



Dear Guest,

Thank you for booking **SINGAPORE HONG KONG** Tour with us.

We have almost completed all the pre arrangements for your tour and are ready to take- off. In order to make your tour more comfortable , some vital information before you start. Do go through it thoroughly to ensure a safe and satisfying tour.

Useful Information

Spoken Language

Singapore Chinese ,Mandarin , Malay , Tamil & English.

Hong Kong Chinese & English.

Time Difference

Singapore & Hong Kong both the countries are 2.5 hours ahead to India.

Temperature

Country	January to March		April to June		July To September		October To December	
	Min.	Max.	Min.	Max.	Min.	Max.	Min.	Max.
Singapore	22	31	23	31	23	30	22	29
Hong Kong	14	21	20	30	26	31	16	28

Tropical round a year. little humid during the day , pleasant at nights These destinations do get unexpected showers.

Use full Phrases

Ce Suo	Chinese
Hello	Ni Hao
How are you?	Ni Hhao ma
Thank You	Xie Xie
How Much ?	Duo shao qian
Water	Shui
Toilet	Ce Suo
Good Bye	Zai Jian

Electrical Connection

All these countries has 220 V. Please carry universal adaptor for [convenience](#).

Shopping

Singapore Antiques,clothes , purses, umbrellas of the special Singapore fabric, cameras, carpets,clothing,jewelry,shoes. briefcases,handbags,silk,perfumes.

Hong Kong Handicrafts , gold jewelry, Chinese tea, Chinese clothing, Chinese tableware,shoes & electrical appliances.

Shopping Centers

Singapore

Mustafa Center, City link mall,Forum the shopping mall ,Raffles City , plaza Singapura ,Zen.

Hong Kong Times Square,Harbour City.

Calling cards & phone cards

If you are not carrying international roaming card you can just carry hand set & use local card of the destination or if you do not want to carry hand set you can take a phone card & dial your home town from the local telephone booths or hotel Rooms telephone units.

Singapore	18 SGD
Hong Kong	100 HKD

How to dial

Country	How to dial India		How to dial from India	
	Mobile	Land Line	Mobile	Land Line
Hong Kong	0091 - number	0091- city code- number	0852- number	0852- number
Singapore	0092 - number	0092- city code- number	0065- number	0065- number

Optionals On Tour

All important places are included in the tour programme as per number of days & the cost of the Tour. There are few sightseeing or programme which are not included as those are not suitable for all the age groups. If time permits you can go for the optional programmes.

Place	Activity	Approximate Cost in local currencies
Genting Highland	Indoor theme park	70 MYR
	Disco	90 MYR
Sentosa	3D Show	50 SGD
Hong Kong	Boat ride at Abardin fish village	60 HKD

Communication with Kesari

- Once you book the tour we get all the visa formalities done for you
- In case of any query from the consulate we will communicate with you.
- No call from our office means all the formalities are smooth
- For your billing updates you can log on to www.kesari.in with your password written on your receipt
- Entire information for the preparation of the tour is given below & also available on www.kesari.in
- Two days before tour departure you will get a call from Kesari for reconfirmation of departure time.
- Submission of of visa file with the documents
- Balance payment to be made one month prior to the departure
- Collecting of complementaries & hotel details along with your insurance policy if you have paid for the same

Currency

- We recommend you to make the currency purchase one week prior to departure.
- We suggest you to take travelers cheques as in case of theft you can claim & get back the money if proper information is provided to the issuing authority.
- Do not keep all currency at one place & with one family member for safety purpose.
- Check currency notes properly before payment as you may end up giving higher value currency at shopping places. Before leaving a country please see that all the currency of that country is utilized. Currency note can be exchanged in other country or in India but coins are not exchanged. American Express Visa ,Master cards are accepted, at few places debit cards are not accepted.

Country	Currency	Approximate conversion
Singapore	Singapore Dollar (SGD)	36.9
Hong Kong	Hong Kong Dollar (HKD)	6.72

Insurance

Overseas Insurance is not mandatory but we highly recommend it. We provide the Insurance facility at a nominal cost or you can get it done from your agent. Overseas Travel insurance is a complete Single Trip cover for an Individual going abroad on business or holiday trip. Not only it provides coverage for Loss or delay of Checked in Baggage, Loss of Passport etc. but also covers your Medical expenses during your Overseas Stay.

Passport

Passport is your Identity while travelling abroad. Please be careful while handling the same .If your passport is lost or stolen,

Please take actions as per below immediately

1.File FIR

2. Visit and Inform the Indian Embassy of that country.

Expenses for the above will be approximate rupees 50,000(depending on sector). Unfortunately if this happens, the tour leader will not be able to stay back with you for any further procedures

Things To Carry

Passport & Passport photocopies ,Insurance policy,Toiletries , Sun's screen lotion.(SPF 30+), sunglasses, reading glasses,Umbrella, Light woolen, Medicines if any carry with doctor's prescription,Handy cam,Camera (Preferably digital), extra camera batteries (batteries are expensive at sightseeing places,carry from your hometown), Pocket calculator.

Clothing

Men

3 jeans, 7 to 8 –T- shirts ,1 trouser & 1 formal shirt for casino , shorts for water activities , track suit or long tights & round neck t – shirt.

Women

3 dark color jeans or salwar , 8 to 9 – shirts or Kurtas, shorts for water activities , track suit or long tights With round neck t – shirt .

Footwear

Sport shoes or any other comfortable footwear.

Baggage

Baggage Allowance –Cargo bags 20 kg per person Handbag 6 kg per person. For easy travelling we recommend you light luggage in stroller bag & we also suggest you one pair of clothing in the handbag.

Articles not allowed in Cabin Luggage (Hand Bag)

Toothpaste, Hair Oil / Gel / Cream / Shampoo etc., Hair Dryer ,Cream/Razor/After Shave Lotion, Cosmetics ,Liquors,Perfumes/Body sprays,Any type of batteries,Tissues/Baby Napkins Any item in liquid forms like Drinking water,Honey,Pickles etc.

But these articles can be carried in your Check in baggage.

Note – Please do not keep any valuables in the check in baggage .

On the day of Departure

- Please be at the airport,3 hours before the flight departure.
 - In case of business or first class ticket guest , the reporting time will be 2 hours before the flight departure
 - Your passport & air ticket along with snack hamper , Kesari cap, etc. will be given you at the airport
 - Due to security reasons & airline weight limitations snack facility is not available for joining & leaving guest's
 - Due to security reasons airlines don't allow group check ins. each families has to do individual check inn
- The formalities at the airport are
- Entry to the airport to the airline departure terminal – meet our airport representative – collection of the documents – Enter inside – baggage screening – check in procedure at respective airline counter- Cargo bags check in – tagging of your hand bag- collection of boarding pass – passport & immigration from the counter – filling the immigration form – immigration procedure – custom declaration if any – proceed to departure gate – wait in the departure lounge – boarding the flight on announcement.

In flight Services

- Flight seats are generally pre – allotted by airlines & Kesari doesn't have any control. You can request at the time of check in to the airport executive for any particular seat
- All the in flight services during the travel are as per the respective airline
- If you can't bare cold it is advisable to carry sweater during the flight

- Meals provided in flight are as per flight schedule & duration.
- You can enjoy in flight audio video entertainment or just go to sleep & be fresh at the destination
- You should drink lot of water during flight journey & also do some stretching exercises at intervals
- You should fill the disembarkation form.

On arrival formalities

- Check all your belongings like passport , hand bag , mobile phone etc before leaving the aircraft.
- Follow tour leader & proceed to arrival / immigration/baggage collection sign.
- Be in the queue & immigration with passport & form wait for your turn.
- show the documents at your turn , answer politely if any questions are asked by the immigration authority.
- After immigration proceed to baggage collection belt collect your baggage , listen to your tour leader's instructions.
- Generally follow green channel to come out of the airport be with the group always.
- Follow tour leader report to the coach & load your baggage with the help of coach driver.
- Get your coach seat number from the tour leader & take your seat.
- Set your watches to the local time of the destination.

Coach Travel

- Always ensure coach departure time & maintain it strictly
- Coach drivers are often called as Coach Caption & we request all our guests to be polite with him / her, try to use lots of greetings like good morning , Thank you , Can I etc.
- Please seat on your allotted seat number at all times.
- Neither occupy anybody elses seat nor of a tour leader or front row vacant seats.
- Eatables are not allowed in coach

Hotel Check In – stay & safety precautions

- Hotel rooms are generally pre allotted by the hotel management. Group leader distributes the rooms on arrival at the hotel in the lobby ..**Check in Time is after 3:00Pm & check out is 12:00(noon)**
- Your larger bags are sent to your room with the help of hotel boys/ bell boys at few places you have to identify & tag your bag room number on the baggage,please follow tour leader instructions for the same.
- Your rooms are generally equipped with mini bar, television with few pay channels , bath tub/shower etc. if you consume any of mini bar or watch the pay channel you have to pay & settle your individual room bills at the time of departure.
- Please take care of the room / hotel accessories any breakage spoiling of carpet due to water spillover from bath tub , missing of items will be charged to an individual & the bills of which have to be cleared before the departure.
- Don't keep your money , jewelry , passport or any valuables in your room ,even in your locked bag ,please use safety lockers available either in a room or at the reception please remember your safety locker code always resetting the code or arrangement of duplicate key incurs penalty ranging from 50 \$ to 300 \$
- Many hotels have gymnasium & swimming pools , do use it during your free time if you have any. At all swimming pools , costume is compulsory , please carry the same. Don't swim with Punjabi dresses as it is not allowed & also showcase wrong impression bout us as well as about Indians • Night gowns & night dresses are not allowed in dinning area, at the reception or any of our group gathering . Please be in a proper casual or semi formal attire at all times.
- While distributing the rooms , group leader will announce his room number to you in case on any emergency you can contact him.
- As far as possible avoid currency exchange at the hotel as generally the rate is on higher side
- Group leader will always inform you about morning alarms , breakfast time , breakfast hall, departure time etc,please follow his instructions to avoid all sorts of confusions.
- If you are carrying any of the hotel properties outside like beach towels , you have to return the same otherwise it will attract the penalty on individual guest.

Room Sharing – Kesari do not recommend a partnership still this is a facility given to single traveler for your convince for which please adhere following

Shared room is the facility available to a single travelers kindly co – operate with each other & make the

trip enjoyable.

Once you get the partner for room sharing if suddenly due to any unavoidable circumstances if he/ she get canceled then you will have to pay single occupancy charges.

If you get the partner for room sharing and later on any of your relative joins in then you will have to stay on triple sharing if your first partner does not get any other partner to share the room.

Please take care of your own belongings.

Shared rooms have no smoking policy.

Any misunderstandings or incidence like missing items or difference of opinion between each other will have to settle between you & tour leader will not interfere in the same.

Sight Seeing – Timing – Precautions

- Please ensure coach dept. time from hotel as well as sightseeing places
 - Be on time always as we have to follow the schedule of the day & the sight seeing timings.
 - Listen to the information given by the tour leader or local guide time to time to avoid any confusions.
 - Be with the group always & follow tour leader & Kesari flag
 - Use digital cameras , keep extra battery & memory card .always charge your cameras at night to avoid battery finished scenario at the important sightseeing place.
 - Don't leave your hand bag or valuables unattended at any time or even avoid giving your purses or valuables to anybody while visiting washrooms or taking photographs
 - Please retain the sight seeing tickets i you are given any till the show or sight seeing ends
 - If you are leaving in between from any of the sightseeing programme please inform the tour leader as to avoid missing tag on you.
 - At few places of sight seeing we provide extra toppings like ice cream , tea coffee , soft drink etc, please be with the group & enjoy the same
 - Do not hand over your camera to a complete stranger as there are chances of theft. In the past we have come across such incidents.
 - We recommend to use good quality sport shoes for the tour or for the full day sightseeing when lot of walking is involved, avoid high heel sandals.
 - Always carry water bottle drink lot of water during the day to avoid exertion.
 - Do not carry heavy bags while you are on sight seeing tour .use long belt purse cross on your shoulder. So as to keep both the hands free , for kids we suggest to carry small haversack.
 - Let all the family members have some cash with them at all times so in case of emergency it an be used
 - All family members should carry tour leader's mobile number hotel contact details , tour programme , Kesari office as well as emergency contact number.
 - You can have individual programme if time permits ,or you can let go any of the schedule programme & do your individual programme after consulting / informing the tour leader
 - Adults can go for the night shows if they wish to & they should consult the local guide or the same . We do not recommend these shows to the families together with their adult , children or family members
 - Sight seeing inclusions are as per the tour duration & the price of the tour.
- will not be exchanges in the other country.
- Always ensure in the shopping mall or in shops that you have paid all the items & not a single thing is unknowingly left unpaid while you leave the shop as any unpaid item is treated as shoplifting & the laws are very strict in the same.

Customs -

As per Indian custom's rules & regulations, per person duty free allowance is rupees 25000 & each traveller can carry one lap top, two lit of liquor & 200 cigarettes. If the traveller crosses the above limit of Duty free purchase, he/ she will have to pass through red channel & will have to pay the applicable duty (fine) on arrival at Indian Airport, otherwise follow Green Channel