Public Offer Agreement

(For Travelers using the Thairai Information Platform)

Welcome to **Thairai** — your trusted **Tourist Information Center** and digital platform for discovering the very best tours and excursions in Phuket. Our mission is to make your holiday unforgettable by helping you easily find, compare, and book experiences from the most reliable and licensed tour operators.

1. General Information

- 1.1. On our platform you will find a carefully selected list of the **best excursions from reliable TAT-licensed operators**, ensuring safety, professionalism, and quality service.
- 1.2. We are not a travel agency, and we do not directly organize or operate tours. Instead, we provide a trusted tourist information platform that connects travelers with licensed operators, ensuring their holiday in Phuket is seamless, enjoyable, and filled with unforgettable experiences.

2. Services Provided

- 2.1. Through QR codes placed in partner cafés and restaurants, travelers are directed to the tourist **information portal**.
- 2.2. On the website you will find **the best tours and excursions** from leading licensed operators, all in one place for your convenience.
- 2.3. **Our Tourist Information Center** helps you easily discover and select the right tour for your needs.

Actual booking and payment are made directly with the licensed Tour Operator Partner, who manages all confirmations with **no hidden fees or extra charges**.

3. Payments & Refunds

- 3.1. All payments are processed directly by the licensed Tour Operator Partner through their secure payment systems.
- 3.2. Thairai does not process or hold any traveler funds.

3.3. Refund Policy:

We work only with licensed and reliable operators, who prepare tours in advance and

reserve seats specifically for you.

For this reason, tour bookings are **generally non-refundable** once confirmed.

However, we understand that emergencies can happen. If you are unable to attend due to health issues or other serious reasons, refunds or rescheduling may be possible upon providing valid documentation (for example, a medical certificate).

All refund or reschedule requests will be considered with care and processed by the Tour Operator Partner according to their policies.

4. Cancellations & No-shows

4.1. If a traveler cancels without valid documentation, or does not attend the booked tour, no refund will be issued.

5. Insurance & Service Quality

- 5.1. Licensed Tour Operator Partners guarantee safety, provide insurance coverage, and deliver high-quality services for every excursion.
- 5.2. All responsibility for conducting tours, customer service, and insurance lies with the Tour Operator Partner.

6. Our Mission

At **Thairai Tourist Information Center**, our goal is to make your holiday in Phuket seamless, enjoyable, and filled with unforgettable experiences.

We carefully select only the most reliable licensed operators so that you can focus on what truly matters: enjoying the **best holiday in the best destination**.

7. Final Provisions

- 7.1. By using our platform, you agree to this Agreement.
- 7.2. By proceeding with a booking, you confirm your understanding that the contractual relationship is established directly between you and the licensed Tour Operator Partner.
- 7.3. This Agreement is based on the principle of providing travelers with **safe**, **transparent**, **and high-quality tourism services**, in full compliance with the standards of licensed tour operators.

▲ Important Notice:

Thairai is a **Tourist Information Center and digital referral platform**.

All tours are provided exclusively by independent, TAT-licensed tour operators, who ensure safety, insurance, and service quality.

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