

**What does my quote include?**

All inclusions are outlined in your quote. For example, unless breakfast is specifically mentioned, the quote is for room only.

Please note that Package Prices promoted on our website often include items such as transfers and tours. All inclusions are stated clearly on the package details page.

The rule to remember is: If it's listed on your Quote, it's included in your package. Items such as transfers, and tours listed on Specials may not be complimentary. They form part of the total package price.

**How do I request for a customized holiday package?**

You may use the online package request form to communicate with our Customer Services team. We will get back to you with a package options that suit your preferences at earliest.

**How do I cancel or amend an air ticket booked online?**

Do not delay. Contact our travel offices on the telephone number displaying on our home page. Cancellations and amendments can only be made via Kanoo Travel offices.

**Could someone help me with visa requirements?**

Contact our Kanoo Travel offices and share your requests with our Travel Consultants. We will be able to help you with relevant information and guidance.

**Is my quote per person or the total for my group?**

The total cost on your quote is for the total number of people travelling in your group.

**Are there any additional charges or hidden costs?**

There are no hidden costs.

**What if I don't hear from you after I have made the booking request?**

We respond to all booking requests. It's possible our emails may be filtered out by some Spam programs, so please check your Junk folders just in case. If you do not receive a response from us, please contact us by email or by phone. For urgent queries email [ktweb@kanoo.com](mailto:ktweb@kanoo.com) and we will get back to you at the earliest.

If you have a Hotmail or Yahoo email address, please check your junk mail folder as these providers often send emails/PDF's straight there and not to your inbox.

**When will my credit card be charged?**

Your card will only be charged if the booking has been confirmed exactly as quoted. If we are unable to confirm your booking as quoted, you will not be charged. In some instances, the booking will be confirmed with the card details held as a guarantee for the booking. In such cases, the payment will have to be made at the location, at the time of check-out.

**I do not like entering my credit card details online -**

As secure delivery of your credit card information is essential, we use appropriate security technology, and public-key security. During transmission of your credit card details, the encryption software will transfer your information from your browser to our server in an encrypted form that eliminates any possibility of the information being intercepted enroute over the internet.

**What if I do not have a credit card?**

Currently, the system only support payment via Credit Card.