



协议书 Agreement

康辉集团北京国际会议展览有限公司（以下简称甲方）和 ShineTours Inc, .（以下简称乙方）就甲方委托乙方组织的中国公民在 美国 境内安排交通、住宿等旅行服务业务的基本事项，达成以下协议：

Comfort International M.I.C.E. Service Co., Ltd. (Party A) and (Party B)

ShineTours Inc. hereby agree as follows with respect to the basic matters entrusted by Party A to Party B relating to the arrangement of transportation, accommodation and other tourist services for the Chinese citizens in the territory of USA (this "Agreement"):

第一章 总则 Chapter 1 General Principles

第一条（目的） Article 1 Purpose

本协议的目的是为保证甲方旅游团（者）在委托乙方接待范围内的旅行安全、顺利，甲方委托乙方安排交通、住宿等旅行服务项目，乙方根据甲方的委托的内容迅速、准确地实施安排。为此，双方特以甲乙间的业务委托合同的方式，正式签订本协议。

The purpose of this Agreement is to guarantee that Party A's tourist groups (or tourists) have a safe and successful journey in the place where Party B is entrusted to make arrangements. Party A hereby entrusts Party B to arrange the transportation, accommodation and other tourist services, and Party B shall, in accordance with the scope



of entrustment by Party A, make the arrangements promptly and accurately. Therefore, the parties hereby formally enter into this Agreement in the form of a business entrustment contract between Party A and Party B (“Business Contract”).

第二条 (适用范围) Article 2 Scope of Application

2.1 本协议适用于甲、乙双方签订的业务委托合同。但在本协议另有补充协议时，则以补充协议为准。

This Agreement shall apply to all the Business Contracts entered into by Party A and Party B. In case there is any supplemental agreement to this Agreement (“Supplemental Agreement”), the Supplemental Agreement shall prevail.

2.2 对本协议中未作规定，并且在甲、乙双方签订的补充协议中亦无特别事项，则遵循甲、乙双方委托业务的惯例。

In case this Agreement is silent and there are no specific provisions in the Supplemental Agreement between the parties that can be referred to, the customary practices of business entrustment between Party A and Party B shall apply.

第三条 (业务内容) Article 3 Content of Entrusted Matters

甲方委托给乙方的业务，以委托行程内的安全、顺利运行为目的，其内容如下（但甲方可以根据个别要求、限制或扩大下述安排业务范围）：

The matters entrusted by Party A to Party B shall be subject to the purpose of a safe and



指定联系方式送达之文件，均为有效送达；任何经此指定联系方式发出之文件和指令，均为发出方之文件，发出方应承认其效力，并愿意受其约束。

The parties agree that fax and email are effective forms of service, and specify their respective fax and email address below. Any document served through the designated means of communication shall be deemed to have been effectively served; any document and order sent through such designated means of communication shall be deemed to be the document of the sending party, and the sending party shall acknowledge its effectiveness and agree to be bound thereby.

4.3.3 指定联系方式信息 Designated Means of Communication

甲方：公司名称：康辉集团北京国际会议展览有限公司

Party A: Comfort International M.I.C.E. Service Co., Ltd.

地址：北京市朝阳区农展馆南路 13 号瑞辰国际中心 1510（邮编：100125）

Address: RM1510, Ruichen International Center, No.13 Nongzhanguan South Rd.,
Chaoyang Distract, Beijing, 100125, China.

电话：Telephone: 0086-10-65870531

电子邮箱：Email: zhouhonghui@cct.cn

合同执行人：Contract Implementer: 范瑞芬 Nico Fan

手机号码：Mobile: 18610687302

预留签字样式：Specimen Signature:

乙方：公司名称： Shine Tours Inc.

网址：<http://www.cct.cn/mice>

地址：北京市朝阳区农展馆南路13号瑞辰国际中心15层 100125



Party B: Company Name: Shine Tours Inc.

地址: 379 S. Diamond Bar Blvd, Diamond Bar CA 91765

Address: 379 S. Diamond Bar Blvd, Diamond Bar CA 91765

邮编: Postal Code: CA 91765

电话: Telephone: 626-353-1334

传真: Fax: 626-353-1334

电子邮箱: Email: Shinetours@shinetours.net.cn

合同执行人: Contract Implementer: 王慧峰

手机号码: Mobile: 13811738102

预留签字样式: Specimen Signature: 王慧峰

任何一方应在五个工作日内书面通知另一方上述信息的变动。

Each party shall notify the other party in writing of any change in the information set forth above within five (5) business days.

第五条 (委托业务合同的成立) Article 5 Formation of Business Contracts

5.1 根据前条第二项, 甲方在接到乙方书面确认书时, 则甲乙间业务委托合同成立。

According to Article 4.2 hereof, the Business Contracts between Party A and Party B shall be formed upon receipt of Party B's written confirmation by Party A.

5.2 乙方若对甲方前条第一项申请中的一部分不能受理, 须立即以 4.2 和 4.3 条款所确定的方式通知甲方, 甲方若同意删除不能受理部分后仍委托乙方安排时, 则应再次履行第四条第一项所定程序。

Party B shall promptly inform Party A through the means of communication specified in



Articles 4.2 and 4.3 If some of the Items in the Plan set forth in Article 4.1 are not acceptable. If Party A agrees to delete such unacceptable items and would still entrust Party B to make the arrangement, it shall complete the procedures as stipulated in Article 4.1.

第六条 (委托报价) Article 6 Quotations

6.1 甲方委托乙方的旅游业务，根据现有协议难于计算费用时，则以书面形式提出报价委托。

In case it is difficult to calculate the expenses of the tourist arrangement entrusted by Party A to Party B based on the existing agreements, it shall make a quotation entrustment in writing.

6.2 乙方在接到甲方的报价委托书后应迅速将报价单送达甲方。

Upon receiving Party A's quotation entrustment letter, Party B shall immediately serve the quotation to Party A.

第七条 (委托内容的变更) Article 7 Amendment to Entrusted Matters

甲方在接到乙方根据第九条第 2 项所做的安排结束的报告之前可以适时变更委托的业务内容。提出的书面变更申请被作为第四条第 1 项的接待计划书来对待。

Party A shall be entitled to make amendments to the content of entrusted matters in due course before receiving the report on completion of arrangement made by Party B in accordance with Article 9.2. Party A's written application for the amendments shall be treated as the Plan set forth in Article 4.1.

第三章 合同的效力 Chapter 3 Validity of the Contracts

第八条（委托业务的开始） Article 8 Commencement of the Entrusted Business

甲、乙双方的委托业务合同一旦成立，乙方应立即着手安排业务。

Party B shall begin to make arrangements for the entrusted business immediately when the Business Contracts between the parties are formed.

第九条（报告经过的义务） Article 9 Reporting Obligations

9.1 乙方应适时向甲方以口头或书面形式报告委托业务的进展状态。

Party B shall report to Party A on the progress of the entrusted matters orally or in writing in due course.

9.2 乙方完成甲方委托的单项或全部事项后，或，判定委托目的部分或全部不能实现时，应立即以书面形式向甲方报告。

Party B shall promptly report to Party A in writing after it has completed the arrangement for any or all matters entrusted by Party A or when in its judgment the purpose of entrustment is unable to be achieved in whole or in part.

9.3 甲方在接到乙方根据前项所做委托目的部分或全部不能实现的报告时，应立即以书面形式，通知乙方是否变更该部分内容、或解除全部委托业务合同。

Party A shall, upon receiving Party B's report made pursuant to Article 9.2 on the failure to



achieve the purpose of entrustment in whole or in part, immediately notify Party B in writing whether to partially amend the matters or cancel the whole Business Contract.

第十条 (委托业务确认期限)

Article 10 Time Limit for Confirming the Entrusted Matters

10.1 乙方原则上在甲方旅游团(者)旅行开始一周前,履行前条各项所定手续,完成全部被委托的旅游业务。但根据第四条第2项最后一句规定委托的旅游业务,甲、乙间应另行协商,决定完成全部委托项目的时间。

In principle, Party B shall carry out the procedures as stated above and shall complete all the entrusted tourist arrangement one week before the commencement of the journey of Party A's tourist groups (tourists); provided, however, that the parties shall separately negotiate and determine the time limit for the completion of all tourist arrangement entrusted pursuant to the second half of Article 4.2.

10.2 除前项正文中所规定的事项,如甲、乙间另有补充协议时,按补充协议办理。

Except for the matters as stipulated in the main text above, the rest shall be subject to the Supplemental Agreements between the parties (if any).

第十一条 (费用的结算) Article 11 Settlements of Expenses

11.1 前条甲方认为乙方已按接待计划完成全部委托项目,乙方在甲方旅游团(者)出发前将计划结算单传真甲方,甲方在旅游团(者)出发前,将50%的团款汇至乙方账户,旅游行程全部结束后30日内付清余款。



If Party A, according to Article 10, confirms that Party B has completed all the entrusted matters in accordance with the Plan, Party B shall fax the settlement statement of the Plan to Party A before Party A's tourist groups (tourists) set off. Party A shall remit the 60% deposit into Party B's account before Party A's tourist groups (tourists) set off, and remit the balance into Party B's account within 60 days after the whole journey has been completed.

11.2 双方同意，每个月最后一日对账一次，签发《对账单》，对账单应载明甲方旅游团团号、旅游者姓名、已发生费用明细等。

The parties agree that the statement of account shall be confirmed and issued once a month on the last day of each month, stating Party A's tourist groups' group number, tourists' names and a breakdown of expenses incurred, etc.

11.3 双方约定的结算货币为：美金

第四章 合同的变更 Chapter 4 Amendment to Contract

第十二条 (乙方原因变更) Article 12 Amendment Attributable to Party B

12.1 对乙方根据第九条第 2 项向甲方确认全部行程安排结束的委托项目，若由于自然灾害、战乱、交通部门等的争议行为、政府法令及其他乙方无力控制的事由，乙方所安排的交通、住宿等部门不能提供此项服务时，乙方可以提出变更甲方所委托的业务内容。

In respect of the entrusted matters which Party B has confirmed the completion of the

arrangement of whole Journey to Party A according to Article 9.2, if the departments which will provide the tourist services such as transportation and accommodation as arranged by Party B are unable to provide such services due to the reason of natural disasters, wars, disputes of the transportation and other authorities, governmental decrees and other reasons that are beyond the control of Party B, Party B may propose to amend the matters entrusted by Party A.

12.2 乙方在根据前项向甲方提出变更请求时，应迅速以书面形式将变更的内容、理由及变更后的安排方案送达甲方。

If Party B submits an application for any amendment to Party A pursuant to Article 12.1 above, it shall immediately Serve Party A in writing with the content and, reasons of such amendment and the amended arrangement plan.

12.3 甲方在接到前项变更申请后，应立即书面答复或同意乙方变更后方案或委托新的业务内容，如委托新的业务内容，将作为第四条第1项的接待计划书处理。

Party A shall, upon receiving the application for amendment set forth above, immediately reply to Party B in writing whether it agrees to Party B's amended plan or it will entrust new matters to party B. If the latter, the new entrusted matters will be treated as a Plan under Article 4.1.

12.4 甲方或乙方在紧急情况下，对第2项的申请及第3项的答复可以口头形式通知，但事后必须以书面形式将申请或答复送达对方。

In case of emergency, notices of Party A's replies under Article 12.3 and Party B's applications under Article 12.2 can be given orally; provided, however, that written

applications or replies shall be served on the other party afterwards.

- 12.5 如该旅游团（者）提出解除与甲方的合同，甲方有权视具体情况全部解除与该旅行相关的委托业务合同，而不需承担违约责任。此时，甲方必须迅速将此情况书面通知乙方。

In case the tourist groups (tourists) request to terminate the contract with Party A, Party A shall be entitled to cancel all Business Contracts relating to such journey based on the specific situation, without any liability for breach. In the meantime, Party A shall immediately notify Party B in writing of the same.

- 12.6 乙方安排的交通、住宿等旅行服务提供部门，因其自身的原因，提出变更委托业务，并给甲方造成损失时，乙方应承担赔偿责任。

In case the departments arranged by Party B to provide transportation, accommodation and other tourist services require to change the entrusted matters due to their own reasons, and Party A suffers losses, Party B shall be responsible to make compensation to Party A.

第十三条（变更产生的费用等的结算） Article 13 Settlement of Expenses Incurred in connection with Amendments

- 13.1 根据第十二条和第十三条变更业务内容时，费用结算办法如下：

In the event of any amendment to the entrusted matters made pursuant to Article 12 and Article 13 (?), the expenses shall be settled as follows:

- 13.1.1 变更后的安排中，若其完成项目根据第十一条计算的费用少于变更前的费用时，乙方应将其差额核减。With respect to the amended arrangement, if the expenses for the completion of amended arrangement calculated pursuant to Article 11 is less than the

expenses prior to such amendment, Party B shall verify and deduct such difference.

- 13.1.2 变更后的安排中, 若其完成项目根据第十一条计算的费用高于变更前的费用时, 甲方可视其成本考虑, 在与乙方协商后酌量支付给乙方。With respect to the amended arrangement, if the expenses for the completion of amended arrangement calculated pursuant to Article 11 is more than the expenses prior to such amendment, Party A may review the costs thereof, and make payment to Party B after consultation with Party B.

- 13.2 依照第十三条第 1 项变更业务内容时, 所产生的取消费用, 诸如交通、住宿等提供旅行服务部门的取消费等, 由甲、乙双方协商处理。

If Party A applies to make amendments under the above circumstance, it shall immediately serve the application to Party B in writing regarding the reasons for such amendment and the amended matters. Such application shall be deemed as a formal application under Article 4.1. In the event of any amendment to the entrusted matters made pursuant to Article 13.1, the expenses incurred in connection with any cancellation, such as cancellation expenses relating to the departments to provide transportation, accommodation and other tourist services shall be settled by Party A and Party B through consultation.

- 13.3 安排费用中的城市间交通费、门票进行调整时, 但只限于甲方所委托的旅行开始前 3 个月乙方曾书面通知甲方的情况时。Adjustments in the inter-city transportation fees or tickets included in the arrangement fee, shall be limited to those that Party B has notified Party A in writing three (3) months prior to the commencement of the journey entrusted by Party A.

第十四条 (旅程管理责任) Article 14 Liability for Tour Management

为确保甲方旅游团 (者) 能安全、圆满地旅行, 乙方应按下列原则实施:

In order to guarantee that Party A's tourist groups (or tourists) have a safe and Successful journey, Party B shall implement the following principles:

14.1 如乙方认为甲方的旅游团 (者), 在旅行中, 可能得不到应提供的服务时, 应立即同甲方联络, 按甲方的要求, 采取必要的补救措施提供委托业务合同规定的服务。

If Party B believes that Party A's tourist groups (tourists) may not be able to obtain the services which shall be provided, it shall contact Party A immediately, and take necessary remedial measures to provide the services stipulated in the Business Contracts according to Party A's requirements.

14.2 采取以上措施后, 仍不得不变更委托业务合同中的内容时, 乙方应尽其最大努力确保完成行甲方委托的业务。如变更旅行日程, 乙方应尽其最大努力使变更后日程符合当初日程的宗旨。如变更旅行服务内容, 乙方应尽其最大努力使变更后的旅行内容与当初的一致, 使委托业务合同的内容变更降低到最小限度。

If the Business Contracts have to be amended after the above measures have been taken, Party B shall use its best endeavor to ensure the fulfillment of the matters entrusted by Party A. If the traveling schedule is amended, Party B shall use its best endeavor to make the amended schedule achieve the purpose of the original schedule. If the tourist services are amended, Party B shall use its best endeavor to make the amended tourist services



consistent with those as originally contemplated, in order that the amendments to the Business Contracts are reduced to the minimum degree.

第十五条 (住宿责任): Article 15 Liability for Arrangement of Accommodation

乙方应该按照甲方的要求, 提供所指定星级、地点或特殊要求的酒店。如乙方未达到指定的标准时, 甲方可以取消团体接待或要求一定金额的赔偿。

Party B shall, in accordance with Party A's requirements, arrange the hotels that meet the designated range (Star Category), location or special request ; Otherwise, Party A may cancel the tourist group or ask for a specific amount of compensation if Party B fails to meet the designated standards.

第十六条 (交通责任): Article 16 Liability for Arrangement of Transportation

甲方委托乙方安排的旅游车辆如果发生事故或机械故障, 乙方应该在第一时间提供解决方案, 并尽量在两个小时内有替代车辆前往指定地点, 避免团体因时间的延误而影响后续行程。

Upon occurrence of any accident or mechanical failure of the travel vehicles arranged by Party B as entrusted by Party A, Party B shall immediately provide the solution, and use its best efforts to arrange alternative vehicles to arrive at the designated place within two (2) hours, in order to avoid any effect on the group's subsequent itinerary caused by the time delay.

第十七条 (导游的选任) Article 17 Appointment of Tour Guide

除非甲方特殊要求,乙方要选派对当地情况熟悉的中文普通话导游,陪同甲方旅行并完成前条所述业务。

If Party A has no special requirements, Party B shall provide a tour guide who is familiar with the local circumstances and speaks Mandarin so as to accompany Party A during the trip and to complete the entrusted matters set forth above.

第十八条 (领队的地位) Article 18 Status of the Tour Leader

甲方派领队陪同旅行时,领队有权代表甲方。乙方及乙方选派的导游在旅行实施过程中,应听从领队的合理要求。

The tour leader assigned by Party A can represent Party A. Party B and its appointed tour guide shall follow the reasonable requirements of Party A's tour leader during the journey.

第六章 接待部门的责任 Chapter 6 Responsibilities of Tour Operator

第十九条 (乙方的责任) Article 19 Party B's Liabilities

乙方在履行委托业务合同时,由于乙方或乙方从业人员以及乙方委托的相关旅游服务部门的故意或过失,对甲方或甲方旅游团(者)造成损害时,应承担对甲方及甲方旅游团(者)赔偿损失的责任。

Party B shall indemnify Party A and its tourist groups (or tourists) for any losses suffered by Party A or tourist groups (or tourists) arising out of any intention or negligence of Party B or its personnel or the relevant tourist service operator entrusted by Party B in the course of

Party B's performance of any Business Contract.

第七章 事故对策 Chapter 7 Accidents Handling

第二十条 (任命事故处理责任人)

Article 20 Appointment of Person in Charge of Handling Accidents

甲、乙双方无论责任归属，在甲方旅行进行中，万一发生事故或突发事件时，为迅速、准确处理，防止发生损害，要分别事先选派处理事故责任人，以加强双方的紧密联系。

No matter which party shall be responsible for the accidents or emergent events occurred during Party A's trip, in order to handle the accidents or emergent events promptly and properly and to avoid damages, the parties shall respectively appoint their own representatives in charge of handling the accidents in advance so as to strengthen the connection between the parties.

第二十一条 (对策组织) Article 21 Organizations for Handling the Accidents

21.1 根据前条选派的甲、乙双方事故对策责任人，要在履行本协议前，协商事故发生时的联络体制，另行交换事故处理备忘录。

The parties' representatives in charge of handling the accidents appointed pursuant to Article 20 shall, prior to the performance of this Agreement, consult with each other on the liaison system in connection with the occurrence of the accidents, and shall separately



exchange the memo for handling the accidents.

21.2 为了使旅行过程中出现的突发事故或其他不可预见的事项能得到迅速有效的沟通，双方应事先建立通讯联络组织，在本协议签订后，双方应迅速将通讯组织图交给对方。

A communication group shall be set up by the parties in advance so that the parties can communicate with each other effectively and immediately when any emergent accident or unpredictable event occurs during the trip. After the execution of this Agreement, the parties shall exchange the chart of the communication group immediately.

第八章 杂则 Chapter 8 Miscellaneous

第二十二条（协议期限） Article 22 Term of the Agreement

22.1 本协议自双方盖章后生效。协议签订后，有效期为一年，自 2025 年 12 月 11 日 至 2027 年 12 月 10 日 止。合同期止之时，如双方均同意继续合作，并无任何一方提出终止或不再续签合同，此合同将自动延期至下一个整年度，依此类推，不再另行签订。

This Agreement shall have an effective term of one (1) year after execution from 2025 .12. 11 to 2027 .12 . 10 .Upon expiration of the term of this Agreement, if the parties agree to continue their cooperation and neither party requests to terminate or discontinue the renewal hereof, this Agreement shall be automatically extended for successive periods of one (1) full year, and the parties will not separately enter into another agreement.



22.2 协议因期满失效后，仍适用于在本协议有效期间签订的个别业务委托合同。

If this Agreement becomes void upon expiration, it shall still apply to the specific Business Contracts entered into during the effective term hereof.

第二十三条（仲裁） Arbitration

关于本协议及本协议适用的委托业务合同，适用中华人民共和国法律，甲、乙之间发生的一切纠纷、争论、不同意见或违约，应通过仲裁最终解决。双方约定关于本合同的争议任一方均可向中国国际经济贸易仲裁委员会申请仲裁并接受该委员会仲裁规则约束。仲裁人的仲裁裁决是最终裁决，且对当事双方均有约束力。

Any dispute, controversy, disagreement or breach between the parties in relation to this Agreement or any Business Contract which the Agreement can be applied to, shall be resolved through arbitration. If both parties request for arbitration, such dispute shall be submitted to China International Economic and Trade Arbitration Commission ("CIETAC") for arbitration and bound by the arbitration rules of CIETAC. The arbitrator's arbitration award shall be final and binding upon both parties.

第二十四条（语言） Article 23 Languages

本协议由中文及英文撰成，一式各两份，双方各持中、英文各一份。如有字句上的疑问或歧义，应以中文为准。

This Agreement is executed in both Chinese and English languages in two originals with



each party holding one original set. If there is any question about or inconsistency in any word or expression, the Chinese version shall prevail.

甲方 Party A:

康辉集团北京国际会议展览有限公司

Comfort International M.I.C.E. Service Co., Ltd.



签字日期 2025 年 12 月 11 日

Signature Date:

乙方 Party B:



签字日期

2025 年 12 月 11 日

Signature Date:



City Of Eastvale BUSINESS REGISTRATION CERTIFICATE

"For Services Provided in the City of Eastvale, California Only"

TO BE POSTED IN A CONSPICUOUS PLACE
AND
NOT TRANSFERABLE OR ASSIGNABLE

BUSINESS NAME: SHINE TOURS INC.
BUSINESS LOCATION: 7486 SILVER SADDLE CT
EASTVALE, CA 92880-1053

Registration Number: 15306777
Expiration Date: September 30, 2026

SHINE TOURS INC.
7486 SILVER SADDLE CT
EASTVALE, CA 92880-1053

DESCRIPTION OF BUSINESS: TRAVEL AGENCY

For all inquiries regarding this registration, contact HdL
Business Support Center at (951) 356-6394.



SHINE TOURS INC.:

Thank you for your payment on your City of Eastvale Business Registration. **ALL REGISTRATIONS MUST BE AVAILABLE FOR INSPECTION UPON REQUEST.** If you have questions concerning your business registration, contact the Business Support Center via email at eastvale@hdlgov.com or by telephone at: **(951) 356-6394**.

Keep this portion for your certificate separate in case you need a replacement for any lost, stolen, or destroyed certificate. A fee may be charged for a replacement or duplicate certificate.

If you have a fixed place of business within the City of Eastvale please display the Business Registration above in a conspicuous place at the premises. Otherwise, every Business Registration holder not having a fixed place of business in the City shall keep the Business Registration upon his or her person, or affixed in plain view to any cart, vehicle, van or other movable structure or device at all times if required by the Collector.

Starting January 1, 2021, Assembly Bill 1607 requires the prevention of gender-based discrimination of business establishments. A full notice is available in English or other languages by going to: <https://www.dca.ca.gov/publications/>.

In the event that a Business Registration Certificate is issued for a single-family residential rental property, no person shall undertake, maintain, authorize, aid, facilitate or advertise any short-term rental within the city. Per Eastvale Municipal Code Section 120.04.160, a short-term rental is defined as renting for a period of 30 consecutive calendar days or less any dwelling unit, the property on which it is located, or the use of the property on which it is located, in whole or in part, for transient use.



BUSINESS SUPPORT CENTER
8839 N CEDAR AVE #212
FRESNO, CA 93720-1832

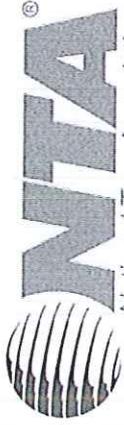


City Of Eastvale
BUSINESS REGISTRATION CERTIFICATE

SHINE TOURS INC.
7486 SILVER SADDLE CT
EASTVALE, CA 92880-1053

Registration Number: 15306777

Date of Issue: 10/01/2025



Certificate is valid through December 31, 2025.

NTA 美國全國旅遊協會中國旅遊團入境旅遊管理項目會員證書
Certificate of Participation in the NTA China Inbound Program
Certificate is valid through December 31, 2025.

茲證明

This shall certify that:

Certificate is valid through December 31, 2025.
Shine Tours Incorporated
Eastvale, CA

Certificate is valid through December 31, 2025. Certificate is valid through December 31, 2025.

符合中國休閒旅遊團入境旅遊項目會員各項條件、為信譽良好之地接公司。
本證書有效期至2025年12月31日

Certificate is valid through December 31, 2025. Certificate is valid through December 31, 2025.
is a tour company in good standing through December 31, 2025.



(證書由於特殊原因可能失效。敬請聯絡NTA以確認該公司是否仍然是中國入境管理項目成員。)

Because this certificate may be terminated by a separate instrument, contact NTA to verify that this
tour company is in good standing of the NTA China Inbound Program.

Certificate is valid through December 31, 2025. Certificate is valid through December 31, 2025.
NTA為中國文化旅遊部唯壹指定美國地接公司資質認證機構。

NTA is the only U.S.-based trade association with the tour operator qualification program approved by the Ministry of Culture and Tourism of the People's
Republic of China.

Certificate is valid through December 31, 2025. Certificate is valid through December 31, 2025.

800.682.8886 (U.S. and Canada) +1.859.264.6540

美國與加拿大免費電話: 800.682.8886 | 美國境內電話: +1.859.264.6540



7486 Silver Saddle Ct. Eastvale CA 92880

美国账户信息

Shine Tour Bank account information:

Bank Name: Eastwest Bank

Bank Address: 379 S. Diamond Bar Blvd, Diamond Bar CA 91765

Account Name: Shine Tours Inc.

Account #: 81415101

Bank Swift code: EWBKUS66XXX (For International)

Bank Routing Number: 322070381 (For Domestic)

1.Sort code: EWBKUS66XXX (For International)

2.收款人名称: Shine Tours Inc.

3.收款人地址: 7486 SILVER SADDLE CT EASTVALE, CA 92880-1053

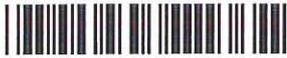
4.收款人账号 IBAN IBAN 账号: 81415101

5.收款人常驻国家名称: 美国

6.收款人开户行名称: Eastwest Bank

7.收款人开户行地址: 379 S. Diamond Bar Blvd, Diamond Bar CA 91765





BA20241551287

B3000-8422 08/28/2024 3:17 AM Received by California Secretary of State



STATE OF CALIFORNIA
Office of the Secretary of State
STATEMENT OF INFORMATION
CORPORATION

California Secretary of State
1500 11th Street
Sacramento, California 95814
(916) 657-5448

For Office Use Only

-FILED-

File No.: BA20241551287
Date Filed: 8/28/2024

Entity Details			
Corporation Name	SHINE TOURS, INC.		
Entity No.	0886214		
Formed In	CALIFORNIA		
Street Address of Principal Office of Corporation			
Principal Address	7486 SILVER SADDLE COURT EASTVALE, CA 92880		
Mailing Address of Corporation			
Mailing Address	7486 SILVER SADDLE COURT EASTVALE, CA 92880		
Attention			
Street Address of California Office of Corporation			
Street Address of California Office	7486 SILVER SADDLE COURT EASTVALE, CA 92880		
Officers			
Officer Name	Officer Address	Position(s)	
JOSEPH CHI	7486 SILVER SADDLE COURT EASTVALE, CA 92880	Chief Executive Officer, Secretary, Chief Financial Officer	
Additional Officers			
Officer Name	Officer Address	Position	Stated Position
None Entered			
Directors			
Director Name	Director Address		
JOSEPH CHI	7486 Silver Saddle Court Eastvale, CA 92880		
The number of vacancies on Board of Directors is: 0			
Agent for Service of Process			
Agent Name	JOSEPH CHI		
Agent Address	7486 SILVER SADDLE COURT EASTVALE, CA 92880		
Type of Business			
Type of Business	TRAVEL AGENCY		
Email Notifications			
Opt-in Email Notifications	No, I do NOT want to receive entity notifications via email. I prefer notifications by USPS mail.		
Labor Judgment			
No Officer or Director of this Corporation has an outstanding final judgment issued by the Division of Labor Standards Enforcement or a court of law, for which no appeal therefrom is pending, for the violation of any wage order or provision of the Labor Code.			



Electronic Signature

By signing, I affirm that the information herein is true and correct and that I am authorized by California law to sign.

JOSEPH CHI  08/28/2024

Signature _____ Date _____





Shine Tours, Inc.

Address: 7486 Silversaddle Ct. Eastvale, CA 92880

E-mail: shinetours@shinetours.net

委托书

Shine Tours Inc, 委托北京王府国际旅行社有限公司代收 康辉集团北京会议展览有限公司 与 ShineTours Inc. 合作的境外接待项目款; 请汇款至北京王府国际旅行社有限公司指定对公账户, 我司如与北京王府国际旅行社有任何经济纠纷, 与 康辉集团北京会议展览有限公司无关。

北京王府国际旅行社有限公司对公指定账户信息:

名称: 北京王府国际旅行社有限公司

纳税识别号: 91110105100015672J

开户行: 广发银行北京分行安贞支行

账号: 137151516010021582

特此证明!



公司应急预案

1. 发现与报告

(1) 任何员工发现紧急时间，应立即报告给所在部门负责人，并详细描述紧急时间的性质、影响范围等信息。

(2) 部门负责人收到报告后，应立即评估紧急时间的紧急程度，并向紧急时间处理小组报告。

2. 紧急时间处理小组响应

(1) 紧急时间处理小组收到报告后，应立即召开紧急会议，分析紧急时间的性质、影响范围、可能原因等。

(2) 根据分析结果，紧急时间处理小组制定紧急处理方案，并明确各项工作的责任人、完成时间等。

3. 紧急处理实施

(1) 相关部门根据紧急处理方案，迅速组织人员进行紧急处理工作。

(2) 在处理过程中，各责任人应密切关注处理进展情况，并及时向紧急时间处理小组报告。

(3) 如需调整紧急处理方案，应经紧急时间处理小组同意后执行。

4. 紧急处理结束与总结

(1) 当紧急时间得到有效控制或解决后，紧急处理小组应组织相关部门进行事后总结，分析处理过程中的经验教训，提出改进措施。

(2) 总结报告应报送公司领导审阅，以便对公司紧急时间处理流程进行持续改进和优化。

关于投诉处理以及解决方案

1.1 接收投诉并记录：在接收投诉时，秉持客户至上的原则，确保每一条投诉都能得到及时、准确的记录。请投诉接收人员耐心倾听客户的诉求，详细记录投诉内容，包括投诉的时间、地点、涉及人员、具体事项以及客户的联系方式等关键信息。同时，总经办会对投诉进行分类，以便后续的处理和分析。

1.2 初步调查与分析：在记录完投诉后，业务部同经营合规部会立即启动初步调查与分析工作。了解投诉的基本情况，判断问题的性质和严重程度。通过与客户进一步沟通等方式，收集必要的证据和信息。在调查过程中，保持客观公正的态度，确保调查结果的真实性和准确性。

1.3 反馈并协商解决：经过初步调查与分析后，项目负责人需及时将结果反馈给客户，并提出解决问题的建议。在协商解决阶段，与客户保持密切沟通，听取客户的意见和建议，努力达成双方都能接受的解决方案。如果问题能够在这一阶段得到妥善解决，项目执行部负责人将及时记录处理结果，并告知客户。

1.4 投诉升级判断：如果问题在协商解决阶段无法得到妥善解决，或者涉及到更严重的服务质量问题，公司将对投诉进行升级判断。将综合考虑问题的性质、影响范围、客户的满意度等因素，判断是否需要将投诉升级至总经理处理。

1.5 总经理介入处理：一旦投诉被判断为需要升级处理，我们将及时向上级机构或领导汇报，并请求介入处理。上级机构或领导将根据实际情况，制定更具体的处理方案，并指派专人负责跟进。在上级介入处理期间，我们将积极配合工作，确保问题的有效解决。

1.6 持续跟进与监控：投诉处理完毕后，我们还将进行持续的跟进与监控。我们会定期对已处理的投诉进行回顾和总结，分析问题的根源和解决方案的有效性，以便不断改进我们的服务质量。同时，我们也会关注客户的反馈和满意度，确保问题得到彻底解决，



并避免类似问题的再次发生

如何保护商业机密

1. 保密政策： 我司非常重视客户信息的保密性，我们有一套完善的保密政策和程序，确保所有客户信息都得到严格的保护
2. 员工保密协议： 我们的员工在入职时都会签署保密协议，承诺在任职期间及离职后不泄露任何客户的信息
3. 数据保护： 我们对于机密的数据（名单，文件等）都会通过加密来保护数据安全，确保数据的安全性
4. 访问权限： 我们实施严格的访问控制制度，只有经过授权的员工才能接触到相关客户信息。此外，我们会对员工的系统访问权限进行定期审查，以防未经授权访问



供应商信息审核单

(如有公司名称、银行账户、联系人任意一项信息变更,务必第一时间以书面形式通知康辉供应商管理负责人)

公司基本信息						
供应商中文全称	玩美加旅行					
供应商英文全称	Shine Tours Inc.					
成立时间	1979年	总部国家/城市	北美洛杉矶	分部国家/城市	美国, 加拿大	
注册地址	7486 SILVER SADDLE COURT EASTVALE, CA 92880					
通信地址及邮编	CA 92880					
会奖业务开始时间	2000年	会奖业务团队人数	10人			
BANK NAME	Eastwest Bank					
BANK ADDRESS/ ZIP CODE	379 S. Diamond Bar Blvd, Diamond Bar CA 91765					
ACCOUNT NO.	81415101					
SWIFT	EWBKUS66XXX					
公司简介 (300字以内)	<p>SHINE TOURS 1979年成立于美国洛杉矶。接待范围可覆盖整个北美地区包括加拿大。主要接待公商务团组,大型展会,培训,医疗,游学等团组。是多家旅游局的指定接待公司。并拥有自己的大型车队,及庞大的现地服务人员团队。</p> <p>多年来为旅游同业提供最细腻、用心、专业的服务品质。我们秉承着重信守约的原则,对待客户用「心」服务。</p> <p>除了标准化服务外,对于在美国境内突发状况,团队以多年累计的经验及资源立即、迅速、高效完成协助,解决问题,让客户满意。</p> <p>满足客户需求及超越客户的期望是 SHINE TOURS 每一位员工所追求的目标,亦是数十年来公司屹立不摇的基石。</p>					
联络方式(至少需要填写3位联系的信息,且不能重复)						
	职位	姓名	座机	手机	邮箱	QQ 号码
公司负责人	总经理	林松	626-353-1334	626-353-1334	songlin@shinetours.net	
会奖业务负责人	经理	王慧峰	010-8446-6192	13811738102	wanghuifeng@shinetours.net.cn	3963381
业务第一联络人	操作经理	温洁	010-8446-6192	15210909266	wendy@shinetours.net	
业务第二联络人	业务经理	张贤栋	010-8446-6192	13488866147	Jameszhang@shinetours.net	
业务信息						
可直接提供服务的国家/城市	美国, 加拿大					

与哪些组团社合作	中青博联, 华程会展, 中旅会展, 中智会展, 携程定制, 大新华会展
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近三年会奖营业额	300 万美金
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近两年内操作过的会奖案例 (必填)

	会议名称	客户名称	组团社	日期	人数	酒店	证明人	联系方式
1	硅谷英伟达年会	新华三	中旅	3 月 19 日	80 人	硅谷希尔顿	JosephChi	626-353-1334
2	拉斯电子展	联想	博联	1 月 4 日	30 人	拉斯威尼斯人	JosephChi	626-353-1334
3	芝加哥 RSNA	GE 医疗器械	中旅	12 月 1 日	80 人	晚宴	JosephChi	626-353-1334
4	圣安东尼奥乳腺癌年会	恒瑞医疗	中旅	12 月 9 日	40 人	圣安东尼奥洲际	JosephChi	626-353-1334
5	亚马逊全球年会	亚马逊	安锐会展	11 月 30 日	300 人	威尼斯人	JosephChi	626-353-1334

反贿赂/反腐败承诺书

为了康辉集团北京国际会议展览有限公司与供应商的正当权益，谨此承诺：

在与康辉集团北京国际会议展览有限公司合约期内除严格遵守《中华人民共和国反不正当竞争》、《中华人民共和国合同法》、《刑法》等有关禁止商业贿赂行为规定，遵守“守法、诚信、公正、科学”的原则，坚决拒绝商业贿赂、行贿及其他不正当之商业行为的馈赠。

在与康辉集团北京国际会议展览有限公司合约期内不准以公司或个人名义向任何康辉员工提供不符合标准的馈赠，如：直接或间接赠送金钱、礼品、有价证券及任何形式的馈赠礼金包括但不限于现金、支票、信用卡等。

在与康辉集团北京国际会议展览有限公司合约期内不准组织任何有补贴和用公款支付的吃请玩乐，包括但不限于营业性歌厅、舞厅、夜总会等娱乐场所。

在与康辉集团北京国际会议展览有限公司合约期内与我司的业务往来，严格按照合同规定项目进行，不得提供超出双方合同规定之项目，并保证提供的业务往来凭证（采购订单、发票等）真实有效。

在与康辉集团北京国际会议展览有限公司合约期内与我司的业务往来，严格按照合同规定或经双方正式确认的支付方式和账户信息进行账务往来，不得在约定支付方式和账户之外进行任何收付款的操作。

本公司将恪守以上承诺，如有违反，本公司愿意接受任何处罚并负责赔偿因此给康辉集团北京国际会议展览有限公司造成的损失以及造成的不利社会影响，同时承担由此引起的一切法律责任。

此承诺书一式两份，双方各执一份。

此承诺书自签字盖章之日起生效，并随双方的合作的经济合同或协议的存续时间而自然延续。

承诺公司



(盖章)

日期：2025年12月15日