



THE SAFFRON ODYSSEY

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

Cancellation & Refund Policy Clients' Guide

Final Operational Edition - Version 3.1

Effective Date: 11 August 2026

KEY POLICY SUMMARY

This Cancellation & Refund Policy explains how cancellations, refunds, travel credits, amendments, supplier costs and related matters are handled for all journeys organised under The Saffron Odyssey.

Customer Declaration

By proceeding with your booking and payment, you acknowledge that you have:

- ☑ Read this Cancellation & Refund Policy (Customer Guide);
- ☑ Understood how cancellations and refunds are assessed;
- ☑ Accepted that refunds depend on recoverable supplier costs and other applicable deductions;
- ☑ Agreed to be bound by this Policy together with the Booking Terms & Conditions and Payment Terms & Conditions.

1. Why We Have This Policy

We understand that unexpected circumstances may require you to cancel your Journey. This Policy explains, in simple language, how cancellations and refunds are assessed. Our aim is to be transparent, fair and consistent while recognising that many travel services are purchased in advance from airlines, hotels and overseas partners.

2. If You Need to Cancel

- Please notify TSO immediately in writing (email or WhatsApp).
- Your cancellation takes effect only when your written request is received.
- Earlier notification generally increases the likelihood of recovering monies from suppliers.
- Verbal cancellations are not accepted.
- Failure to join the Journey without prior written notice will normally be treated as a no-show.

3. How Refunds Are Assessed

Refunds are not based solely on how early you cancel. They depend on the amount that can still be recovered from airlines, hotels, transport operators, destination management companies, attraction providers and other suppliers. TSO will assess each request in good faith and refund recoverable amounts after deducting non-recoverable supplier charges, payment processing fees retained by payment providers, banking charges and reasonable administrative costs.

TSO is committed to assessing every refund request fairly, consistently and in good faith based on the circumstances of each booking.

Cancellation Timing	General Refund Position
>120 days	Highest possibility of refund, subject to supplier commitments.
90–119 days	Reservation deposit and supplier commitments may apply.
60–89 days	Airline and hotel penalties usually increase.
30–59 days	Significant supplier cancellation charges normally apply.
<30 days	Refunds are generally unavailable unless monies are recovered.
No-show	Normally no refund.

4. What May Affect Your Refund

Your final refund may be affected by:

- Airline fare conditions.
- Hotel and overseas supplier cancellation charges.
- Tickets already purchased.
- Transport and guide commitments.
- Stripe or other payment processing fees retained by the payment provider.
- Bank charges and foreign exchange differences.
- Government taxes or charges that are non-refundable.
- Whether part of the Journey has already commenced.

5. If TSO Needs to Change or Cancel a Journey

If TSO is required to postpone, amend or cancel a Journey due to insufficient participant numbers, safety concerns, natural disasters, civil unrest, pandemics, government restrictions or other events beyond our reasonable control, we will communicate with affected travellers as soon as practicable.

Depending on the circumstances, TSO may offer an alternative departure, travel credit or refund of recoverable amounts.

6. Travel Insurance

We strongly recommend comprehensive travel insurance covering trip cancellation, medical expenses, emergency evacuation, travel disruption and baggage loss. Many events that affect travel are more appropriately claimed under travel insurance.

7. Frequently Asked Questions

Q: Can I transfer my booking?

A: Requests will be considered subject to airline, supplier and operational requirements.

Q: How long do refunds take?

A: Refund timing depends on payment providers and overseas supplier recoveries.

Q: Why is my refund not the full amount paid?

A: Some travel services may already have been paid to suppliers and cannot be recovered.

Q: What if I fall sick before departure?

A: Cancellation charges may still apply. We strongly recommend comprehensive travel insurance, which may provide cover depending on your policy.

Q: What if my flight is cancelled by the airline?

A: TSO will assist in coordinating alternative arrangements where reasonably practicable. Airline conditions and applicable laws will determine any compensation or refunds.

8. For Further Assistance

You may contact TSO for further clarification of these cancellation & refund policies:

Email: contact@thesaffronodyssey.com

Whatsapp: +65 9748 4919