



The Saffron Odyssey

*A brand managed by The Odyssey Global Ventures
UEN: 53526601D*

Booking Terms & Conditions Customer Guide

Final Operational Edition - Version 3.1

Effective Date: 11 August 2026

KEY POLICY SUMMARY

*This **Booking Terms & Conditions (Customer Guide)** outlines the key conditions that apply when you reserve and participate in a Journey organised by **The Saffron Odyssey ("TSO")**.*

It explains how bookings are made, when a reservation becomes confirmed, what is included in your Journey, your responsibilities before and during travel, and the important conditions that help ensure a safe, enjoyable and well-organised experience for all travellers.

*We encourage all travellers to read this Guide carefully before making a booking. It should be read together with the **Payment Terms & Conditions (Customer Guide)** and the **Cancellation & Refund Policy (Customer Guide)**, which together form part of the contractual agreement between you and The Saffron Odyssey.*

1. Welcome to The Saffron Odyssey

The Saffron Odyssey offers carefully curated boutique journeys centred on Islamic heritage, meaningful cultural experiences and responsible travel. Our journeys are intentionally designed at a comfortable pace to encourage learning, reflection and authentic engagement with local communities.

2. Before You Book

Before confirming your reservation, please consider whether the journey is suitable for your mobility, health and travel preferences. Some destinations involve walking on uneven streets, steps, airports and historical sites. Please inform TSO of any medical, mobility or dietary requirements before booking.

3. Making Your Booking

Your reservation begins when you submit the required booking information and the applicable reservation payment. A booking remains provisional until TSO accepts your reservation and issues a Booking Confirmation.

4. What Your Journey Includes

Your itinerary and quotation will specify the services included. Depending on the journey these may include accommodation, transportation, selected meals, sightseeing, entrance fees, local guides, airport transfers and tour leadership. Please refer to your itinerary for the specific inclusions applicable to your departure.

5. What Is Not Included

Unless expressly stated, package prices do not include travel insurance, visas, passport fees, personal expenses, laundry, minibar charges, optional activities, excess baggage, room service, personal shopping or any items identified as excluded in your itinerary.

6. Before Departure

Please ensure your passport is valid, visas (where applicable) are obtained, travel insurance has been arranged and your emergency contact details are up to date. Notify TSO promptly if there are any changes to your personal information.

7. During Your Journey

We ask all travellers to be punctual, respectful of fellow travellers, local customs and places of worship, and to follow reasonable instructions given by the Tour Leader. Delays by one traveller may affect the experience of the entire group.

8. Changes Before or During the Journey

TSO may occasionally need to adjust flights, hotels, sightseeing arrangements or itineraries because of operational requirements, supplier changes, weather, safety considerations or events beyond our reasonable control. Where practicable, comparable alternatives will be provided.

9. Frequently Asked Questions

- Can I request a roommate? Yes, where available.
- Can I request special meals? Please inform TSO early and we will make reasonable efforts.
- What if I need assistance walking? Please discuss this with us before booking.
- Will I receive pre-departure information? Yes. TSO will provide relevant travel information before departure.

10. Need Assistance?

If you have questions before booking or before departure, please contact TSO. We are pleased to clarify any aspect of your journey so that you can book with confidence.

11. Important Reminder

Your booking is also governed by the Payment Terms & Conditions (Customer Guide) and the Cancellation & Refund Policy (Customer Guide). These documents explain payment obligations, cancellation procedures and refund arrangements.

12. Customer Acknowledgement

By proceeding with your booking, you acknowledge that you have read and understood this Booking Terms & Conditions (Customer Guide) and agree to

be bound by it together with the Payment Terms & Conditions (Customer Guide) and the Cancellation & Refund Policy (Customer Guide).

13. For Further Assistance

You may contact TSO for further clarification of these booking terms & conditions policies:

Email: contact@thesaffronodyssey.com

Whatsapp: +65 9748 4919