

NO-SHOW REFUND TERMS & CONDITIONS – Effective for Covered Activity purchased from 18 August 2022 and onwards

Definitions

For the purpose of this document, the following definitions will apply:

Covered Activity	The activity that You purchased via the Klook online platform, provided that you are not aware of any circumstances that could lead to cancellation of the activity at the time of booking (e.g. hospitalization of a family member or any risk related to the travel destination)
Pandemic	Pandemic - means pandemic as announced by the World Health Organization.
Period of Coverage	The period during which Your cover is effective
We / Us / Our	Klook Travel Technology Limited
You / Your	The person whose name is registered for the Covered Activity

Benefits of No-show Refund

By adding No-show Refund to Your booking, You will get a 60% refund of the amount you have paid for Your Covered Activity if You decide to cancel for any reason, provided that You have not participated in the Covered Activity and/or the voucher for the Covered Activity has not been used. No further justifications or supporting documents will be required.

What is Not Covered?

- (a) Any loss arising directly or indirectly from the fact that You cannot travel or choose not to travel to the destination/country of the Covered Activity because the relevant local authority of your residence has advised against non-essential or all travel to the destination/country of the Covered Activity due to a Pandemic.
- (b) We will not pay, in part or full, any loss of promo codes, vouchers or gift cards that have been used, to pay for the Covered Activity.

Conditions of No-show Refund

(i) Period of Coverage

Your cover is effective upon confirmation of your booking and will terminate upon the expiry of the Covered Activity.

(ii) Eligibility

Presently, No-show Refund is valid for travelers who are a resident of all countries except Mainland China. If You are a resident of the above-mentioned countries/regions, no coverage will be extended to You. Acknowledgement is required before You purchase Satisfaction Guarantee.

If You are not a resident of the above-mentioned countries/regions, no coverage will be extended to You. Acknowledgement is required before You purchase No-show Refund.

KlookCash & Promo Code Usage

KlookCash cannot be used to pay for No-show Refund and KlookCash will not be earned on your purchase of No-show Refund. Promo code discounts are also not applicable on No-show Refund.

Cancellation Policy

No-show Refund is non-refundable and non-transferable after the booking is confirmed.

We reserve the right to deny any purchase of No-show Refund to any customer suspected of fraud.

(iii) Booking Modifications*Modifications to Participation Date*

In case of any modifications made to the participation date of Your Covered Activity after the purchase of No-show Refund, the valid claimable period will be based on the revised participation date.

Modifications to Traveler's Name

No-show Refund will still apply to the booking even if the traveler's name has been amended.

(iv) No-show Refund Claims*Procedure for No-show Refund Claims*

You can make a No-show Refund claim when (a) the free cancellation window has passed, and (b) up to your intended participation date. No-show Refund Claims submitted after this window will be rejected.

No-show Refund Claims must be submitted directly to Klook. A link to the No-show Refund Claims submission page can be accessed via your account's "Bookings" section.

You will not be able to submit a No-show Refund Claim for a particular unit if it:

- Has been redeemed
- Has been canceled/refunded
- Is pending for claim approval
- Has been claimed successfully

Processing of No-show Refund Claims

Your No-show Refund Claim will only be processed by Us after the date of Your Covered Activity. You will receive a status update of your No-show Refund Claim within 7 working days from the selected participation date. Once your No-show Refund Claim is approved, you can expect to receive your No-show Refund refund within 14 working days under normal circumstances.

No-show Refund refund

No-show Refund refund will be equivalent to 60% of the paid amount of your main activity fee and will be paid out in the same ratio of Cash and KlookCash only. Klook Gift Cards or Discount codes used upon booking will not be refunded.

Partial No-show Refund Claims

If you have booked an activity with separate tickets for each unit, you do not need to submit a No-show Refund Claim for all units in the booking at the same time. Partial claiming is accepted. For example, if you have booked 5 units for the activity, but one unit was not redeemed and/or used, you may submit a No-show Refund Claim for one unit. You can submit a No-show Refund Claim for each unit at different times until all units of the booking have been claimed or used.

Others

We reserve the right to deny claims to any customer suspected of fraud.

Modifications

We reserve the right, at Our sole discretion, to change or modify any part of these terms and conditions at any time without prior notice. You should visit this page periodically to review the current terms and conditions to which You are bound. If We change or modify these terms and conditions, We will post the changes to or modifications of these terms and conditions on this page and will indicate at the bottom of this page the date on which these terms and conditions were last revised.

Additional Terms

In addition, when using No-show Refund, You shall be subject to any additional terms applicable to the Covered Activity that may be posted on the page relating to such Covered Activity from time to time and the privacy policy adopted by Us from time to time. All such terms are hereby expressly incorporated by reference in these terms and conditions.

Last Updated on 24 April 2024