Operator Code of Conduct

运营商行为准则

(Updated as at 19 June 2023)

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Objective

目标

Klook partners with various operators ("**Operators**") of products, tours, activities, services and other experiences (collectively "**Products**" or "**Services**"). Whilst Klook keeps a high standard internally regarding industry professionalism, consumer protection, legal compliance and anti-corruption practice, Klook strives to ensure Operators also maintain such high standards. This Operator Code of Conduct aims to provide a general basis to govern the relationship between Klook and its Operators. Klook requires each Operator to comply with this Operator Code of Conduct for the duration of the Operator's relationship with Klook.

客路与各类产品、旅游、活动、服务和其他体验（统称为 "**产品**" 或 "**服务**" ）的运营商（ "**运营商**" ）合作。在行业专业性、消费者保护、法律合规和反腐败方面，客路制定了较高的内部标准，并努力确保运营商亦遵守该高标准。本运营商行为准则旨在为管理客路与其运营商之间的关系提供整体依据。客路要求，在与客路保持关系期间，每一运营商均须始终遵守本运营商行为准则。

In addition, Operators shall adhere to principles and guidelines set out under this Operator Code of Conduct when dealing with its employees, individual contractors, agents, vendors and suppliers on Klook's behalf. Klook has the sole discretion to update this Operator Code of Conduct from time to time and if any update is made, Klook shall provide its Operators with an updated copy of this Operator Code of Conduct.

此外，在代表客路与其员工、承包商、代理人、供应商和供货商交易时，运营商应遵守本运营商行为准则下的原则和指引。客路应有权不时自行酌情决定更新本运营商行为准则，且一旦更新本运营商行为准则，客路应向其运营商提供本运营商行为准则的更新版本。

General

总则

In general, Operators are required to:

一般而言，运营商必须：

1. comply with all applicable laws, rules, regulations and guidelines relating to Operator's business, including but not limited to fire safety, public health, occupational safety and health, and personal security;
1. 遵守与运营商业务相关的所有适用法律、规则、规章和准则，包括但不限于关于消防安全、公共卫生、职业安全和健康以及个人安全的法律、规则、规章和准则；
2. obtain and maintain all required administrative licenses, certifications, permits, insurances and other registrations required in the respective jurisdictions for the conduct of Operator's business and the fulfilment of the contractual obligations;

2. 获得根据相关司法管辖区要求经营运营商业务和履行合同义务所需的所有必要行政许可、证明、执照、保险和其他注册登记，并保持该等许可、证明、执照、保险和其他注册登记始终有效；
3. provide respective evidence and documentation, including copies of permits and licences if it is so requested by the relevant authority. If the Operator is alleged of providing a non-compliant Product or Service, the Operator shall cooperate promptly, at its own expense, with any administrative authorities;
3. 应主管当局要求，提供相关证据和文件，包括许可证和执照的副本。如果运营商被指提供不合规产品或服务，运营商应及时自费配合任何行政主管当局采取的措施；
4. cause and maintain sufficient and adequate insurance coverage to provide for the payment of claims resulting from property loss or damage or bodily injury, including death, sustained by Klook' s customers and/or any third parties arising from or in connection with the Products and Services; and
4. 运营商应投保充足且充分的第三者责任险，以支付客路客户和/或任何第三方由于产品和服务或与产品和服务相关的原因而遭受的财产损失或损坏或人身伤害（包括死亡）的相关索赔，并维持该等保险始终有效；及
5. ensure that the Operators are handling all Products and Services with best practices and standards, and that its agents or employees are adequately trained and have acquired the necessary licences, permits, certifications, skills and experience required to carry out their duties.
5. 确保运营商按照最佳惯例和标准，处理所有产品和服务，运营商的代理人或员工获得充分培训并已取得履行其职责所需的必要许可、执照、证明、技能和经验。
6. upload (i) certificates of insurance as evidence that the required insurance is in effect, and (ii) a new certificate of insurance whenever Operator changes its insurance or the prior certificate expires. Operator must inform Klook regarding any change in the required insurance policies, including non-renewal thereof. Upon request, Operator shall provide Klook a copy of the applicable insurance policy and proof of payment of the relevant premiums.
6. (i)上传保险凭证，证明所需保险有效，以及(ii)在运营商变更保险或之前的保险凭证到期时，上传新的保险凭证。如果所需保单发生任何变更（包括未续保），运营商必须告知客路。如果客路提出请求，运营商应向客路提供适用保单以及相关保费缴费凭证的副本。

Specific Provisions relating to Products and Services

与产品和服务相关的具体规定

Aside from the general provisions set out above, Operators are required to comply with the following codes if they happen to provide any of the following Products and/or Services.

除上述一般规定外，如果运营商恰好提供任何以下产品和/或服务，运营商还须遵守下述准则：

Transportation If any part of a Product or Service engages Klook' s customers travelling in a motorised vehicle, Operator shall ensure that:

交通 如果客路客户因产品或服务的任何部分而乘坐机动车旅行，运营商应确保：

- Operator has obtained a valid third-party insurance policy for motor vehicle and a general liability policy covering its operation;
- 运营商已取得有效的机动车辆第三者责任险保单和涵盖其业务活动的一般责任险保单；
- all drivers or operators of vehicles should have valid licences and have registered their vehicles as required under applicable law;
- 所有车辆驾驶员或操作人员应当拥有有效的执照，并已按照适用法律登记其车辆；
- there are proper documentation in relation to emergency procedures, and that Operators should train all drivers, vehicle operators and relevant personnel; and
- 拥有适当的应急程序文件，且运营商应当对所有驾驶员、车辆操作人员和相关人员进行培训；以及

- all contingency plans or procedures, in the event that the vehicle breaks down or encounters road traffic accidents, are documented, and that the driver or operator of the vehicle is familiar with such emergency procedures.
- 有关车辆发生故障或遇到道路交通事故时的所有应急计划或程序都记录在案，并且车辆驾驶员或操作人员熟悉此类紧急程序。
- operators of vehicles are prohibited from using cell phones or other mobile devices while operating the vehicle.
- 禁止车辆操作人员在操作车辆时使用手机或其他移动设备。
- records of maintenance checks are kept and show that each vehicle undergoes checks as required under local laws, rules and/or regulations.
- 妥善保存维护检查记录，并且记录中应显示每辆车均按当地法律、规则和/或法规的要求接受检查。

Accommodation If any part of the Product or Services involves the provision of accommodation, Operator shall:

住宿 如果产品或服务的任何部分涉及提供住宿，运营商应：

- obtain and maintain valid general insurance liability policy covering its operation;
- 取得涵盖其业务活动的有效的一般责任险保单，并保持该保单始终有效；
- obtain and maintain a valid fire certificate that complies with the laws and regulations of the local fire authority;
- 获得符合法律和当地消防部门规定的有效消防证明，并保持该等证明始终有效；
- ensure that all facility and equipment such as lighting, electrical, gas, security, etc. are compliant with applicable laws and regulations in respective jurisdictions;
- 确保照明、电气、气体和保安等所有设施和设备均符合相关司法管辖区的适用法律和法规；
- ensure that all its employees and agents are familiar with emergency evacuation procedures, and will assist Klook' s customers in emergency situations; and
- 确保运营商所有员工和代理人均熟悉紧急疏散程序，并在紧急情况下为客路客户提供帮助；及
- control unauthorised access to the premises that provide accommodation, and strive to restrict any trespassers from entering the premises.
- 控制未经授权人员进出住宿场所，并努力限制任何不法进入者进入该场所。

Venues If any part of the Product requires the use of a venue, Operator shall:

场地 如果产品的任何部分需要使用场地，运营商应：

- have a valid current general liability policy covering its operations;
- 拥有涵盖其业务活动的现行有效的一般责任险保单；
- ensure that the premises has a valid fire certificate issued by the local fire authority;
- 确保该场地拥有当地消防部门签发的有效消防证明；
- regularly check all equipment, including all fire extinguishers and equipment and all gas, electrical, sound, lighting, security and other equipment as required by local laws or regulations;
- 定期检查所有设备，包括所有灭火器和设备以及当地法律或法规要求的所有气体、电气、声音、照明、安保和其他设备；
- ensure that personnel are provided to control unauthorized access, to ensure that maximum occupation limits are not exceeded, assist in emergency evacuation procedures, and to deal with unruly behaviour and general people management;
- 确保已安排人手，以控制未经授权人员进出场地，确保占地面积不超过最大占用限制，在紧急疏散程序中提供协助，处理不守规矩的行为和进行一般人员管理事宜；
- ensure that the venue complies with all applicable laws regarding disabled persons and consideration should be given to the access in all areas for the disabled visitor.
- 确保场地符合有关残障人士的所有适用法律，并考虑在所有区域设置供残障人士使用的无障碍通道。

Adventures – Scuba Diving, Para-gliding, Sky-diving, etc. If Klook' s customers take part in any adventures, Operator shall:

探险 – 水肺潜水、滑翔伞、跳伞等。 如果客路客户参加任何探险活动，运营商应：

- have valid insurance policy for each of the activity covering the Operator' s activities;
- 对每一项活动均拥有涵盖其业务活动的有效保单；
- ensure the safety of participants by implementing best safety and emergency practices and procedures and require that all risks and potential hazards of a Product are clearly advised to participants;
- 通过实施最佳安全和应急惯例及程序确保参与者安全，并要求向参与者明确告知产品的所有风险和潜在危险；
- brief all participants and request participants to sign appropriate acknowledgements and exemption of liability forms before undertaking any such activities. Any such briefings shall disclose and highlight any special risks or hazards posed by pre-existing medical conditions as well as highlight the level of physical fitness required to undertake such activities;
- 在进行任何该等活动前，向所有参与者简要介绍相关信息，并要求参与者签署适当的责任确认书和免责书。进行此类简述时，应披露并重点强调业已存在的身体状况对应的任何特殊风险或危险，并重点强调开展此类活动所需的身体健康水平；
- not allow participants to undertake any such activities if they are or are reasonably suspected to be under the influence of drugs or alcohol or in any way intoxicated;
- 如果参与者受到或有理由怀疑他们受到毒品或酒精的影响或以任何方式醉酒，则不允许参与者参与任何此类活动；
- have appropriate emergency procedures documented for any such activities. Operator shall make arrangements so that guides are able to contact the emergency services or other assistance if necessary. This can be by radio, walkie-talkie or mobile phone.; and
- 适当记录此类活动的紧急程序。运营商应做出安排，以便导游在必要时能够联系应急服务或获得其他协助。导游可通过无线电、对讲机或移动电话联系应急服务或获得其他协助；及
- keep maintenance and repair of the facility and equipment, and perform regular inspections of the facility and equipment to ensure such facility and equipment are in good and safe conditions, with records kept of checks that take place. For boats, radio and navigational equipment checks are made when a vessel leaves the port/mooring area.
- 维护和维修设施和设备，定期检查设施和设备，以确保这些设施和设备处于良好且安全的状态，并保存检查记录。当船只离开港口/锚泊区时，检查船只的无线电和导航设备。
- ensure that for boat excursion, watersports, or scuba diving, etc., all staff should have valid lifesaving certification, that there are sufficient lifejackets on board for the total capacity of the boat including the crew and are of a type which has been tested and approved by a safety authority within the country. Lifejackets shall be stowed in positions where they are easily located, within a store and protected from the elements.
- 确保所有员工均应当拥有适用于乘船游览、水上运动或水肺潜水等活动的有效救生证书，船上备有足够的救生衣，供包括机组人员在内的所有船上人员使用，且救生衣的类型已经过该国安全当局的测试和批准。救生衣应存放在储存空间内易于找到的位置，防止它们受到各种因素的影响。
- ensure that for excursions by air (e.g. helicopter, fixed wing or hot air balloon):
- 对于空中游览（例如乘坐直升机、固定翼飞机或热气球游览），应确保：
    - Operator shall have a valid current insurance policy for each of the aircraft used and a general liability policy covering Operator' s operations.
    - 运营商拥有涵盖所使用的每架飞行器的现行有效的保单以及涵盖运营商业务活动的一般责任险保单。
    - all pilots hold a valid US Federal Aviation Administration (FAA) (or equivalent) pilot' s license for flying the aircraft and for which an appropriate rating is held.
    - 所有飞行员均持有美国联邦航空管理局(FAA)（或同等级别机构）签发的相应等级的有效飞行员飞行执照。
    - all pilots meet the FAA or equivalent body' s requirements.
    - 所有飞行员均满足 FAA 或同等级别机构的要求。

- a safety briefing is given to all participants before the excursion commences.
- 在开始游览之前，向所有参与者进行安全教育。
- air excursions by nature are potentially dangerous activities; all participants are made aware of the risks involved.
- 就其性质而言，空中游览是潜在的危险活动；所有参与者均须了解其中所涉及的风险。

Anti-Corruption Policy

反腐败政策

Klook has a strict internal policy against any behaviour in relation to corruption or bribery and we expect Operators to attain the same standards in all conduct. As such, Operators shall:

客路拥有严格的反腐败或反贿赂内部政策，并期望运营商的所有行为亦符合相同标准。因此，运营商应：

1. comply with the relevant national laws and regulations relating to anti-corruption and anti-bribery practice, as well as the UN Global Compact as updated and in force from time to time;
1. 遵守与反腐败和反贿赂相关的国家法律法规以及不时更新和生效的《联合国全球契约》；
2. formulate their own internal anti-corruption or anti-bribery policies;
2. 制定自己的内部反腐败或反贿赂政策；
3. not offer gifts to or accept gifts from or impose any undue influence on any other third parties to obtain an improper advantage on behalf of Klook;
3. 不向任何其他第三方提供亦不接受任何其他第三方提供的任何礼品，或对任何其他第三方施加任何不当影响，以代表客路获得不当利益；
4. actively disclose any conflicts of interest with Klook including with Klook’ s employees or agents;
4. 主动披露与客路之间的任何利益冲突，包括与客路的员工或代理人间的利益冲突；
5. prevent any money laundering activities and any activity that facilitate money laundering, and report any such activities to the relevant authorities; and
5. 防止任何洗钱活动及为洗钱提供便利的任何活动，并向主管当局报告任何此类活动；及
6. prohibit any funding of or provision of resources to terrorism or other activities that are of or are reasonably suspected to be of criminal nature.
6. 禁止向恐怖主义或其他具有犯罪性质或有理由被怀疑具有犯罪性质的活动提供任何资金或资源。
7. be honest, direct and truthful in discussions with regulatory agency representatives and government officials;
7. 在与监管机构代表和政府官员的讨论中保持诚实、直率和坦诚；
8. have measures in place to worker whistleblower confidentiality and prohibit retaliation against workers who report workplace grievances.
8. 制定适用于举报人的保密措施，禁止对举报工作场所不平事件的员工进行报复。

Service Quality Standard Policy
服务质量标准政策

Klook strives to provide excellent customer services and protection for our customers. As such, this Service Quality Standard Policy is introduced to maintain a trusted and reliable platform between customers and Operators. Operators are required to uphold the service quality standards set by Klook. Klook employs different metrics to measure an Operator’ s service quality performance which consists of Refund of Bookings, Cancel of Bookings, Review Scores and Ratings and Confirmation Hours (i.e., the time taken by Operator to confirm a booking).

客路致力于为客户提供卓越的客户服务和保护。因此，引入此服务质量标准政策旨在使客户和运营商之间维持一个值得信赖且可靠的平台。运营商必须支持客路制定的服务质量标准。客路采用不同指标（包

括预定退款、取消预订、评分和评级以及确认时间[即运营商确认预订所需时间]）衡量运营商的服务质量。

Please refer to the explanations below for the aforementioned service quality metrics:

有关上述服务质量指标，请参阅以下说明：

- ***Refund of Booking*** – Do not refund a confirmed booking that is caused by the Operator including but not limited to "Service Quality Issue" and "Service Not Delivered"；
- ***预定退款*** – 对于由于运营商原因（包括但不限于"服务质量问题"和"服务未交付"）导致的已确认预订退订，不予退款；
- ***Cancel of Bookings*** – Do not cancel a confirmed booking that is caused by the Operator including but not limited to "Service Quality Issue" and "Service Not Delivered"；
- ***取消预订*** - 对于由于运营商原因（包括但不限于"服务质量问题"和"服务未交付"）导致的申请取消已确认预订，不予取消；
- ***Review Scores and Rating*** – You should provide good services to encourage better reviews (i.e., 4 to 5 stars reviews) and should not manipulate review scores and ratings; and
- ***评分和评级*** – 您应当提供出色的服务，以鼓励客户给出更高评价（即 4 至 5 星级），并且不应当操纵评分和评级；以及
- ***Confirmation Hours*** – You must fulfil your confirmation policy, and try with best effort to shorten the confirmation time.
- ***确认时间*** – 您必须遵守确认政策，并尽最大努力缩短确认时间。

At Klook, our team reaches out to Operators to follow up and provides consultation on service quality performance. Any Operators who do not comply with this Service Quality Standard Policy would be penalised or face potential suspension from Klook's Platform. Refer to Appendices below for a detailed explanation on Operator's responsibility, communication and on compensation.

客路团队将联系运营商跟进相关事项，并就服务质量提出意见。不遵守本服务质量标准政策的任何运营商均将受到处罚，或其与客路平台的合作可能被暂停。请参考以下附录，了解关于运营商责任、沟通和赔偿的详细说明。

Animal Welfare Policy

动物福利政策

At Klook, we value and endeavor to preserve the welfare of animals. As a leading global player in the in-destination travel sector, we have to leverage our authority with the purpose that positively impacts the community.
客路重视并努力维护动物福利。作为目的地旅游业的全球领军者，我们必须利用我们的权威来对社区发挥积极影响。

We are looking to support local operators of animal-featured activities to meet the guidelines and best practices available from leading animal welfare organizations. By adopting a comprehensive approach, we can educate, inform and empower customers as well as the communities to make beneficial long-term changes. We have to consider opportunities for local operators to transform and grow for the better.
我们努力为开展以动物为特色的活动的本地运营商提供支持，以确保此类活动符合主要动物福利组织提供的指引和最佳惯例。通过采用综合性工作方式，我们可以对客户以及社区进行教育，提供信息和赋权，从而实现有益的长期变革。我们必须考虑当地运营商实现转型和实现更好发展的机会。

Animal welfare is an important area for us and one that we are committed to addressing.
动物福利是我们的一个重要领域，也是我们致力于解决的一个领域。

For the purposes of this Animal Welfare Policy, "**Animal Entertainment**" means the use of animals for the entertainment of people, including any viewing of or interaction with animals.

在本动物福利政策中，"**动物娱乐**"指使用动物来使人类获得娱乐，包括观看动物或与动物互动。

If any part of the Products or Services involves Animal Entertainment, Operator shall ensure that:

如果产品或服务的任何部分涉及动物娱乐，运营商应确保：

- The operator has a valid general liability insurance policy covering Operator's operations;
- 运营商拥有涵盖运营商业务活动的有效的一般责任险保单；
- the animals have received vaccinations and are routinely examined by a veterinarian;
- 动物已接受疫苗接种，并由兽医定期检查；
- the animals do not have a prior history of injuring participants; and
- 动物从未伤害参与者；以及
- the animals are treated humanely, and are in a reasonable state of welfare, healthy, comfortable, well-nourished, safe, able to express natural behaviour, and not suffering from unpleasant states such as pain, fear, and distress;
- 动物受到人道对待、处于合理的福利状态、健康、感觉舒适、营养充足、安全、能够自由表达天性并且不受痛苦、恐惧和压力威胁；
- the animals are provide an appropriate environment, including shelter and a comfortable resting area;
- 动物拥有适当的环境，包括庇护所和舒适的休息区；
- that animals will be treated respectfully, with qualified animal management and access to veterinary care.
- 动物受到尊重，并得到合格的动物管理和兽医护理。

Klook will not contract, offer or promote:
客路不会签约、提供或推广：

- direct interaction with wild animals of certain species* (*dolphins, whales, porpoises, elephants, bears, big cats, orangutans and other primates, sloths)
- 与某些物种的野生动物*（*海豚、鲸鱼、鼠海豚、大象、熊、大猫、猩猩和其他灵长类动物及树懒）互动的活动
- animal performances, shows and circuses involving wild animals of certain species*
- 涉及某些物种的野生动物的动物表演、演出和马戏团*
- animal fights
- 动物搏击
- animal racing
- 动物比赛
- trophy hunting
- 战利品狩猎
- wild animal rides
- 野生动物骑乘
- aquariums with captive whales and dolphins
- 拥有被捕鲸鱼和海豚的水族馆
- facilities where wild animals are purposely bred to produce commercial products, including: crocodile farms, bear bile farms
- 喂养野生动物以专门用来生产商业产品的设施，包括鳄鱼农场和熊胆农场
- venues where visitors can purchase products sourced from wild animals (e.g. turtle shells, snakeskins
- 游客可以在其中购买野生动物产品（如海龟壳和蛇皮）的场地

Our desire is to work with Operators that share our beliefs. Therefore, we reserve the right to suspend any Operator, and to not sell and/or remove all Products and Services, that do not adhere to this Animal Welfare Policy or otherwise put the welfare of animals at risk or involve the unethical treatment of animals.

我们希望与拥有相同信念的运营商合作。因此，我们保留暂停不遵守本动物福利政策或以其他方式危及动物福利或涉及以不道德方式对待动物的任何运营商的合作资格以及不出售和/或移除不遵守本动物福利政策或以其他方式危及动物福利或涉及以不道德方式对待动物的所有产品和服务的权利。

Human rights and equal opportunity policy

人权和平等机会政策

We practice and seek to work only with Operators who respect human rights as well as equal opportunity in the workplace. Operators must:

我们只与尊重人权以及工作场所机会平等的运营商开展工作和合作。运营商必须：

- not engage in discrimination in hiring, compensation, access to training, promotion, termination or retirement based on race, caste, national origin, religion, age, disability, gender identity, marital status, sexual orientation, union membership, or political affiliation.
- 不因种族、种姓、国籍、宗教、年龄、残疾、性别认同、婚姻状况、性取向、工会会员资格或政治派别，在雇佣、报酬、培训、晋升、终止劳动关系或退休方面，存在歧视。
- provide a safe and healthy work environment and fully comply with all applicable health and safety laws, regulations and practices.
- 提供安全健康的工作环境，并完全遵守所有适用的健康和安全法律、法规和惯例。
- use only voluntary labor and prohibit the use of human trafficking in their operations.
- 仅使用自愿劳力，禁止在其业务活动中使用贩卖人口。
- prohibit the use of child labour.
- 禁止使用童工。
- treat workers with respect and dignity.
- 尊重并有尊严地对待工人。
- pay living wages under humane conditions.
- 在符合人道主义的条件下支付生活工资。
- not require workers to work more than the maximum hours of daily labor set by local laws and ensure that overtime is voluntary and paid in accordance with local laws and regulations;
- 不要求工人的工作时间超过当地法律规定的最长日工作时间，并确保加班是工人自愿的，并根据当地法律和法规支付加班费；
- keep employee records in accordance with local and/or national regulations.
- 根据当地和/或国家法规保存员工记录。

Sanctions policy

制裁政策

Operators represent and warrant that:

运营商陈述并保证：

- they will comply and will not engage in conduct that would result in penalties under or cause Klook to violate sanctions, export control, and anti-boycott laws;
- 他们将遵守制裁、出口管制和反抵制法律，且不会从事将导致处罚或导致客路违反制裁、出口管制和反抵制法律的行为；
- that they are not a Sanctions Target;
- 他们不是制裁目标；
- they are not 50% or more owned or controlled, directly or indirectly, individually or in the aggregate, by one or more Sanctions Targets;
- 他们并未由一个或多个制裁目标直接或间接、单独或合计拥有 50%或以上的所有权或控制权；
- they are not ordinarily resident, incorporated, or headquartered in any territory that is or becomes subject to comprehensive U.S. economic sanctions.
- 他们通常不居住、设立于受到美国全面经济制裁的任何地区，亦不在该等地区设立总部。

Environmental sustainability and corporate responsibility

环境可持续性和企业责任

As a leader in the travel industry, sustainable tourism is an important focus for Klook’ s corporate citizenship efforts. We strive to operate sustainably, in order to minimize the environmental impact of our activities.

作为旅游业的领导者，可持续旅游业是客路公司公民义务的一项重点。我们努力以可持续方式运营，以期尽量减少我们的活动对环境的影响。

Operators must:

运营商必须：

- obtain and keep current all required environmental permits, approvals and registrations and comply with operational and reporting requirements, as applicable;
- 获得所有必要的环境许可、批准和登记注册，并保持该等许可、批准和登记注册始终有效，且遵守运营和报告要求（如适用）；
- monitor and control waste generated from operations before disposing in accordance with applicable laws;
- 在按照适用法律处置之前，监控和控制运营产生的废物；
- characterize, monitor, control and treat regulated air emissions before discharging in compliance with applicable laws.
- 根据适用法律，在排放前确定、监测、控制和处理受监管的气体排放。

APPENDIX 1
附录 1

(only applicable for Tours & Activities, Food & Dining, Car Charters, and Private Transfer Services, as specified to Operator during self-registration and/or activity onboarding on Klook)
（仅适用于运营商在客路自行注册和/或登记活动时指明的旅游活动、餐饮、租车和私人接送服务）

1. OPERATOR' RESPONSIBILITY
1. 运营商责任

(a) Operator is responsible for any compensation to a Klook customer including any costs that such customer incurs, resulting from a failure by the Operator to deliver a service at an expected service level (as determined by Klook), which leads a Klook customer to complain and/or have an unsatisfactory experience. Operator's expected responsibility as owner and/or aggregator of the Products and Services shall include, but not limited to, the following:

(a) 向客路客户提供的任何赔偿由运营商负责，包括因运营商未能按预期服务水平（由客路确定）提供服务导致客户投诉和/或不满而产生的任何费用。运营商作为产品和服务的所有者和/或集成商，其预期责任应包括但不限于以下内容：

- services delivered within the time stipulated and promptly;
- 在规定的时间内及时提供服务；
- services provided to Klook's Customer shall be in accordance with the description as publicize for the Products and Services;
- 向客路客户提供的服务应符合产品和服务的公开描述；
- quality of services as informed and determine by Klook;
- 服务的质量符合客路的明确要求和标准；
- to Operator's best endeavours, promptly inform Klook of any service disruption ahead of time;
- 运营商应尽最大努力，提前将任何服务中断的情况及时通知客路；
- any other responsibility as expected from the Operator by industry standards,
- 根据行业标准，应由运营商承担的任何其他责任，

(collectively referred to as "**Service Quality**").

（统称"**服务质量**"）。

(b) Operator shall use its best endeavours to keep Klook informed of any foreseeable disruptions that may affect the delivery of Operator's Products and Services to Klook's customers. Foreseeable disruption shall include, but not limited to, the following:

(b) 运营商应尽最大努力，让客路知晓可能影响向客路客户交付运营商产品和服务的任何可预见的中断情况。可预见的中断情况包括但不限于：

- disruption which affects the delivery by Operator of its Products and Services e.g park closure;
- 影响运营商交付产品和服务的中断情况，例如园区关闭；
- bad weather e.g. typhoons, rough sea;
- 恶劣天气（如台风、强浪）；
- any other circumstances as determined by Klook in its sole discretion,
- 客路自行决定的任何其他情况，

(collectively referred to as "**Foreseeable Disruption**").

（统称"**可预见中断**"）。

(c) If a Klook customer has a negative experience with Operator's Products and Services, such Operator shall be responsible and shall fully absorb any costs and/or expenses incurred.

(c) 如果客路的客户对运营商的产品和服务有负面体验，该运营商应负责并完全承担由此产生的任何成本和/或费用。

2. COMMUNICATION TO OPERATOR
2. 运营商沟通

(a) For instances where a Service Quality is not satisfactory and/or an Operator fails to inform Klook of a Foreseeable Disruption, Klook shall communicate with such Operator to inform on any complaints, cancellations and/or refund requests made by Klook's customer.

(a) 对于服务质量不令人满意和/或运营商未能通知客路可预见中断的情况，客路应就此与运营商进行沟通，并将客路客户提出的任何投诉、取消和/或退款请求告知运营商。

(b) For any customer complain that Operator wishes to dispute, Operator shall reply to Klook via Klook's designated communication channel and Klook expects a response from Operator within two (2) working days after which Operator has forty eight (48) hours to investigate the complaint and give their feedback accordingly to Klook. Otherwise Klook reserves the right to directly respond to the customers' complaint and resolve such complaints immediately as Klook sees fit including but not limited to providing the necessary compensation on behalf of the Operator.

(b) 对于运营商认为存在争议的客户投诉，运营商应通过客路指定的沟通渠道，在两 (2) 个工作日内做出回复，之后运营商有四十八 (48) 小时的时间就投诉事宜开展调查并向客路提供相应的反馈。否则，客路保留直接回应客户投诉的权利，并在客路认为合适的情况下立即解决此类投诉，包括但不限于代表运营商提供必要的赔偿。

3. COMPENSATION AMOUNT TO CUSTOMER
3. 对客户的赔偿金额

(a) Operator acknowledges and confirms that if no dispute is raised within the stipulated time as mentioned at paragraph 2(b), Operator is deemed to have agreed with Klook's resolution of such complaint and the compensation amount paid. For the avoidance of doubt, Klook is not obliged to pay for the booking(s) and Klook will adjust the subsequent payments to Operator for any amount Klook has paid for the booking(s) at issue minus any compensation amount Klook has paid to the customer.

(a) 运营商承认并确认，如果在第 2 (b) 段规定的时间内未提出异议，则视为运营商已同意客路对此类投诉的解决方式和支付的赔偿金额。为免生疑问，客路没有义务支付预订费用；由于客路已经为存在争议的预订支付款项，客路会对后续向运营商支付的款项进行调整，从中减去客路已向客户支付的赔偿金额。