



The Saffron Odyssey

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

Payment Terms & Conditions Customer Guide

Final Operational Edition - Version 2.0

Effective Date: 11 August 2026

KEY POLICY SUMMARY

*This Customer Guide explains the payment arrangements applicable to your Journey with **The Saffron Odyssey**.*

It outlines the payment schedule, accepted payment methods, applicable payment processing fees, payment deadlines and other important payment information.

We encourage all travellers to read this Guide carefully before making payment to ensure they understand their payment obligations and the options available.

1. Purpose

This Customer Guide explains how payments for your Journey are managed by The Saffron Odyssey (TSO). It is designed to help you understand when payments are due, the payment methods available, applicable processing fees and your responsibilities before making payment.

2. Payment Schedule

To secure your reservation, payments are made in stages. Timely payment allows TSO to confirm flights, accommodation and overseas services.

Booking Timing	Payment Required
90 days or more	SGD500 Reservation Deposit
60–89 days	SGD1,500 Second Payment (or SGD2,000 if booking is made during this period)
40–59 days	Final Balance (or Full Package Price if booking during this period)
Less than 40 days	Full Package Price upon confirmation

The payment schedule may vary where specifically stated in your quotation or invoice.

3. Booking Confirmation

Your reservation is confirmed only after TSO has accepted your booking, received the applicable payment and issued a Booking Confirmation. Until confirmation is issued, availability cannot be guaranteed.

4. Accepted Payment Methods

TSO currently accepts PayNow, Bank Transfer and Stripe (Credit/Debit Card). Other payment methods may be introduced from time to time. Please contact us if you require assistance selecting the most suitable payment method.

5. Payment Processing Fees

Payments made through Stripe are subject to third-party payment processing fees.

- Reservation Deposit (SGD500): Flat processing fee of SGD18.00.
- All subsequent Stripe payments: 3.6% of the payment amount.

These fees are charged by the payment platform and are separate from the Journey price. Customers who prefer not to incur these fees may pay by PayNow or Bank Transfer where available.

6. Payment Due Dates

Payment due dates are stated in your quotation, invoice or booking confirmation. Please make payment by the specified date. Late payment may delay ticketing, hotel confirmation or other supplier arrangements.

7. Late or Outstanding Payments

If payment is not received by the due date, TSO may suspend the booking, cancel the reservation, release your place to another traveller or apply the applicable Cancellation & Refund Policy. TSO will endeavour to contact you before taking such action where reasonably practicable.

8. Supplier Commitments

Once your booking is confirmed, TSO may immediately commit funds to airlines, hotels, transport providers, destination management companies and attraction operators. These commitments are one of the reasons why cancellation charges may apply if a booking is cancelled after confirmation.

9. Refund of Payment Processing Fees

Where a refund is approved, any payment processing fees retained by Stripe or another payment provider and not refunded to TSO are generally non-refundable unless required by applicable law.

10. Currency & Banking Charges

Unless otherwise stated, all prices are quoted in Singapore Dollars (SGD). Bank charges, overseas remittance fees and foreign exchange conversion costs are the traveller's responsibility.

11. Frequently Asked Questions

Can I pay by instalments?

Yes, where the published payment schedule applies.

Can someone else pay on my behalf?

Yes, provided your booking reference is clearly indicated.

Will I receive a receipt?

Yes. A payment acknowledgement or receipt will be issued after payment is verified.

Can I avoid Stripe fees?

Yes. PayNow or Bank Transfer may be used where available.

12. Customer Acknowledgement

By proceeding with your booking and payment, you acknowledge that you have read and understood these Payment Terms & Conditions (Customer Guide) and agree to be bound by them together with the Booking Terms & Conditions and the Customer Cancellation & Refund Policy.

13. For Further Assistance

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

Email: contact@thesaffronodyssey.com

Whatsapp: +65 9748 4919