



GOLFASIAN

GENERAL TERMS AND CONDITIONS OF SALE

Reservations Made via Decathlon Travel

Version: September 2026

1. Scope of Application

These General Terms and Conditions of Sale (“GTCs”) apply exclusively to bookings for golf trips, stays and related services made through **Decathlon Travel** and offered by **Golfasian**.

They supplement the information provided on the relevant product page on Decathlon Travel.

The sales contract relating to the travel services is entered into directly between the customer and Golfasian. Decathlon Travel acts as an intermediary and marketplace platform.

In the event of any conflict between these specific GTCs and Golfasian’s standard General Terms and Conditions, these specific GTCs shall prevail for bookings made through Decathlon Travel.

2. About Golfasian

Golfasian is a specialist in golf travel and golf experiences in Asia, operating since 1997 and a member of IAGTO.

Golfasian organizes tailor-made golf trips and stays combining golf, accommodation, transportation and tourism experiences.

Depending on the product booked, the services may include:

- golf course and tee-time reservations;
- green fees;
- caddies and golf carts where available and/or included;
- accommodation;
- private transfers;



- airport arrival assistance;
- local assistance and support;
- excursions and activities;
- other services expressly stated in the product description.

Only the services expressly stated in the description of the booked product are included.

3. Booking Request and Confirmation

Any booking made through Decathlon Travel is subject to the availability of the services at the time of the booking request.

Golfasian will check the availability of the different components of the trip and confirm the booking in accordance with the applicable conditions.

Golfasian has a maximum of **72 business hours** to confirm the availability and validation of the different components of the booking.

If Golfasian is unable to confirm one or more services, Golfasian will inform Decathlon Travel and/or the customer and may propose an equivalent alternative.

In accordance with the conditions applicable to the Decathlon Travel marketplace, if Golfasian does not respond within the 72-business-hour period, the booking may be considered confirmed according to the terms presented on Decathlon Travel.

4. Prices

The applicable price is the price displayed on the relevant product page on Decathlon Travel at the time of booking.

The price includes the services expressly stated in the product description.

No administrative fees or additional charges not disclosed at the time of booking will be added subsequently, except for additional services expressly requested and accepted by the customer.

Any applicable taxes, mandatory fees or supplements will be indicated in accordance with the information available on the product page.



5. Payment Conditions

For bookings made more than **30 days before the arrival date**, payment shall be made as follows:

- **30% of the total amount at the time of booking;**
- **70% of the remaining balance no later than 30 days before the arrival date.**

For bookings made **less than 30 days before the arrival date**, the **full amount is payable at the time of booking.**

Payments are collected in accordance with the payment arrangements established by Decathlon Travel.

The customer is not required to make payment directly to Golfasian unless expressly stated otherwise.

6. Cancellation Conditions

The following cancellation conditions apply to bookings made through Decathlon Travel:

Cancellation up to 30 days before arrival

For any cancellation made **up to and including 30 days before the arrival date**, the customer will receive a **100% refund of the amount paid**, with no cancellation fees.

Cancellation between 29 and 15 days before arrival

For any cancellation made **between 29 and 15 days before the arrival date**, the customer will receive a **50% refund of the amount paid.**

Cancellation less than 15 days before arrival

For any cancellation made **less than 15 days before the arrival date**, **no refund will be provided.**

Any costs, bookings or services already committed to local suppliers and which are non-refundable may be taken into account when applying these cancellation conditions.

For products featuring specific cancellation conditions clearly stated on the Decathlon Travel product page, those specific conditions shall prevail.



Any cancellation request must be submitted in writing. The date on which the cancellation request is received by Golfasian or Decathlon Travel shall be considered the effective cancellation date.

7. Booking Amendments

Any request to amend a confirmed booking is subject to availability and may result in additional charges.

Amendments may include:

- travel dates;
- accommodation;
- golf courses;
- tee times;
- transfers;
- number of participants;
- additional services.

Golfasian will make reasonable efforts to accommodate amendment requests but cannot guarantee that they can be accepted.

Any fees charged by local suppliers as a result of an amendment may be passed on to the customer where applicable.

8. Golfasian's Responsibilities

Golfasian is responsible for arranging and properly providing the services included in the booking and described on the relevant product page.

Golfasian undertakes to:

- provide the services in accordance with the product description;
- provide the confirmed services;
- inform the customer of any significant changes affecting their trip;
- provide appropriate assistance during the trip;



- handle complaints relating to services provided by Golfasian.

Golfasian works with selected local suppliers depending on the destination and services concerned.

9. Assistance During the Trip

Golfasian provides local assistance to customers during their stay in accordance with the services booked.

In the event of any difficulty during the trip, the customer should contact Golfasian as soon as possible to allow appropriate action to be taken.

Where an issue requires intervention by a local supplier, Golfasian will make reasonable efforts to find an appropriate solution as quickly as possible.

10. Golf Services

Tee times, golf courses and golf-related services are those stated in the booking confirmation.

Tee times may be changed by golf clubs for operational, weather-related, tournament-related or other reasons beyond Golfasian's reasonable control.

In such cases, Golfasian will make reasonable efforts to provide an appropriate alternative solution.

The rules of each golf course apply to all players, including rules relating to handicaps, dress codes, golf cart use and on-course conduct.

Caddie and golf cart services are included only when expressly stated in the booked product.

11. Accommodation

The accommodation provided corresponds to the category, room type and conditions stated on the product page.

Check-in and check-out times are those applied by the relevant property.



Any special accommodation request is subject to availability and should be communicated at the time of booking or as soon as possible thereafter.

12. Customer Information

The customer is responsible for ensuring that all information provided at the time of booking is accurate, including:

- first and last name;
- date of birth where required;
- contact details;
- travel information;
- number of participants;
- information required for golf services;
- any special information that may affect the organization of the trip.

Any error or omission that results in additional costs may be charged to the customer where attributable to the customer.

13. Travel Requirements and Formalities

The customer is responsible for checking and complying with all requirements applicable to their trip, including:

- passport requirements;
- visa requirements;
- entry requirements;
- vaccination or health documentation where required;
- travel insurance;
- requirements applicable to their nationality.

Golfasian may provide general information regarding travel requirements, but the customer remains responsible for verifying the current official requirements with the relevant authorities.



14. Insurance

Golfasian maintains professional liability insurance covering the activities carried out as part of its services.

Proof of insurance may be provided in accordance with applicable requirements.

Customers are strongly advised to purchase personal travel insurance covering, according to their individual needs:

- cancellation;
- trip interruption;
- medical expenses;
- repatriation;
- loss or theft of luggage;
- accidents related to golf activities.

Personal travel insurance remains the responsibility of the customer.

15. Complaints

Any complaint relating to a service should be reported to Golfasian as soon as possible during the trip in order to allow Golfasian to take appropriate action and, where possible, resolve the issue immediately.

Any complaint that could not be resolved during the trip should be submitted to Golfasian in writing as soon as possible after the end of the trip, together with any relevant information and supporting documents.

Golfasian will review each complaint appropriately and provide a response within a reasonable period.

16. Customer Service in French

Golfasian provides customer service in French for bookings made through Decathlon Travel.



Golfasian undertakes to respond to customer enquiries within a reasonable period and, where possible, within **48 hours**.

In the event of an urgent issue during the trip, the customer should use the assistance contact details provided in their travel documents.

17. Personal Data

Personal data provided as part of a booking will be used solely to facilitate the organization, management and provision of the booked services and to comply with applicable legal obligations.

Golfasian processes personal data in accordance with applicable data protection regulations.

Data provided to Golfasian as part of a Decathlon Travel booking will not be used for independent marketing purposes without the customer's required consent.

18. Product Descriptions, Photographs and Information

The descriptions, photographs, information and services displayed on the Decathlon Travel product page form the basis of the information provided to the customer.

Photographs are provided for illustrative purposes where indicated.

Hotels, golf courses or services may be replaced by equivalent-category alternatives where operational circumstances require such changes, subject to the applicable conditions.

19. Force Majeure

Golfasian shall not be held liable for any failure or inability to perform its obligations resulting from an event of force majeure or circumstances beyond its reasonable control.

Depending on the circumstances, such events may include natural disasters, exceptional weather conditions, political events, government decisions, epidemics, pandemics, conflicts, industrial action, border closures or decisions made by local suppliers.

Golfasian will inform the customer and Decathlon Travel as soon as reasonably possible when such an event affects the performance of the trip and will seek, where reasonably possible, an alternative solution.



20. Compliance with Applicable Regulations

Golfasian undertakes to provide its services in accordance with the laws and regulations applicable to its activities and the relevant destinations.

The customer also undertakes to comply with all applicable laws, regulations, property rules and golf course rules during their stay.

21. Relationship with Decathlon Travel

Decathlon Travel acts as a platform and intermediary for the distribution and sale of Golfasian products.

The commercial arrangements between Decathlon Travel and Golfasian, including commissions, payment terms, operational obligations and other B2B provisions, are governed by the agreement between the two parties and do not form part of the sales contract with the customer.

These GTCs govern the contractual relationship between Golfasian and the customer for bookings made through Decathlon Travel.

22. Contractual Documents

The contractual documents applicable to the booking include:

1. the product page published on Decathlon Travel;
2. the information and conditions provided to the customer at the time of booking;
3. these General Terms and Conditions of Sale;
4. the booking confirmation;
5. where applicable, any specific conditions expressly communicated to and accepted by the customer.

In the event of any conflict, the specific conditions of the relevant product clearly communicated to the customer shall prevail for the services concerned.

23. Applicable Law and Jurisdiction



These terms and conditions are subject to the applicable laws and regulations governing the relevant services.

Mandatory consumer protection provisions applicable in the customer's country of residence shall remain applicable where required by law.

Any provisions concerning applicable law and jurisdiction shall be applied in accordance with the mandatory rules applicable to contracts entered into with consumers.