ONEEVA TRAVEL CORPORATION

Terms and Conditions

Version 2.5 · Effective date: 12 October 2026

These Terms apply to every service you obtain from Oneeva Travel Corporation, under any of its brands. For new bookings they replace all earlier Oneeva service terms, including the Visa Assistance & Processing Service Terms & Conditions.

Key terms at a glance

Please read the full Terms. These ten points are the ones clients most often overlook.

1. **Your reservation deposit is non-refundable.** Oneeva sets the amount for each booking in your Quotation. It pays for work already done and for commitments made in your name.
2. **Oneeva acts only as a travel broker and booking agent.** Airlines, hotels, cruise lines, tour operators, embassies and other third parties deliver their own services and answer for them.
3. **Rates are dynamic.** A price is fixed only when you have paid and the supplier has confirmed.
4. **Oneeva charges its own fees on top of supplier charges.** Oneeva's fees are non-refundable once the work is done, even if your trip does not go ahead for reasons outside Oneeva's control.
5. **Payment schedule.** Deposit on booking, plus any FIT airfare ticketed at booking; a further 50% 60 days later; and 100% no later than 90 days before departure. A stand-alone purchase is paid in full on booking.
6. **Confirmed and paid arrangements are non-cancellable, non-refundable, non-rebookable and non-transferable**, unless the supplier's own conditions expressly allow a change.
7. **Every amendment, rebooking or cancellation costs the supplier's charge plus Oneeva's administrative fee.**
8. **Money paid or committed to a supplier is refunded only after the supplier refunds Oneeva**, net of all charges. This commonly takes four to six months.
9. **No visa is guaranteed.** Visa refusal, immigration offloading or denied boarding does not entitle you to a refund.
10. **Travel insurance is required for international travel.** Without it, you travel at your own risk.

Nothing in these Terms removes a right that Philippine law says a consumer cannot waive.

Conforme

☐ **I accept the Terms and Conditions.** I have received, read and understood the entire Oneeva Travel Corporation Terms and Conditions, Version 2.5, pages 1 to 11, from the Key terms at a glance to the end of Part F, including the Fee Schedule. I accept all of them, not only the Key terms, for this booking and my later bookings under clause 3.6, for myself and for every traveler or applicant in my bookings.

☐ **I give my data privacy consent.** I consent to Oneeva collecting, using, storing and sharing my personal and sensitive personal information, and that of the persons I represent, for the purposes in Part C. This includes sharing with Suppliers, embassies and service providers outside the Philippines.

☐ **Optional: marketing use of photos and testimonials.** Oneeva may use photographs and videos taken during my trip, and my testimonial, in its marketing under clause C.13. I may withdraw this at any time.

Client's signature over printed name	**Date of signing**
Travelers or applicants covered (if blank: all travelers or applicants in the booking; the signatory is their authorized representative)	**For a minor: name and signature of parent or legal guardian**

The full Terms and Conditions were sent with your Quotation and are posted at oneevatravel.com/terms.

Part A – General Terms

1. Who we are

1.1 Oneeva Travel Corporation ("Oneeva", "we", "us") is a travel agency organized under Philippine law.

Registered office	Unit 1101 Antel Global Corporate Center, No. 3 Julia Vargas Avenue, Ortigas Center, Pasig City 1605, Metro Manila, Philippines
SEC Registration No.	2023080112111-06
DOT Accreditation No.	DOT-NCR-TTA-03927-2025
IATA accreditation	IATA Accredited Agent (GoLite), IATA code 28335333
NPC registration	National Privacy Commission Registration No. PIC-013-744-2026 (Data Protection Officer and data processing systems registered; valid until 6 October 2027)
Telephone	+632 5310 5625
Mobile / Viber / WhatsApp	+63 954 995 1330
Email	sales@oneevatravel.com · operations@oneevatravel.com · admin@oneevatravel.com (payment confirmations)
Office hours	Monday to Friday, 8:00 AM to 5:00 PM, Philippine time, except public holidays

1.2 Oneeva offers its services under these names: Oneeva Private (bespoke private journeys); IamVisaReady.com (visa assistance); Expat Explore Philippines, as accredited Philippine selling partner of Expat Explore; and MSC Cruises Philippines, as accredited Philippine selling partner of MSC Cruises.

1.3 Whichever name you deal with, your contract is with Oneeva Travel Corporation and these Terms apply.

2. Definitions

- **Client, you:** the person who accepts a Quotation or pays Oneeva, and every traveler or visa applicant named in the booking.
- **Lead Client:** the person who books or pays on behalf of others.
- **Supplier:** any airline, hotel, cruise line, rail or coach operator, transfer company, tour operator, guide, restaurant, insurer, visa application center, embassy, consulate or other third party that provides a service or makes a decision connected with your trip.
- **Supplier Terms:** the Supplier's own fare rules, booking conditions, passage contract, cancellation policy and house rules.
- **Quotation:** Oneeva's written proposal, itinerary, invoice or booking confirmation for your transaction. It states the price, deposit, payment dates and inclusions.
- **Fee Schedule:** the list of Oneeva's professional and administrative fees in Part D, and any updated list given to you with your Quotation or notified to you before new work is done.
- **Total Price:** the full price of the arrangements in your Quotation, including Oneeva's fees.
- **Departure:** the date of the first travel service booked through Oneeva.
- **Book-and-Buy:** any service the Supplier requires to be paid in full and issued at once. Examples are most airline tickets, promotional rates, rail tickets and event tickets.
- **Days:** calendar days, unless banking days or working days are stated. A working day is Monday to Friday, except Philippine public holidays.
- **FIT airfare:** an individual fare, as opposed to a group fare, that is ticketed at booking to lock the price. It is a Book-and-Buy service.
- **Land:** every part of your package other than airfare, whether a land tour, a cruise, or a land tour and cruise combined. Land only means a package with no airfare, so it includes a cruise-only package. In the payment schedule, land is the Total Price less any airfare.
- **Stand-alone purchase:** a single travel component or Oneeva service bought on its own, outside a package, and paid in full on booking under clause 8.1.
- **Official Payment Channels notice:** Oneeva's notice listing the bank accounts and other channels for client payments. It is set out in Part E, issued with your Quotation and posted at oneevatravel.com/payments; the version issued with your Quotation applies to that booking.
- **Traveler Acceptance Sheet:** the sheet issued with a Quotation on which each adult traveler or applicant accepts these Terms and gives the Part C consent; an electronic acceptance has the same effect.

3. Your agreement with us

3.1 Your agreement with Oneeva consists of these Terms, your Quotation, the Fee Schedule, the Official Payment Channels notice and the Supplier Terms.

3.2 If they conflict, this order applies: (1) the Supplier Terms, for that Supplier's own service; (2) your Quotation; (3) the relevant Service Schedule in Part B; (4) these General Terms. Where a Supplier and Oneeva each impose a charge, both charges apply. Where deadlines differ, the earlier deadline applies.

3.3 Acceptance of booking terms. Oneeva provides these Terms, or makes them reasonably available, before you pay or instruct Oneeva to make a binding Supplier commitment. You accept them by doing any one of the following after they have been made available to you: signing the Conforme or the Traveler Acceptance Sheet by hand or electronically; ticking an acceptance box on Oneeva's website, portal or payment link; confirming a Quotation in writing, including by email or chat; paying a deposit or any other amount to Oneeva; instructing Oneeva to proceed with or confirm a reservation; submitting traveler or passenger details for a booking; or continuing to use Oneeva's services after receiving these Terms. Travel by any person named in the booking is also acceptance. A handwritten signature is not required unless the law or a Supplier requires one; a signature is additional evidence of acceptance, not the only way to accept. Oneeva may keep electronic and transaction records as evidence of acceptance. If you do not agree with these Terms, you must tell Oneeva in writing before paying or instructing Oneeva to proceed with any booking or reservation.

3.4 Lead Client. If you book for others, you represent and warrant that you have their authority to provide their booking information, to receive and pass on Supplier and Oneeva conditions, and to give instructions about the booking, and you must give these Terms to every adult traveler or applicant. Oneeva may act on your instructions alone and may deal with you alone on payments and refunds. You are jointly and solidarily liable with each traveler for the Total Price and all charges. A parent or legal guardian accepts for a minor. If the Conforme does not list the travelers or applicants covered, it covers every traveler or applicant in the booking, and the signatory is their authorized representative. Oneeva may require any adult traveler or applicant to accept these Terms, give the Part C consent or confirm your authority personally, by signing the Traveler Acceptance Sheet or by accepting electronically, before Oneeva proceeds, and may hold the booking until they do. Where the law requires a person's own consent, your acceptance does not replace it. Each traveler or applicant in the booking receives Oneeva's services as a beneficiary of the Lead Client's agreement and, by accepting them, takes them subject to these Terms.

3.5 The version of these Terms in force when you book applies to that booking. A newer version applies to later bookings, and to new work you request after the newer version is posted, as clause 3.6 provides.

3.6 Continuing application of these Terms. These Terms are the master booking terms between you and Oneeva. They apply to your present booking and to every later tour, travel arrangement, booking and service you obtain from Oneeva, under any of its brands, while they are in effect. They stay in effect until two years after the completion of your most recent travel or service with Oneeva, unless ended earlier under clause 3.7. Each later booking remains subject to its own Quotation, itinerary, payment schedule, cancellation conditions, Supplier Terms and other booking-specific conditions that Oneeva communicates; where these differ from these Terms, clause 3.2 says which applies to that booking. Oneeva may issue updated Terms from time to time. Material changes that apply to a future booking are communicated to you before or with that booking, by sending the new version with the Quotation or by posting it at oneevatravel.com/terms and telling you. Your payment, confirmation or instruction to proceed after receiving the updated Terms is acceptance of them (clause 3.3).

3.7 Ending the continuing application. You may end the continuing application of these Terms by written notice to Oneeva through an official channel (clause 26). Ending them works forward only. It does not cancel, change or affect any existing or confirmed booking, unpaid amount, cancellation liability, refund processing, Supplier commitment, claim, or other right or obligation that arose before. It takes effect once every active booking or service has been completed or validly cancelled and every amount due to Oneeva has been paid in full. Clauses that by their nature continue, including clauses 23 to 28 and Part C for personal data already collected, survive. These Terms do not oblige Oneeva to accept any future booking or to provide future services. Oneeva may accept or decline a future booking request, subject to applicable law.

4. Oneeva's role

4.1 Oneeva acts only as a travel broker and a booking and reservations agent. Its services are research, planning, booking, reservation, payment handling and documentation assistance. Oneeva is not a carrier, hotel keeper, cruise operator, insurer or government office. It does not own, operate or control any Supplier.

4.2 Depending on the service, Oneeva acts as the selling agent of the Supplier or as an independent intermediary that arranges Supplier services at your request. In either case the Supplier, not Oneeva, provides the service. Each Supplier service is a separate contract between you and that Supplier, governed by the Supplier Terms.

4.3 You authorize Oneeva to accept the Supplier Terms and to make bookings, payments and commitments with Suppliers in your name, within the

arrangements you have approved.

4.4 Quality of service by third-party providers. Oneeva acts solely as an intermediary between the Client and third-party service providers, including accommodations, airlines, rail lines, transfers, tours, guides and other Suppliers. Oneeva is not responsible for the quality or performance of services rendered by these providers. Any concern about the volume or quality of a service must be raised directly with the Supplier at the time, and reported to Oneeva in writing. Oneeva may, at its discretion, assist in resolving check-in, check-out or similar issues, but such assistance does not imply liability.

4.5 Oneeva selects Suppliers with reasonable care but does not supervise them. It does not guarantee or insure any Supplier's performance, safety standards or financial condition, or any particular outcome.

4.6 Descriptions, photographs, star ratings and sample itineraries come from Suppliers or public sources. They are indicative only and Oneeva does not warrant them.

5. Rates, quotations and availability

5.1 Dynamic nature of rates. You acknowledge and agree that rates are dynamic by nature and are controlled by the Suppliers of the travel products. Until your booking is confirmed under clause 5.2, rates may change at any time and without prior notice, because of Supplier pricing, availability, exchange rates, taxes and demand. Oneeva may revise an unconfirmed Quotation to match. You will be charged the rates valid at the time your booking is confirmed. After confirmation, the price changes only as clauses 5.4, 5.5 and 10 allow. Any amendment may result in the rates being recalculated at current rates.

5.2 A Quotation is an estimate. It does not hold space or price. Nothing is reserved until Oneeva has received the required payment in cleared funds and the Supplier has confirmed the booking. Different parts of a trip may be confirmed at different times and prices.

5.3 A Quotation is valid only for the period stated on it. If no period is stated, it is valid only on the day it is issued.

5.4 After confirmation, the price may still rise because of taxes, fuel or security surcharges, government or port fees, exchange-rate movements on unpaid balances, or any increase the Supplier Terms allow. You pay these increases.

5.5 Oneeva may correct an obvious clerical, computational or pricing error in a Quotation or invoice. If the error is found before confirmation, the corrected price applies if you choose to proceed. If it is found after confirmation, Oneeva will promptly tell you and propose the available corrective options. If you decline the corrected arrangement, the affected item may be cancelled, and Oneeva returns the amounts recoverable for that item, subject to the Supplier Terms and applicable law. Nothing in this clause shifts to you a loss that applicable law requires Oneeva to bear because of its own fault or negligence.

5.6 No refund or credit is given if a price later drops or a promotion appears.

5.7 Schedules, itinerary sequences, hotels, timings and departure taxes are subject to alteration based on prevailing conditions (clause 13.4, Schedule B2 and clause B3.2). Prices change only as clauses 5.1, 5.4 and 5.5 allow.

5.8 Tell Oneeva before booking if a traveler is a senior citizen or a person with disability. Any discount required by Philippine law can then be requested from the Supplier. Discounts cannot be applied after a booking is issued.

6. Oneeva's professional and administrative fees

6.1 Oneeva charges its own fees for its work. These fees are separate from, and in addition to, all Supplier charges. They apply whether they are shown as a separate line or built into a package price.

6.2 Oneeva's fees may cover consultation and trip design, booking and ticketing, visa assistance, amendment and rebooking, cancellation and refund processing, late submission of documents, rush or after-hours work, courier or document handling, late payment, reinstatement of a released booking, returned checks, and coordination with bookings made outside Oneeva.

6.3 The amounts are stated in your Quotation or in the Fee Schedule.

6.4 Oneeva's fees pay for work, not for an outcome. They are earned when the work is performed, as clauses 6.6 and 6.7 provide, and are non-refundable. This applies whether or not you travel, a visa is granted, or a Supplier performs.

6.5 Oneeva may receive commissions, incentives or other remuneration from Suppliers, and may include a margin in the prices it quotes. You agree that these form part of Oneeva's compensation and belong to Oneeva.

6.6 When fees are earned. Oneeva's fees are earned in stages, as the work is done: (a) a consultation fee, when the consultation takes place; (b) a trip-design fee, when Oneeva delivers the first itinerary or proposal; (c) a booking or ticketing fee, when the Supplier confirms the booking or the ticket is issued; (d) a visa assistance fee, when work starts under Schedule B5; (e) an amendment, cancellation or refund-processing fee, when Oneeva sends your request to the Supplier, whether or not the Supplier approves it; and (f) a rush fee, when Oneeva accepts the urgent work.

6.7 Fees built into a price. Where Oneeva's fee is built into a package price or the price of a stand-alone purchase, the whole fee is earned on the earlier of two dates. The first is the last day of travel, or the day the last travel service or item in your booking is delivered. The second is the day your booking is cancelled or ends early for any reason other than Oneeva's own fault or negligence, or a cancellation by Oneeva under clause 13.5. This includes cancellation by you, by a Supplier, or because of force majeure. On a cancellation, the reservation deposit that Oneeva keeps counts as part of this fee. Your Quotation may state the built-in fee, margin or its method of calculation; where it does, that statement governs. If your Quotation does not state it, the fee is the Total Price less the Supplier costs of your booking, as shown in Oneeva's records.

6.8 Fees survive events outside Oneeva's control. A fee that has been earned stays earned. If it is unpaid, it stays payable. This applies even if the trip or service does not go ahead, is cut short or fails for any reason other than Oneeva's own fault or negligence. Such reasons include your cancellation or change of mind, non-payment, visa refusal or delay, immigration offloading, denied boarding, a Supplier's change, cancellation, failure or insolvency, and force majeure. As between you and Oneeva, you bear the risk of these events. Your protection is travel insurance.

6.9 Payment in advance, and extra work. Oneeva may require payment of its fees in advance, and may pause work until they are received in cleared funds. If you ask for work that your Quotation does not cover, Oneeva charges it at the Fee Schedule rates given to you before the work starts.

7. Non-refundable reservation deposit

7.1 A reservation deposit is required before Oneeva makes any booking, except a stand-alone purchase or other Book-and-Buy booking that is paid in full on booking under clause 8.1. Oneeva sets the deposit for each booking at its discretion, based on the price per person, the Suppliers' requirements and the work involved. The deposit that applies to you is the amount stated in your Quotation. Unless your Quotation says otherwise, it is per person.

7.2 The reservation deposit is NON-REFUNDABLE. This applies whatever the reason your booking does not proceed. Reasons include change of mind, illness, visa refusal or delay, immigration offloading, schedule changes, a Supplier's change or cancellation, force majeure, and cancellation by other members of your group. There are only two exceptions: (a) Oneeva itself cancels a group departure under clause 13.5 because the minimum number was not reached; or (b) your booking cannot proceed solely because of Oneeva's own fault or negligence. In these two cases Oneeva returns the deposit.

7.3 The deposit compensates Oneeva for research, planning, itinerary design, Supplier negotiation and reservation work done from the time you engage us. It also covers commitments made to Suppliers in your name. You agree that it is a fair and reasonable pre-estimate of Oneeva's cost and loss if your booking does not proceed, and that it is not a penalty. The reservation deposit is credited against Oneeva's applicable earned fee or cancellation charge and is not charged twice for the same underlying amount.

7.4 If you proceed, the deposit is credited to the Total Price. It cannot be transferred to another person, trip or date unless Oneeva agrees in writing.

7.5 Paying the deposit does not hold a price or space beyond what the Supplier has confirmed. A Supplier may require a larger or additional deposit. Your Quotation will state it.

7.6 A deposit shown in an advertisement, a sample itinerary or an earlier Quotation is indicative only. For example, a tour priced at USD 5,000 per person may carry a deposit of USD 500 per person instead of USD 250. If the Total Price rises before full payment, because of an amendment, an upgrade or a Supplier requirement, Oneeva may require a matching increase in the deposit.

8. Payment schedule

8.1 Unless your Quotation states different dates, you pay in stages. The schedule depends on what you buy:

Package type	On booking	60 days after deposit	90 days before Departure
Stand-alone purchase (single item, no package)	Full price	—	—
Land only (land tour, cruise, or both; no airfare)	Deposit	50% of land	Balance
Land + FIT / Book-and-Buy airfare	Deposit + full airfare	50% of land	Balance
Land + group airfare	Deposit	50% of (land + airfare)	Balance

In this table: **Land** has its clause 2 meaning, everything in your package other than airfare, whether a land tour, a cruise, or both together, so land only also covers a cruise-only package and a land-and-cruise package; land is the Total Price less any airfare. **Full price**: a stand-alone purchase is a single travel

component or Oneeva service bought outside a package, such as an airfare, a hotel stay, travel insurance, a tour, excursion or transfer, a rail or attraction ticket, visa assistance or an administrative service. Its full price, including Oneeva's fee, is due on booking; there is no deposit and no later installment. Whether it can be cancelled or refunded follows the Supplier Terms and clauses 11 and 12. **Deposit**: non-refundable (clause 7). **FIT or Book-and-Buy airfare with land**: paid in full and ticketed on booking, and non-refundable from that moment (clauses 8.3 and 11.2). **Group airfare**: part of the Total Price; the airline's deposit, name-list and ticketing deadlines may bring payment forward, and your Quotation states them. **Balance**: all remaining amounts, due no later than 90 days before Departure.

Example: on a land price of USD 1,000 with a USD 250 deposit, you pay USD 250, then USD 500, then USD 250. If a USD 600 FIT airfare is added, you pay USD 850 on booking (the USD 250 deposit plus the USD 600 airfare), then USD 500, then USD 250.

8.2 Full payment 90 days before Departure always governs. Where your booking is made close to Departure, the dates are brought forward. The deposit, the second installment and the balance must all be received no later than 90 days before Departure, or on any earlier date in your Quotation. For bookings made 90 days or less before Departure, 100% of the Total Price is due on booking. Example: if you book 130 days before Departure, the second installment would fall 70 days before Departure, so it is due together with the balance, 90 days before Departure.

8.3 Stand-alone purchases, FIT airfare and other Book-and-Buy services are payable in full on booking (clause 8.1). Cruise and group allocations, peak-season arrangements and visa fees may also be payable in full, or earlier than the schedule in clause 8.1. Your Quotation will state this. Oneeva does not advance its own funds for any booking.

8.4 Airline tickets are issued only after the fare is paid in full. Until a ticket is issued, the fare and the seat are not guaranteed.

8.5 Time is of the essence. There is no grace period, and a reminder is a courtesy only. If a payment is not received in cleared funds by its due date, Oneeva may, without further notice: (a) suspend work; (b) release or cancel the booking and treat it as cancelled by you under clause 11; (c) reprice the booking at current rates; and (d) charge a late-payment or reinstatement fee under the Fee Schedule. Overdue amounts bear interest at 1% per month from the due date until paid.

8.6 The installment schedule is a convenience only. It does not limit your liability to the amounts you have already paid.

9. Currency, payment channels, invoices and receipts

9.1 Prices are quoted in US dollars, Philippine pesos or the Supplier's currency, as stated in your Quotation. A foreign-currency price may be paid in that currency or in Philippine pesos.

9.2 Peso payments are converted at the selling rate for that currency published by BDO Unibank on the day of payment, as stated in Oneeva's payment advice. Each installment is converted at the rate on its own payment date. A rate in a payment advice is valid only for the day stated.

9.3 Pay only through the channels in Oneeva's Official Payment Channels notice, which is set out in Part E, issued with your Quotation and posted at oneevatravel.com/payments, and always in the name of Oneeva Travel Corporation: deposit or transfer to a listed corporate bank account, cash at our office, a cleared peso check, or a payment link issued by Oneeva. Never pay into a personal account or to a person. Oneeva is not liable for a payment made to any other account or person. Oneeva never changes its bank details by email or chat alone; verify any change, and any payment instruction you did not expect, by calling +632 5310 5625 before you pay.

9.4 A payment is received only when the full amount is in Oneeva's account in cleared funds. A screenshot or deposit slip is not payment. Bank charges, remittance fees and any lawful payment-channel fee shown to you before payment are for your account. A dishonored check incurs a returned-check fee, and later payments must be in cash or bank transfer.

9.5 Tax invoice policy. Oneeva acts only as a travel broker and booking agent. Its commissions and its service and administrative fees are built into the quoted price or shown as a separate line. They are separated from the Supplier amounts when Oneeva issues its receipts.

9.6 For your payments, Oneeva issues two documents, both registered with the Bureau of Internal Revenue (BIR): (a) an Acknowledgment Receipt for the amounts collected on your behalf and passed on to Suppliers; and (b) a Service Invoice for Oneeva's commissions and its service and administrative fees. Only the Service Invoice is Oneeva's tax invoice. Any amount that Oneeva keeps for itself under these Terms, such as the reservation deposit, Oneeva's fees and the part of a cancellation charge that Oneeva retains, is part of Oneeva's fees and is covered by a Service Invoice.

9.7 The amounts passed on to Suppliers are collected for remittance to them and are accounted for as such, as applicable law and BIR rules require. Your proof of a Supplier's charge is the Supplier's own ticket, voucher, confirmation or invoice. If you need a tax invoice for a Supplier's service, you must request it from that Supplier. A Supplier abroad may not issue one.

9.8 Oneeva issues the type of Service Invoice that its registration with the BIR requires on the invoice date, whether value-added tax (VAT) or non-VAT. The price in your Quotation already includes the tax on Oneeva's fees that applies on the Quotation date, unless your Quotation shows it separately. If Oneeva is VAT-registered, its Service Invoice shows the VAT as the law requires. If Oneeva is non-VAT, no VAT is charged and its Service Invoice cannot be used to claim input VAT. If the law or Oneeva's tax registration changes before a fee is invoiced, the tax then required applies to that fee, and any increase is for your account under clause 5.4. Invoices and receipts are issued in the name of the payer. If you need another registered name, address and Tax Identification Number (TIN) on them, give these before you pay. Oneeva may decline to change a document after it is issued. Nothing in these Terms determines the tax treatment of an amount contrary to applicable law.

9.9 If you pay by card, you confirm that you are the authorized cardholder. Oneeva pays Suppliers on your instruction. You must not knowingly start a chargeback or payment reversal for a valid amount properly due under these Terms without first raising the issue with Oneeva where reasonably practicable. Nothing in this clause prevents a good-faith billing dispute or any right that cannot lawfully be waived. If a valid payment is wrongfully reversed, the amount remains due at once, Oneeva may suspend or cancel the booking under clause 11, and you pay the reasonable chargeback and collection costs caused by the reversal.

9.10 Set-off and application of payments. Oneeva may apply money it lawfully holds for you first to overdue amounts you owe Oneeva, including earned fees, interest and charges, and then to Supplier amounts, oldest first. Oneeva does not apply money earmarked or already committed for an identified Supplier booking, or money belonging to another traveler, to an unrelated obligation unless the law or the person entitled to that money allows it.

10. Amendments and rebooking

10.1 All accommodations, flights, transfers, rail services, tours, guides and other travel products or services that are final, confirmed and paid are strictly **NON-CANCELLABLE, NON-REFUNDABLE, NON-REBOOKABLE, NON-EXCHANGEABLE AND NON-TRANSFERABLE**, unless the Supplier Terms for that specific service expressly allow a change.

10.2 A change of date, name, routing, hotel, room, traveler numbers or itinerary is a request only. It depends on Supplier approval and availability. Before Oneeva processes it, you must pay: (a) the Supplier's change or cancellation charges; (b) any price difference at current rates; (c) Oneeva's amendment fee under the Fee Schedule; and (d) a rush fee for urgent or last-minute requests.

10.3 Where a change is not permitted, the original booking stays non-refundable. The full cost of any newly requested travel product or service must be paid by you, in addition to the original bookings. A booking fee applies to the processing of new travel arrangements.

10.4 Customized itineraries must be finalized no later than 90 days before Departure. After that date, every change is an amendment under this clause.

10.5 Requests must be made in writing by the Lead Client through an official channel in clause 26. A request takes effect only when Oneeva acknowledges it in writing during office hours. Oneeva acknowledges a request sent through an official channel by the close of the working day after it is received. If it has not, the request is treated as acknowledged at that time. Clause 26.3 says when a message is received. Oneeva is not liable for a Supplier deadline missed because a request arrived outside office hours or payment was not made in time.

10.6 Names must match the passport exactly. You must check them. A name correction is an amendment, and many airlines treat it as a cancellation and a new ticket.

10.7 Fewer travelers may mean a higher price per person for those who remain, because of rooming, single supplements or group pricing.

11. Cancellation by the Client, no-shows and unused services

11.1 The Lead Client must send a written cancellation notice through an official channel, with original supporting documents where relevant. The effective date is the date Oneeva acknowledges receipt in writing, or the close of the working day after the notice is received under clause 26.3, whichever is earlier.

11.2 Cancellation charges are:

Notice acknowledged by Oneeva	Cancellation charge
More than 90 days before Departure	The reservation deposit, plus all Supplier cancellation charges, plus Oneeva's earned fees and cancellation fee. Under clause 6.7 the deposit counts toward a fee built into the package price, so it is not charged twice
90 days or less before Departure	100% of the Total Price. No refund.
Any time, for Book-and-Buy services, issued tickets, group allocations and promotional rates	100% of the price of that service, from the moment it is booked

If the actual Supplier charges plus Oneeva's fees are higher than the amount in the table, the higher amount applies. The only reductions are the credits in clause 11.6.

11.3 These charges apply whatever the reason. Reasons include change of mind, illness, injury, pregnancy, bereavement, work, finances, visa refusal or delay, passport problems, immigration offloading, denied boarding, quarantine, travel advisories, fear of travel, and withdrawal of travel companions. A medical certificate or other document does not waive any charge. Oneeva forwards it to the Supplier or insurer, who decides. Your protection is travel insurance.

11.4 If the charges exceed what you have paid, you must pay the difference within 7 days of Oneeva's demand. For group or contracted allocations, you are liable for the full cost of all non-refundable Supplier commitments made for you, even if you have paid only a deposit.

11.5 No refund, credit or substitution is given for a no-show, late arrival, missed flight, missed connection, missed transfer or tour, early departure, or any unused service.

11.6 Credits against the charges. Oneeva reduces the charges in clause 11.2 by: (a) any amount a Supplier actually refunds to Oneeva for your booking; (b) any amount Oneeva actually receives from reselling your cancelled space; and (c) any Supplier cost in your Total Price that, on the date of cancellation, Oneeva has not paid and is not bound to pay to a Supplier. Each credit is net of Supplier charges, Oneeva's refund-processing fee, and bank and exchange charges. No credit reduces the reservation deposit or Oneeva's earned fees. A credit under (c) is applied when Oneeva computes your charges. Credits under (a) and (b) are applied when Oneeva receives the money. Oneeva is not obliged to find a replacement traveler or to resell. Each Supplier charge, Oneeva fee, reservation deposit and cancellation or refund-processing charge is applied only once. Nothing in this clause requires Oneeva to refund an amount that has already been earned, paid, committed or lawfully retained.

11.7 A replacement traveler is allowed only if every Supplier agrees. Supplier name-change charges, fare differences and Oneeva's amendment fee apply. Airline group tickets commonly carry a name-change charge of around USD 200 per passenger, and the actual Supplier charge applies. You remain liable until the replacement has paid in full and accepted these Terms.

11.8 You agree that these charges are a fair and reasonable pre-estimate of loss, because Supplier commitments become non-cancellable as Departure approaches. They are not a penalty.

11.9 No reply. If you do not reply to Oneeva's written request for instructions, documents or payment within 7 days, or within a shorter Supplier deadline that Oneeva tells you about, Oneeva may treat your booking as cancelled by you under this clause. Oneeva will tell you in writing when it does so.

12. Refunds

12.1 A refund is due only where these Terms, the Supplier Terms or applicable law provide one. Where a refund relates to Supplier funds already paid or committed, Oneeva refunds the amount it actually recovers from the Supplier, together with any credit under clause 11.6(c), less: Supplier charges; the non-refundable deposit; Oneeva's earned fees (the deposit counts toward a built-in fee under clause 6.7) and refund-processing fee; and bank, remittance and exchange charges. Mandatory refund rights under applicable law prevail. A plain-language summary of clauses 11 and 12, the Cancellation and Refund Policy notice, is posted at oneevatravel.com/refunds; if it differs from these Terms, these Terms prevail.

12.2 Supplier refund times vary. They commonly take four to six months and sometimes longer, especially after airline ticketing; this is an estimate, not a guaranteed or minimum waiting period. Once Oneeva has received cleared funds from the Supplier and your complete refund details, it releases the net amount within a reasonable processing period, ordinarily within 30 banking days. Oneeva does not advance refunds and does not pay interest on them. An amount that Oneeva itself holds and must refund independently of a Supplier is not subject to Supplier delay: a credit under clause 11.6(c) that is more than what you owe is released within 30 banking days after the cancellation takes effect and Oneeva has your complete refund details.

12.3 Refunds are paid to the original payer or the Lead Client, by bank transfer or check. If a Supplier refunds by voucher, credit or rebooking entitlement rather than cash, Oneeva may pass that benefit to you in the same form, under the Supplier's conditions, unless applicable law requires otherwise; Oneeva is not obliged to convert it to cash. If a Supplier charged your card directly, the Supplier refunds your card directly.

12.4 Refunds are based on the amount actually recovered. Oneeva does not compensate for exchange-rate differences between the payment date and the refund date.

12.5 These are never refundable: the reservation deposit, except as clause 7.2 allows; Oneeva's earned fees; visa, embassy and visa-center fees; insurance premiums; unused services; and any amount a Supplier withholds.

12.6 If a Supplier fails, becomes insolvent or refuses to refund, your claim is against that Supplier or your insurer. Oneeva will give you the booking records you need for your claim. Oneeva does not refund Supplier amounts from its own funds.

13. Changes and cancellations by Suppliers or by Oneeva

13.1 Suppliers may change schedules, routes, aircraft, vessels, ports, hotels, rooms, vehicles, guides or inclusions, and may cancel services. These are the Supplier's decisions. Your remedy is what the Supplier Terms and applicable law provide, and you claim it from the Supplier. A Supplier's change or cancellation does not affect the reservation deposit or Oneeva's earned fees (clauses 6.7, 6.8 and 7.2).

13.2 Oneeva passes on Supplier notices it receives and helps you review options during office hours. If you ask Oneeva to make new or alternative arrangements, you pay the price of those arrangements and Oneeva's booking fee.

13.3 Oneeva is not responsible for costs that follow from a Supplier's change. Examples are missed connections, extra nights, meals, new tickets, lost holiday time, and unused prepaid services elsewhere in your itinerary.

13.4 Oneeva may change the sequence of an itinerary, adjust timings, or substitute a hotel or service of comparable cost when circumstances require. This is not a ground for a refund. If a change is major and Oneeva cannot offer a comparable alternative, the refund is limited to the recoverable value of the affected service.

13.5 Group departures need the minimum number of travelers stated in the Quotation. If that number is not reached, Oneeva may offer a revised price for the smaller group, offer another date, or cancel the departure. If Oneeva cancels for this reason, it refunds the amounts you paid to Oneeva for the tour, including the reservation deposit. Oneeva's fees for separate services already completed, such as visa assistance, stay earned. Issued tickets, visa fees, insurance and other Book-and-Buy items remain subject to their Supplier Terms. Oneeva is not liable for your other costs, such as visas, leave from work, or bookings made outside Oneeva.

13.6 Oneeva may decline or cancel a booking for non-payment, false information, suspected fraud or unlawful purpose, abusive conduct, or refusal to follow Supplier or safety rules. This is treated as a cancellation by you under clause 11.

13.7 Lead time. Every product and service needs time to arrange properly: trip design, flights, hotels, cruises, tours, guides, transfers, rail and attraction tickets, visa assistance and administrative work alike. Oneeva may decline, suspend or cancel any request, booking or service where, in its reasonable judgment, the time left before any relevant deadline is insufficient to prepare it properly. Relevant deadlines include Departure, a Supplier deadline, an embassy or visa-center deadline, a delivery date you have asked for, and any preparation deadline that Oneeva has set in writing as reasonably necessary to deliver the product or service to a proper standard. This applies including where your instructions, documents, approvals or payments arrived late. Oneeva will tell you in writing. Where Oneeva accepts such a request, the rush fee in the Fee Schedule applies, Oneeva does not guarantee availability, pricing or outcome, and Oneeva is not responsible for the consequences of the late start. Where the shortage of time results from your late instructions, documents, approvals or payments, a resulting cancellation is treated as a cancellation by you under clause 11.

14. Passports, visas and immigration

14.1 You are responsible for holding every document your trip requires. These include a passport in good condition, valid for at least six months after your return date and with enough blank pages. They also include every visa, transit visa, re-entry permit and health certificate required by each country on your route, including transit points and cruise ports of call.

14.2 Any information Oneeva gives about entry requirements is general guidance only. Requirements change without notice. You must verify them with the embassy or official source.

14.3 The Philippine Bureau of Immigration may conduct a secondary inspection and may defer your departure (“offloading”). A foreign border officer may refuse entry even if you hold a valid visa. An airline or cruise line may deny boarding over documents. Oneeva has no control over these decisions, gives no assurance about them, and is not liable for them. No refund is due.

14.4 A minor traveling alone, or with someone other than a parent or legal guardian, needs a travel clearance from the Department of Social Welfare and Development (DSWD) and other documents. Parents and guardians are responsible for these. Overseas Filipino Workers, government employees, dual citizens and foreign residents must secure their own exit documents, such as an OEC, travel authority, ECC or re-entry permit.

14.5 All costs that result from missing or defective documents are yours. These include fines, deportation costs, airline charges and rebooking. You must reimburse Oneeva for any such cost charged to it.

15. Health, fitness and special needs

15.1 You confirm that every traveler is fit to travel and to take part in the itinerary. Travel can involve long days, walking, stairs, uneven ground, and changes in climate and altitude.

15.2 Disclosure. Before booking, you must tell Oneeva in writing about any medical condition, disability, reduced mobility, pregnancy, allergy, dietary restriction, or need for equipment, medication or assistance that may affect a traveler's ability to take part in the itinerary or that a Supplier needs to know. Oneeva passes accepted requests to the Supplier but does not guarantee that they will be met. Suitability is assessed for each traveler individually. Where a need cannot reasonably be accommodated on the arrangements requested, Oneeva will propose an alternative where one is reasonably available.

15.3 Medical clearance. Where a Supplier requires it, where the itinerary is physically demanding, or where a disclosed condition, pregnancy or age raises a genuine question of fitness to travel, Oneeva may require a medical certificate or fitness-to-travel clearance from a licensed physician, at your cost, before confirming or continuing the booking. Medication, vaccinations, medical clearances and all medical costs abroad are your responsibility. Oneeva staff and tour escorts are not medical professionals and do not provide medical or personal care. A traveler who needs such care must travel with a companion who provides it.

15.4 Acceptance and refusal. Oneeva may decline a booking, or a particular itinerary or activity for a traveler, where a Supplier declines or restricts the traveler, where a required clearance is not provided, where the traveler's needs cannot reasonably be accommodated, or where there is a genuine risk to the safety of the traveler or others. Oneeva decides on the facts of each case, gives its reason on request, and does not decline on the basis of a disability where the need can be reasonably accommodated. A Supplier's decision to refuse carriage, boarding or participation is its own, under its terms.

15.5 Undisclosed needs. If a relevant condition or need was not disclosed under clause 15.2, Oneeva or the Supplier may refuse or remove the traveler, any resulting cost is yours, and this is treated as a cancellation by you under clause 11. Oneeva is not liable for the unsuitability of arrangements booked without disclosure.

16. Travel insurance

16.1 Comprehensive travel insurance is required for all international travel arranged through Oneeva. Buy it when you book, where possible. It should cover trip cancellation and curtailment, medical treatment, evacuation and repatriation, delay, missed connection, baggage, personal liability, and any minimum cover your visa requires.

16.2 If insurance is not included in your Quotation, you must buy it yourself and show proof when asked. Where Oneeva arranges a policy, the contract is between you and the insurer. Oneeva does not decide claims and does not advise on whether a policy is adequate for you.

16.3 If you travel without adequate insurance, you do so entirely at your own risk. To the extent the law permits, you release Oneeva from any loss that insurance would have covered.

16.4 Insurance premiums are non-refundable. Most policies do not cover visa refusal. Read your policy.

17. Your responsibilities and tour preparation

17.1 Give Oneeva accurate and complete details for every traveler: full name exactly as in the passport, date of birth, nationality, passport details and contact details. You bear the cost of any error in information you supplied.

17.2 Check every Quotation, invoice, ticket, voucher and itinerary as soon as you receive it. Report any error in writing within 24 hours, and in any case before you pay or before tickets are issued. After that, a correction is an amendment under clause 10.

17.3 Pre-departure briefing. Where Oneeva offers a pre-departure briefing for a group tour, or sends pre-departure information, you must attend the briefing or read the information. If you cannot attend, you are responsible for sending a proxy or obtaining the essential information; no separate briefing will be given to absentees. A briefing is not part of every booking.

17.4 Be on time for check-in, boarding, meeting points, transfers and tour departures. A group will not wait for a late participant. The cost of catching up is yours, and no refund is given for what you miss.

17.5 Reconfirm your flight times with the airline before each flight, and keep your phone and email reachable. Oneeva sends notices to the Lead Client's contact details. A notice from Oneeva is treated as received by you when it is sent to those details.

17.6 Your baggage, valuables, money and documents are your responsibility at all times. Oneeva is not liable for their loss, theft or damage. Keep copies of your travel documents.

17.7 You must obey the laws, customs and entry conditions of every country you visit. Optional, sporting and adventure activities are at your own risk, and the operator may require you to sign its waiver.

17.8 Free time, and anything not listed in your itinerary, is outside Oneeva's services.

18. Client conduct and tour participation

18.1 We aim to create an enjoyable trip for all participants. We reserve the right to decline clients exhibiting rudeness, unkindness or disruptive behavior that could jeopardize the tour experience for others.

18.2 Oneeva, a tour leader or a Supplier may refuse or remove anyone who is abusive, harassing, intoxicated, unsafe, persistently late, acting unlawfully, or refusing to follow instructions. No refund is due. The person removed pays for their own onward and return travel.

18.3 You must pay the Supplier directly for any damage you cause. You must reimburse Oneeva for any such amount charged to it.

18.4 This clause also applies before travel. If a Client is abusive or threatening toward Oneeva staff, Oneeva may end its services. This is treated as a cancellation by you under clause 11.

19. Services booked outside Oneeva (non-endorsement)

19.1 Services such as flights, hotels, transfers, tours or insurance that are not booked through Oneeva are not our responsibility. We do not endorse, check, monitor or modify them. We are not obliged to adjust Oneeva-booked services to fit them.

19.2 Any loss caused by an outside booking is yours. Examples are a missed connection, arriving late to join a tour or cruise, or a schedule change by the outside provider. If your flights are booked outside Oneeva, you must reach the starting point of the tour on your own, and no refund is given for any part you miss.

19.3 If you ask Oneeva to coordinate with an outside booking, that is a separate paid service, charged per outside booking at the Fee Schedule rate and quoted before work starts. Oneeva still carries no liability for the outside provider.

20. Local cuisine and meals

20.1 We strive to offer local dishes for an authentic experience. If a traveler declines the food provided, alternative food is at the traveler's own expense. It is subject to the establishment's confirmation and availability.

20.2 Meals follow the set menu or meal plan of the restaurant or hotel. Personal dislike of a dish is not a service failure. Dietary requests and allergies must be declared under clause 15. They are passed on but not guaranteed, and no kitchen can be guaranteed free of allergens.

21. Shopping and merchant transactions

21.1 We do not endorse specific shops or merchants during trips. Transactions between clients and merchants are independent. We do not mediate, negotiate or assume responsibility for them.

21.2 This covers price, quality, authenticity, shipping, tax refunds, returns and defects. It also covers optional tours or services you buy locally from a guide, driver or other third party.

22. Force majeure

22.1 Force majeure means any event beyond Oneeva's reasonable control. Examples are typhoon, earthquake, volcanic eruption, flood, fire, severe weather, epidemic, pandemic, quarantine, war, terrorism, civil unrest, strike, government action, border closure, travel ban or advisory, and closure of airspace, airports or ports. It also covers mechanical or technical failure of transport, outages of banking, communication or information systems, closure or backlog of an embassy or visa center, and the acts of any Supplier.

22.2 Oneeva Travel Corporation shall not be held liable for any failure or delay, or for injuries, loss, damage or expense, resulting from circumstances beyond its control, without fault or negligence on its part.

22.3 Force majeure does not entitle you to a refund from Oneeva. The reservation deposit and Oneeva's earned fees stay non-refundable. Earned fees that are still unpaid stay payable under clause 6.8. Supplier amounts are refundable only if, and to the extent that, the Supplier refunds them, in the form the Supplier gives: cash, credit or rebooking.

22.4 The cost of extra nights, meals, alternative transport, quarantine, medical care and similar expenses is yours. These are matters for your travel insurance.

22.5 Oneeva may alter, curtail or cancel arrangements where safety requires it. Oneeva will help you review options. New arrangements are at your cost, and the Fee Schedule applies to the work of making them.

22.6 Force majeure does not suspend or cancel any payment that is already due, or any fee that Oneeva has already earned.

23. Injury, loss, damage and limits of liability

23.1 Oneeva Travel Corporation shall not be liable for injuries or damages due to causes beyond its control and without fault or negligence on its part.

23.2 In particular, Oneeva is not liable for death, injury, illness, loss, theft, damage, delay, inconvenience, disappointment or additional expense arising from:

- the acts, omissions, default or insolvency of any Supplier or other third party;
- your own acts or omissions, or those of anyone traveling with you;
- the decisions of any embassy, immigration, customs, health or other authority;
- force majeure;
- any service not booked through Oneeva;
- the ordinary risks of travel, including accidents, crime, illness, animals, weather, and road, sea and air conditions;
- standards of safety, hygiene or medical care abroad that differ from those in the Philippines;
- your lack of required documents, insurance or fitness to travel; or
- optional, sporting or adventure activities.

23.3 A claim arising from a Supplier's service must be made against that Supplier. It is subject to the Supplier Terms and to the laws and international conventions that limit a carrier's or operator's liability.

23.4 Oneeva answers only for direct loss that is proven to result from its own breach, fault or negligence in performing its own services. To the fullest extent the law permits: (a) Oneeva is not liable for indirect or consequential loss, or for loss of income, opportunity, enjoyment or holiday time; and (b) where legally enforceable, Oneeva's aggregate liability relating to an affected service does not exceed the professional fees Oneeva earned for that service.

23.5 Nothing in these Terms excludes or limits liability for fraud, bad faith, willful misconduct or gross negligence, or any liability, refund, remedy or consumer right that applicable law does not allow to be excluded or limited.

23.6 You must take reasonable steps to limit your loss and, where the loss is attributable to a Supplier or covered by insurance, reasonably pursue the responsible Supplier or insurer. Any amount you recover from another source for the same loss reduces the amount recoverable from Oneeva. This does not prevent a claim based directly on Oneeva's own actionable breach, fault or negligence.

23.7 Help or a goodwill gesture from Oneeva is not an admission of liability and sets no precedent.

24. Indemnity

24.1 You must reimburse Oneeva and its directors, officers and employees for any claim, fine, penalty, charge, loss or cost, including reasonable attorney's fees, that results from:

- your breach of these Terms;
- false, incomplete or misleading information or documents;
- your violation of the immigration, labor or other laws of any country, including overstaying or working without authority;
- damage or injury you cause to a Supplier or another person;
- a wrongful, fraudulent or unjustified chargeback or payment reversal concerning an amount properly due to Oneeva; or
- the acts of any traveler in your booking.

24.2 If Oneeva has to take legal action to collect an amount due, you must also pay attorney's fees equal to 10% of the amount due, plus costs of suit and collection.

25. Complaints and claims

25.1 If something goes wrong during your trip, report it at once to the Supplier on the spot and to Oneeva in writing. This gives the Supplier the chance to fix it while you are there. Oneeva may decline a complaint first raised after the service ended, if it could have been addressed at the time.

25.2 Send any claim to Oneeva in writing within 30 days after your return, or after the relevant event for a visa or other service, with your booking reference and the evidence available. Prompt notice lets Oneeva investigate and preserve claims against Suppliers. Late notice does not waive a right that the law does not allow to be waived, but any loss caused by unreasonable delay, such as a Supplier claim that lapsed, is deducted from your claim to the extent the law permits.

25.3 Oneeva will acknowledge your complaint and aims to reply in writing within 7 days of receiving complete details. A reply that depends on a Supplier may take longer.

25.4 Both parties will try in good faith to settle a dispute before going to court. This does not affect the jurisdiction of any government agency.

26. Official communications

26.1 Oneeva's official channels are the email addresses ending in @oneevatravel.com, the telephone number +632 5310 5625, and the mobile number +63 954 995 1330. Messages sent to a staff member's personal account, or posted on social media, are not valid notice.

26.2 A booking, amendment or cancellation instruction binds Oneeva only when the Lead Client sends it in writing through an official channel and Oneeva acknowledges it in writing. Clauses 10.5 and 11.1 say when an instruction is treated as acknowledged.

26.3 Oneeva works during the office hours in clause 1. It does not provide 24-hour support unless your Quotation says so. A message sent outside office hours is treated as received on the next working day. In an emergency abroad, first contact local emergency services, the Supplier and your insurer, then inform Oneeva.

26.4 A statement by any Oneeva staff member that differs from these Terms or your Quotation does not bind Oneeva, unless an authorized officer confirms it in writing.

26.5 Oneeva will never ask for your card security code, online banking password or one-time password by email or chat.

27. Itineraries, proposals and Oneeva's work product

27.1 Itineraries, proposals, Quotations, designs, Supplier selections and pricing prepared by Oneeva are its confidential work product and intellectual property. They are given to you for your personal evaluation only. You may not share them with another travel provider or use them to book the same arrangements elsewhere.

27.2 Consultation and trip-design fees in the Fee Schedule are payable in advance, and whether or not you book. Revisions beyond the number stated in your Quotation or the Fee Schedule are charged.

27.3 If you use Oneeva's itinerary or proposal to book the same or substantially the same arrangements elsewhere, the trip-design fee in the Fee Schedule for that kind of trip becomes payable at once, if you have not already paid it.

28. General provisions

28.1 Governing law. These Terms are governed by the laws of the Republic of the Philippines.

28.2 Venue. Any court action arising from these Terms shall be filed exclusively in the proper courts of Pasig City, Metro Manila, to the exclusion of all other courts. This does not affect the jurisdiction of any government agency.

28.3 Entire agreement. These Terms, your Quotation, the Fee Schedule, the Official Payment Channels notice and the Supplier Terms are the entire agreement between you and Oneeva. They supersede all earlier agreements, understandings, advertisements and statements, written or oral.

28.4 Later services. Clauses 3.5 to 3.7 say how these Terms apply to your later bookings and services, and how the continuing application ends.

28.5 Changes. Oneeva may update these Terms at any time by posting a new version on its website. Clauses 3.5 and 3.6 say which version applies to you and how changes are communicated.

28.6 Severability and non-waiver. If a provision is found invalid, the rest remain in force, and the invalid provision applies to the fullest extent the law allows. A failure or delay by Oneeva in enforcing a right is not a waiver of it.

28.7 Transfer. You may not transfer your booking or your rights without Oneeva's written consent. Oneeva may use subcontractors and local partners.

28.8 Electronic signature. These Terms may be accepted or signed electronically. An electronic signature or acceptance is as valid and binding as an original handwritten signature.

28.9 Language. These Terms are in English. If you need them explained in Filipino, ask your consultant before you sign or pay.

28.10 Survival. Clauses on payment, cancellation charges, refunds, liability, indemnity, confidentiality, data privacy and disputes continue after your trip or service ends.

28.11 Rights that cannot be waived. Nothing in these Terms excludes or limits a right or remedy that Philippine law does not allow to be excluded or limited.

28.12 Records. Unless shown to be wrong, Oneeva's booking, payment and Supplier records are proof of the matters they record.

Part B – Service Schedules

Each Schedule applies together with Part A to the service it names.

Schedule B1 – Flights

B1.1 Oneeva is not an airline or a common carrier. Your contract of carriage is with the airline. The airline's conditions of carriage and fare rules apply. Oneeva is merely a booking and reservations agent providing research, booking, payment and reservation services.

B1.2 Airline prices fluctuate every second and are subject to change without prior notice. A fare is not guaranteed until the ticket is issued. An airline may cancel an unticketed reservation at any time. Oneeva issues tickets only after the fare is paid in full.

B1.3 Unless your Quotation or ticket expressly says otherwise, treat every airline ticket as NON-REFUNDABLE, NON-REBOOKABLE, NON-REROUTABLE, NON-ENDORSABLE AND NON-TRANSFERABLE. Oneeva quotes the most restricted fares by default because they are the lowest. A flexible fare costs more and must be requested before booking.

B1.4 Where the fare rules allow a change or refund, you pay the airline's penalty, any fare and tax difference, any no-show fee, and Oneeva's rebooking, reissuance or refund-processing fee. A partly used ticket usually has no refund value.

B1.5 Airline operations. Schedule changes, delays, cancellations, diversions, overbooking, denied boarding, downgrades, aircraft or seat changes, missed connections, and lost, delayed or damaged baggage are the sole responsibility of the airline. Oneeva is not liable for flight disruptions, delays, reschedules or any other operational change of the airline. Oneeva is also not liable for resulting costs, such as hotels, meals, missed tours or cruises, or lost holiday time.

B1.6 Your rights as a passenger against the airline remain. These include rights under the Philippine Air Passenger Bill of Rights and other applicable laws and conventions. You enforce them against the airline. Oneeva passes on airline notices it receives and helps you review options during office hours.

B1.7 Seats and extras. Airlines impose additional charges for preferred seat reservations. If you are interested, ask us for a quotation. Medical certificates are not exempt from these fees. Seat assignments are never guaranteed, and an airline may change them. Members of one booking may be seated apart. Baggage, meals, lounge access and other extras are included only if your ticket says so.

B1.8 Arrive at the airport at least three hours before an international departure. Online check-in is your responsibility. You must meet the airline's check-in and boarding deadlines.

B1.9 Flights must be used in the order ticketed. If you miss one flight, the airline may cancel all remaining flights without refund.

B1.10 Connections on separate tickets, and connections you arrange yourself, are at your own risk. Oneeva is not liable for a missed connection.

B1.11 The name on the ticket must match the passport exactly. Airlines generally do not allow name changes. A correction is an amendment under clause 10 and may require a new ticket at the current fare.

B1.12 Group air bookings. Group seats have deposit, payment, name-list and minimum-number deadlines set by the airline. Once committed, you are liable for the full fare under clause 11.4. Members of a group must travel together on all flights, unless the airline permits a deviation for a fee. The airline may change the schedule, routing or operating carrier.

B1.13 Mileage accrual, upgrades and frequent-flyer benefits are not guaranteed on group or discounted fares.

Schedule B2 – Hotels and accommodation

B2.1 Hotel substitution. If the preferred or confirmed hotel becomes unavailable, including through overbooking, closure, operational changes or circumstances arising on or near the travel date, Oneeva may arrange or propose alternative accommodation using the amount paid or recoverable for the affected hotel booking. Where reasonably available, the replacement is selected at a comparable cost, with consideration given to the general standard and location of the original accommodation.

B2.2 “Comparable cost” means accommodation available at or reasonably near the amount paid or recoverable for the original hotel. Oneeva is not required to pay, advance, subsidize or absorb any additional amount from its own funds to obtain the same brand, star rating, location, room size, facilities or specifications, particularly where rates have risen because of proximity to travel, limited availability, peak season, special events or market conditions. A hotel named in a proposal is indicative until you have paid and the hotel has confirmed; “or similar” means a hotel of comparable cost.

B2.3 A replacement may therefore differ in brand, star rating, location, room size, facilities or other specifications. Such differences do not by themselves entitle you to a refund or compensation where Oneeva has reasonably applied the available hotel value toward a substitute. If you choose a higher-priced alternative, you pay the difference before confirmation. If you decline every reasonable alternative, only the affected hotel booking is cancelled and clause 12 applies to the amount recoverable for it; the rest of your booking continues.

B2.4 Star ratings differ from country to country. Rooms in Europe and Japan are often smaller than you may expect. Twin or double bedding is subject to availability. A triple room is often a double room with an extra bed. Photographs are indicative.

B2.5 Bed type, connecting or adjoining rooms, floor, view, smoking preference, early check-in and late check-out are requests only. They are not guaranteed unless the hotel confirms them in writing and you pay any charge.

B2.6 Standard check-in is mid-afternoon and check-out is late morning. Your room may not be ready if you arrive early.

B2.7 City taxes, resort fees, security deposits, parking, minibar and other incidentals are paid by you directly to the hotel, unless your Quotation includes them.

B2.8 A hotel that is overbooked may move guests to another property. This is the hotel's responsibility under clause 4.4.

B2.9 Prepaid and promotional rates are non-refundable. A no-show is charged in full, and an early departure is not refunded.

B2.10 You must follow the hotel's house rules. The hotel may charge you for damage and may remove a guest who breaks its rules.

B2.11 Hotel loyalty points and member benefits are not guaranteed on rates booked through an agency.

Schedule B3 – Tours, packages, transfers, rail and group departures

B3.1 Inclusions. Only what your Quotation lists is included. Unless listed, the price excludes visas, travel insurance, tips, porterage, optional tours, meals and drinks, city taxes, excess baggage, personal expenses, and anything described as optional.

B3.2 Itinerary changes. The sequence, timings and content of an itinerary may change because of traffic, road or transport disruption, weather, flooding, natural events, closures, strikes, protests, demonstrations, festivals, public events, security or safety conditions, government or police action, Supplier operations, or any other circumstance outside Oneeva's or the Supplier's reasonable control. A sight may be closed, replaced or visited in a different order. No refund is due for these changes. Where a paid inclusion is not provided at all and is not replaced, Oneeva passes on what the Supplier refunds, under clause 12.

B3.3 Customized itineraries must be finalized 90 days before Departure under clause 10.4.

B3.4 Group tours. A group tour runs at the pace of the group. The tour leader's operational decisions are final. Oneeva may combine groups, use a local partner, or appoint a local tour leader. Tips for guides and drivers are customary, and are payable by you unless your Quotation includes them.

B3.5 Group commitments. Group tours may use specially contracted airline seats, hotels, cruises, transport and tours that become non-cancellable and non-refundable once confirmed. Once Oneeva confirms your place, you are liable for the full cost of all non-refundable Supplier commitments made for you, even if you have paid only a deposit.

B3.6 Rooming. A traveler in a single room pays the single supplement. Oneeva does not guarantee a roommate for a traveler who wishes to share. If your roommate cancels, you pay the single supplement.

B3.7 Transfers. Drivers wait only for a limited time. A transfer missed because of a flight delay, a long immigration queue or your own lateness is not refunded, and a new transfer is at your cost. Vehicles have luggage limits.

B3.8 Rail. Rail tickets and seat reservations are generally non-refundable and non-changeable. You must board the correct train and carriage yourself. Strikes and delays are the rail operator's responsibility.

B3.9 Attraction and event tickets. These are usually timed, named and non-refundable. Bring the identification that the venue requires. A late arrival loses the ticket.

B3.10 Guides and drivers. Guides and drivers are independent Suppliers. Their working hours may be limited by local law, which can limit the length of a touring day.

B3.11 Children. A child's price and bedding depend on the Supplier's rules. A minor must be accompanied by a responsible adult at all times.

Schedule B4 – Cruises and partner-operated tours

B4.1 This Schedule applies to MSC Cruises, Expat Explore and any other cruise line or tour operator whose product Oneeva sells. Oneeva is the accredited Philippine selling partner or booking agent; for MSC Cruises it is a Preferred Sales and Marketing Agent of MSC Cruises S.A., Partner No. PH000215. The cruise line or tour operator is the operator of the cruise or tour.

B4.2 The operator's passage contract or booking conditions govern the cruise or tour. They cover deposits, payment, cancellation charges, itinerary changes, conduct, health rules and the operator's liability. By booking, you accept them. Oneeva gives you the link or a copy with your Quotation.

B4.3 These Terms govern Oneeva's own services, fees and the payments you make to Oneeva. Where the operator's schedule differs from Oneeva's, the earlier payment deadline and the higher cancellation charge apply.

B4.4 Cruises. A cabin category is confirmed, not a cabin number, unless stated. The cruise line may change a cabin assignment. Ports, their sequence and arrival times may change, and a port may be skipped, for weather, safety or operational reasons. No refund is due from Oneeva for these changes.

B4.5 Unless your Quotation includes them, you pay on board for service charges or gratuities, drinks, specialty dining, internet, shore excursions, spa and medical services. Shore excursions are run by independent operators.

B4.6 Documents for cruises. You need a valid passport and every visa required for each country on the itinerary, including ports where you do not plan to go ashore. A multiple-entry visa is needed where the itinerary re-enters a country. The cruise line may deny boarding without refund.

B4.7 Embarkation. We recommend arriving in the embarkation city at least one day early. If you miss the ship at embarkation or at any port, all costs of catching

up or returning home are yours, subject to clause B4.8 for a shore excursion arranged by Oneeva.

B4.8 Shore excursions and return to ship. Shore excursions arranged by Oneeva may be operated by independent tour operators, transport providers, guides and destination management companies. Oneeva takes reasonable care in selecting and arranging them and names the operator on your confirmation or voucher, but the operator remains responsible for running its service. You must strictly observe the meeting and return times set for each excursion. If you miss the ship because of your own delay, separation from the group, failure to follow instructions, or any other cause attributable to you, every resulting cost and arrangement is your responsibility, including transport, accommodation, visas, port fees and any cruise-line charge. If you miss the ship because of the fault or negligence of an operator arranged by Oneeva, Oneeva will give reasonable assistance in coordinating with the operator and the cruise line and in arranging travel to the next feasible port; who bears the resulting costs follows the cause of the delay, the operator's terms and applicable law. Oneeva does not advance those costs. Oneeva is not liable for delays caused by events beyond its or the operator's reasonable control, subject to applicable law. Excursions sold by the cruise line are covered by the cruise line's own return-to-ship terms; independent excursions are not.

B4.9 Health limits. Cruise lines restrict travel for guests in later pregnancy and for young infants, and may require medical forms. Check the operator's rules before booking. The ship's medical center charges fees.

B4.10 Group cruise allocations. Group space has deposit, name-list and final-payment deadlines set by the cruise line. Group benefits depend on the group reaching its minimum size and may be withdrawn if it does not. Once committed, you are liable under clause 11.4.

B4.11 Partner-operated tours. The operator runs the tour in full: tour leader, coach, hotels, itinerary, optional excursions, group composition and pace. Groups may include travelers from many countries. The operator may alter or cancel a departure under its own conditions. Any refund comes from the operator, and Oneeva passes on what it receives under clause 12.

B4.12 Oneeva's Philippine-based support covers booking, payment and documentation assistance before you travel. On tour, the operator's staff are your first point of contact.

B4.13 Flights, hotels and transfers around a cruise or partner tour fall under Schedules B1 and B2 if booked through Oneeva, and under clause 19 if booked elsewhere. Oneeva is not liable if a flight disruption makes you miss an embarkation or tour start.

Schedule B5 – Visa assistance (IamVisaReady.com)

B5.1 Services. Oneeva assists with the visa application process. Depending on your Quotation, this may include consultation, a personal document checklist, document review, help in completing forms, preparing a cover letter and travel itinerary, appointment booking, submission guidance or submission where the visa center allows it, and tracking. Oneeva may use AI-assisted tools to organize and check documents, with review by its staff. In this Schedule, an embassy includes a consulate, a visa application center such as VFS, BLS, TLS or KVAC, and any other body that receives or decides visa applications; the same rules apply to each.

B5.2 What Oneeva is not. Oneeva is not an embassy, consulate or visa application center, is not affiliated with any of them, and has no influence over their decisions. Oneeva is not a law firm and does not give legal, immigration or migration advice or representation. Oneeva is not a recruitment or migration agency. It does not offer jobs, sponsorship, placement or residency.

B5.3 Unless your Quotation says otherwise, Oneeva assists only with temporary visitor visas, such as tourist, family-visit and business-visit visas. Where a country requires you to declare who helped prepare your application, you must declare Oneeva truthfully.

B5.4 No guarantee. Obtaining a visa is a privilege, not a right. The decision rests solely with the embassy, consulate or immigration authority. **Oneeva does not and cannot guarantee a visa.** Oneeva also does not guarantee an appointment date, a processing time, a visa type, validity or number of entries, the date your passport is returned, or entry at any border. A readiness review or score is Oneeva's opinion on how complete your documents are. It is not a prediction of approval.

B5.5 Fees. Oneeva's visa assistance fee is payable in full before work begins. It is non-refundable once work has started. Work starts when Oneeva begins reviewing your documents, preparing your checklist, completing forms or booking an appointment. The fee stays non-refundable whatever the outcome: approval, refusal, delay, return of the application, withdrawal or a change in your plans. The fee reflects front-loaded professional work: the assessment, checklist and preparation are the bulk of the service and are performed at the start.

B5.6 Embassy, visa-center, biometrics, courier, insurance, translation and notarial fees are separate. They are charged at the rate in force on the payment date, may change without notice, and are non-refundable under the rules of the body that collects them.

B5.7 Late submission of visa application documents incurs the late-submission fee in the Fee Schedule. Rush fees under the Fee Schedule apply for expedited or special visa processes, including reapplications. A rush fee pays for Oneeva's priority handling only. It does not speed up the embassy.

B5.8 Your obligations. You must:

- provide accurate, complete and truthful information and documents, on time;
- disclose every previous visa refusal, overstay, deportation, immigration violation, criminal record or pending case;
- read and approve every form before submission, because you sign the application and it is your declaration;
- attend your appointment, biometrics and any interview in person; and
- provide promptly any additional document the embassy asks for.

B5.9 Embassy appointment etiquette. Arrive ahead of your visa appointment time. Late arrivals might be denied the opportunity to file their application. Please be patient and anticipate waiting times during embassy appointments.

B5.10 Additional document requests. Embassies retain the right to request supplementary documents not initially stipulated in the general requirements for visa applications. Embassies will process visas only when all mandatory additional documents are submitted.

B5.11 Your warranties on the true purpose of your travel. For yourself and for every applicant you represent, you warrant that:

- every document and statement you give is genuine, true and complete, and nothing is forged, altered, borrowed or fabricated. This covers bank certificates, employment and business documents, tax returns, invitation letters and bookings;
- the funds you show are your own or your declared sponsor's, and were lawfully obtained;
- the purpose of travel stated in your application is your true and only purpose;
- you will not work, look for work, study or stay longer than your visa allows;
- you will leave the country you visit on or before the last day of your authorized stay, and return to the Philippines or your country of residence;
- you are not using a visitor visa to take up employment or residence abroad; and
- no person has promised you a job or placement abroad in connection with this trip, and you have not paid anyone for one.

B5.12 Oneeva relies on these warranties. If Oneeva reasonably believes that any warranty is untrue, it may refuse, suspend or end its services at once, without refund, and may decline to serve you in future. Oneeva may respond to lawful requests from authorities, and may report where the law requires or allows it.

B5.13 You alone bear the consequences of a false statement or of breaking visa conditions. These include refusal, cancellation of the visa, deportation, entry bans, blacklisting and criminal liability. You bear full responsibility for complying with the immigration, labor and other laws of the country you apply to. Oneeva is not liable for any consequence of your violation, and clause 24 applies.

B5.14 Oneeva will never produce or procure false documents, borrowed funds for show, dummy employment or fabricated bookings. Asking Oneeva staff to do so is a ground for immediate termination without refund.

B5.15 Reservations for visa purposes. A flight or hotel reservation prepared for a visa application is a temporary reservation. It is not a ticket or a paid booking, it may expire, and you cannot travel on it. Oneeva recommends that you do not buy non-refundable travel until your visa is issued. If you choose to book or pay before the result, the cancellation charges in Part A apply in full if the visa is refused or delayed.

B5.16 Visa refusal. A refusal, a delay, a request for more documents or a returned application is not a failure of Oneeva's service. It does not entitle you to a refund of Oneeva's fees, embassy or visa-center fees, or travel arrangements. A reapplication or an application to a different country is a new engagement with new fees. Oneeva does not handle appeals. Each applicant in a group is assessed individually; the Lead Client remains liable for the group's fees under clause 3.4.

B5.17 Tour and visa are separate. If you booked a tour, cruise or flight with Oneeva, its payment schedule and cancellation charges continue to apply while your visa is pending. Apply early.

B5.18 Passports and original documents. Oneeva handles them with reasonable care. Oneeva is not liable for loss or delay caused by an embassy, visa center or courier. An embassy may keep your passport throughout processing, so plan your other travel around this. Collect your documents within 30 days after your application is completed. Uncollected documents other than passports may be securely destroyed after 90 days.

B5.19 Confidentiality. Both parties will keep confidential the information exchanged during the visa service. Personal data is handled under Part C.

B5.20 Termination. Either party may end the visa service by written notice to the other. You remain liable for all fees incurred up to the date of termination, and fees for work already started are not refunded. Oneeva may end the service for non-payment, false information or abusive conduct, or if you do not respond to a request for 30 days or within any shorter deadline Oneeva sets in writing for an embassy, visa-center or appointment date. For the visa service, this period replaces the 7 days in clause 11.9.

Part C – Data privacy

This Part summarizes how Oneeva handles personal data under the Data Privacy Act of 2012 (Republic Act No. 10173), its Implementing Rules and Regulations, and the issuances of the National Privacy Commission. Oneeva's full Privacy Notice is posted on its website and gives the details.

C.1 Who controls your data. Oneeva Travel Corporation is the personal information controller, registered with the National Privacy Commission under Registration No. PIC-013-744-2026. Its Data Protection Officer can be reached at dpo@oneevatravel.com, or at the office address in clause 1, marked “Attention: Data Protection Officer”.

C.2 What Oneeva collects. Depending on your service, Oneeva collects your name, address, contact details, date of birth, age, sex, civil status, nationality, passport and visa details, travel history, and payment records. For visa services it also collects employment, business, financial and family information and supporting documents. It collects health, mobility or dietary information only where you give it for your trip.

C.3 Why Oneeva uses it. Oneeva uses personal data to prepare quotations, make and manage bookings, process payments and refunds, prepare visa applications, arrange insurance, handle complaints and claims, prevent fraud, and meet its legal, tax and regulatory duties.

C.4 Legal basis. Oneeva processes personal information because it is necessary for your contract, for Oneeva's legal obligations and for its legitimate interests. Oneeva processes sensitive personal information, such as passport numbers, age, civil status and health details, on the basis of your consent given in Part F, on the Traveler Acceptance Sheet or electronically.

C.5 Who receives it. Oneeva shares only what each recipient needs. Recipients are airlines, hotels, cruise lines, tour operators and ground handlers; insurers; embassies, consulates and visa application centers; banks and payment processors; couriers; providers of Oneeva's business, cloud, communication and AI-assisted systems, under confidentiality; professional advisers; and government agencies where the law requires.

C.6 Transfers abroad. Many recipients are outside the Philippines, where privacy laws may differ. Oneeva transfers personal data abroad where reasonably necessary to provide the requested service, to comply with law or to fulfil the purposes in this Part. Independent Suppliers, embassies, consulates and government authorities process the information they receive under their own applicable rules. Oneeva remains responsible for complying with its own obligations under Philippine data privacy law and for applying appropriate safeguards to the transfers and service providers under its control.

C.7 AI-assisted processing. Oneeva may use AI-assisted tools to organize and check documents. Oneeva staff review the output. No decision about you is made solely by automated means.

C.8 Retention. Oneeva keeps your information for five years from the end of your travel or service, or longer where the law requires or a claim is pending. It is then securely deleted or destroyed. Original passports are returned as soon as processing ends.

C.9 Security. Oneeva uses reasonable organizational, physical and technical measures to protect personal data. No method is completely secure. Oneeva will notify you and the National Privacy Commission of a breach where the law requires.

C.10 Your rights. You have the right to be informed, to access, to object, to correct, to erasure or blocking, to data portability, to damages, and to lodge a complaint with the National Privacy Commission. To use these rights, write to the Data Protection Officer.

C.11 Withdrawing consent. You may withdraw your consent in writing at any time. This does not affect processing already done, or retention the law requires. If Oneeva cannot continue your service without the data, the withdrawal is treated as a cancellation by you under clause 11.

C.12 Other people's data. If you give Oneeva the personal data of family members, travel companions, sponsors or employers, you confirm that you have their authority and that you have told them about this Part. A parent or legal guardian consents for a minor.

C.13 Marketing, photographs and testimonials. Oneeva sends offers and updates only if you separately opt in. You may opt out at any time. Oneeva uses an identifiable photograph or testimonial only with your separate consent. Neither consent is a condition of any service.

C.14 Messenger and chat. When you message an Oneeva page on Facebook Messenger, Oneeva receives your Facebook name, your Messenger ID and the messages you send. An AI-assisted assistant, provided by Oneeva's service providers under C.5 (currently Make.com and Anthropic), uses them to answer your questions and to prepare your enquiry for Oneeva's team (see also C.7). Oneeva staff review every quotation and booking, and no decision about you is made solely by automated means. Oneeva keeps chat records under C.8. Messenger is not an official channel for binding instructions; clause 26 says which channels are.

C.15 Deleting your data. To ask Oneeva to delete your chat records and other personal data, email dpo@oneevatravel.com with the subject “Data deletion request”, stating your name and the Facebook page you messaged. You may also send “Delete my data” in Messenger. Oneeva confirms the request within 15 days and deletes the data unless the law requires Oneeva to keep it, or a claim is pending.

Part D – Fee Schedule

D.1 This Fee Schedule lists Oneeva's professional and administrative fees under clause 6. Fees are in US dollars. Peso payments follow clause 9.2. Your Quotation states which of these fees are already included in your price. Fees triggered later, such as amendment, cancellation, late-payment and rush fees, are always additional.

D.2 These fees are separate from, and in addition to, all Supplier charges, fare and price differences, taxes, government fees and visa-center fees. A fee marked “From” is a minimum, and a fee shown as a range is charged within that range. In both cases Oneeva confirms the amount in writing before the work starts.

D.3 Fees are earned as clauses 6.6 and 6.7 provide and are non-refundable once earned. A different fee stated in your Quotation prevails for your booking.

Service	Fee (USD)	Basis
Booking and ticketing		
Domestic airline ticket issuance	10	Per person, per ticket issued.
Regional international ticket issuance	35	Per person, per ticket issued.
Long-haul international ticket issuance	50	Per person, per ticket issued.
Business- or first-class ticketing	125	Per person, per ticket issued. Replaces the regional or long-haul fee.
Stand-alone hotel booking	10% of the Supplier price of the booking, minimum 20	Per Supplier booking.
Stand-alone transfer, rail, ferry, attraction-ticket or other non-hotel booking	15% of the Supplier price of the booking, minimum 20	Per Supplier booking. Covers transfers, rail, ferries, attraction and event tickets, tours and similar non-air services.
Coordination of a booking made outside Oneeva	From 200	Per outside booking, per request. Quoted before work starts.
Amendments and rebooking		
Airline amendment, rebooking, reissuance or name correction	25	Per person, per ticket, per request.
Non-air booking amendment	20	Per Supplier booking, per request.
Package amendment	50	Per request, for up to four travelers and four Supplier bookings. Larger cases are quoted.
Cancellation and refund processing		
Single-Supplier cancellation and refund processing	50	Per booking, for up to four travelers under one instruction.
Multi-Supplier package cancellation and refund processing	95	Per booking, for up to four travelers and four Supplier bookings. Replaces the single-Supplier fee.
Group cancellation or allocation recovery	From 210	Quoted per case, based on the allocations, travelers and Supplier work involved.

Service	Fee (USD)	Basis
Visa assistance (IamVisaReady.com)		
Visa assistance: Schengen, UK, Canada	200	Per applicant, per application.
Visa assistance: Japan, South Korea, Vietnam	95	Per applicant, per application.
Visa assistance: other destinations (Australia, New Zealand, Turkey, UAE)	150	Per applicant, per application.
Previous-refusal review and fresh application	250	Per applicant. Replaces the destination fee.
Late submission of documents	25	Per applicant, each time documents arrive after the date Oneeva set.
Payments and administration		
Late-payment fee	25	Per overdue installment, per booking. In addition to interest under clause 8.5.
Reinstatement of a released or cancelled booking	25	Per booking, where the Supplier allows it. Supplier charges and price differences are additional.
Returned or dishonored check	35	Per check. Bank charges are additional.
Courier and document handling	10 to 20	Per dispatch within the Philippines, plus the actual courier cost. A dispatch abroad is quoted before it is sent.
Rush, urgent or after-hours work	50% of the affected fee, minimum 45	Added to the fee for the work, when Oneeva accepts the urgent request. Rounded up to the next USD 5.
Trip planning		
Private travel consultation	60	Per scheduled consultation of up to 60 minutes.
Bespoke Asia trip design	95	Per itinerary, for up to four travelers. Includes two consolidated rounds of revisions.
Bespoke Europe or other long-haul trip design	295	Per itinerary, for up to four travelers. Includes two consolidated rounds of revisions.
Complex multi-country or extended-family design	From 495	Quoted per project, based on destinations, duration and party size.
Additional itinerary revision	30 to 95	Per consolidated round within the original brief, quoted before the work starts according to the size of the change. A new destination, travel period or trip structure is a new design.

D.4 The booking fee in clauses 10.3 and 13.2 is the ticket issuance fee or the stand-alone hotel or non-hotel booking fee above. The refund-processing fee in clauses 11.6, 12.1 and B1.4 is the cancellation and refund processing fee above.

D.5 Oneeva may waive or reduce a fee in a particular case. A waiver in one case does not bind Oneeva in any other.

D.6 Oneeva may update this Fee Schedule. The fees that apply to you are those in the version given with your Quotation, or notified to you before new work is done.

D.7 Work outside this schedule. This schedule covers standard work. Where a request involves more work, more travelers or bookings, unusual complexity, higher Supplier charges, or work not listed here, Oneeva quotes the fee in writing before the work starts, and you may decline the work. A fee quoted and accepted in writing prevails over this schedule for that work (clauses 3.2 and D.3).

Fee Schedule version FS-2.1 · Effective date: 1 October 2026

Part E – Official Payment Channels

E.1 Pay only to the accounts in this Part, and only in the name of Oneeva Travel Corporation. These are Oneeva's only bank accounts for client payments. Oneeva has no personal, employee, agent or e-wallet collection accounts. If you receive different bank details by email, chat or phone, do not pay; call +632 5310 5625 first (clauses 9.3 and 26.5).

1. BDO Unibank, Inc. · The 30th – Meralco Avenue Branch	
Account name	Oneeva Travel Corporation
PHP account	0130 4800 1013
USD account	1130 4002 4935
Branch address	Ayala Malls The 30th, 30 Meralco Avenue, Ortigas Center, Pasig City
SWIFT / BIC (international)	BNORPHMMXXX

2. EastWest Bank · Julia Vargas Branch	
Account name	Oneeva Travel Corporation
PHP account	2000 5376 0097
USD account	3000 0192 2029
Branch address	G/F Unit 101, One Corporate Center, Julia Vargas Avenue corner Meralco Avenue, Ortigas Center, Pasig City
SWIFT / BIC (international)	EWBCPHMMXXX

3. UnionBank of the Philippines · Julia Vargas Branch	
Account name	Oneeva Travel Corporation
PHP account	0009 1003 7152
USD account	1309 1000 9122
Branch address	Centerpoint Condominium, Doña Julia Vargas Avenue corner Garnet Street, Ortigas Center, Pasig City
SWIFT / BIC (international)	UBPHPHMMXXX

4. For clients paying from the United States (USD) · Column N.A. (Column Bank), through Wise US Inc.	
Account name	ONEEVA TRAVEL CORPORATION
Account type	Deposit (checking)
Routing number (wire and ACH)	084009519
Account number	244060158686164
Bank address	Wise US Inc, 108 W 13th St, Wilmington, DE 19801, United States
SWIFT / BIC (from outside the US)	TRWIUS35XXX

E.2 How to pay. Use the PHP account for peso payments and the USD account for US-dollar payments; a USD price paid in pesos follows clause 9.2. Put your Quotation or invoice number in the transfer reference and send the deposit slip or transfer confirmation to admin@oneevatravel.com. A payment counts only when it is in Oneeva's account in cleared funds (clause 9.4). Bank, remittance, intermediary-bank and currency-conversion charges are for your account; instruct your bank to send the full amount. Oneeva issues a BIR-registered Acknowledgment Receipt for amounts collected for Suppliers and a Service Invoice for its own fees (clause 9.6).

E.3 Updates. Oneeva may update this Part by issuing a new Official Payment Channels notice. The notice issued with your Quotation, or a newer notice that Oneeva confirms to you by telephone or through an official channel, is the one that applies. This Part is also issued as a separate notice and posted at oneevatravel.com/payments.

Official Payment Channels notice, Version 2.5 · Effective date: 12 October 2026

Part F – Conforme

The Conforme is on page 1 of these Terms, below the Key terms at a glance. Tick the boxes that apply and sign there.

Where Oneeva asks each adult traveler or applicant to accept personally, they sign the Traveler Acceptance Sheet issued with the Quotation or accept electronically; a parent or legal guardian signs for a minor. This Conforme may be signed or accepted electronically. An electronic signature or acceptance has the same force and effect as a handwritten signature.