 hours before flight departure time for hotel

Samui Airport - Samui Hotel -
Regular Area (SIC) 10.00hrs./ 12.00hrs./ 14.00hrs./ 16.00hrs./ 18.00 hrs./ 20.00 hrs.

Samui Hotel - Samui Airport -
Regular Area (SIC) 2 hours before flight departure time for hotel

EMERGENCY CONTACT NUMBER (KOH SAMUI)

TravelBullz Duty Manager +66-86-5706260 (Mobile) (0500hrs. to 2200 hrs.)

Tours & Transfer Manager +66-84-3068854