

**TERMS AND CONDITIONS**

**1. Reservation & Deposit**

A Non Refundable deposit of 25% or subject to a minimum of RM500.00, whichever is higher of the tour fare per person is required to be paid as reservation fee. Balance or full payment must be made 40 days prior to departure or 7 days after the confirmation of the tour. Failure to comply will result in cancellation of the reservation and forfeiture of deposit.

**2. Amendment Charges**

- 2.1) Upon confirmation of your booking of the tour, any subsequent changes made to the booking is subject to an amendment fee of RM100.00 per person. These fees are in addition to any charges levied by hotel, ground operator or airlines.
- 2.2) No charges can be made within 10 days before the date of departure.
- 2.3) Changing the entire booking constitute a cancellation of the original booking and it is subject to cancellation charges as defined in the cancellation policy on clause 3.2.

**3. Cancellation Charges**

- 3.1) Cancellation by Tour Cancellation of booking must be made in writing to avoid any misunderstanding. If company receives cancellation 30 days or more prior to departure, a minimum Administrative fee of RM50.00 per person will be levied. These fees are in addition to any charges levied by hotels, ground operator or airline.
- 3.2) If notice of cancellation is received 30 days and less prior to departure the following cancellation charges (per person) will apply.

Cancellation Received	Charges
More than 31 Days	RM50.00
Between 15 and 30 Days	50% of tour deposit
Between 8 and 14 Days	40% of tour deposit
Between 7 days to departure	100% of tour deposit

- 3.3) Airlines cancellation policy on special promotional fare shall apply in addition to cancellation charges as defined in clause 3.2. The airline ticket is restricted and subject to the Airlines Terms & Condition. It may be non-endorsable, non-refundable and non-reroutable. Any alteration on routing or changing the date of travel by passengers is solely at his/her own risk. The company and/ or its Associated agents shall not be held responsible for any inconvenience caused and extra expenses incurred.

**4. Cancellation by company**

The company reserve the right to cancel the tour due to any act of God, wars, strikes, riots, order from the Government of Malaysia and other external factors beyond or control. The company shall recommended alternative tours preferably to the same destination or other tours. Should the passenger/s decide not to accept the alternative, all monies less the administrative fee will be refunded to the passenger?

**5. Travel Document**

- 5.1) Passengers Responsibilities  
Must have an International passport or other recognized travel documents which should be valid for at least 6 months from the return to country of origin. Must have the Necessary visas, vaccination And health certificates as required by the various authorities of the country to be visited. Self-drive packages, must have a valid and the necessary Driver's license (International Driver's Permit may Require) presented to the rental company upon pick-up of the vehicle. All drivers must be at least 21 years of age and has been driving for more than a year.
- 5.2) Company's Responsibilities  
Will advise passengers to obtain on what documentation is required. Wherever possible, will assist passengers to obtain the necessary visas. Please note that the company cannot be guarantee the Approval of any visa application. The company cannot be held liable for any loss of passport due to any reason what so ever including without Limitations, negligence on the of our employees, agents And /or servants.
- 5.3) Rejection of visa or travel documents  
If for any reason, the application for visa or necessary exit permit is rejected, a refund of tour fare will be made as in accordance to cancellation charges clause 3.2 & 3.3.

**6. Refuse Entry**

The company cannot be held responsible or liable for any expenses, reimbursement or refund of tour prices if:

- 6.1) Deportation of refusals of entry of tour members by immigration authorities resulting from the possession of unlawful items or holding improper travel documents or other Causes or whose Behavior and activities are considered as subversive by the foreign government.
- 6.2) Passenger passport validity is insufficient which is at least 6 months from date of return to the country of origin.

**7. Tour Information and Prices**

Price shown are current at the time of publication. Information & The Price List form part of the brochure. The price are subject to change due to increase in airfares, other Transportation costs, and Hotel Rates, exchange rates, government tax etc. and the Company reserve the right to increase prices accordingly without notice. The company Covenants the following to be included in the tour fare:

- a. Return air ticket but not including all airport taxes and whatever applicable taxes
- b. "Hotel accommodation based on 2 adults sharing a room. A child sharing with 2 adults is based on the child as a 3<sup>rd</sup> person in a twin room of 2 adults. For those without a Sharing partner, single room surcharge applies. For a group of 3 persons, accommodation is based on triple sharing basis where applicable.
- c. All meal, sightseeing tour and transfers are based on sit-in-coach basis (SIC).
- d. Person travelling alone must pay the single supplement charges.

**8. Refund of Unused Services**

No refund or reduction will be made to any Tour Member in respect of airfares, accommodation, meals, and sightseeing tours or any other services which are included in the Tour Fare but not utilized By the Tour Member for any reason whatsoever.

**9. Baggage**

Baggage allowance are stipulated by the respective Airlines and tour operator. It is the passenger's responsibility to abide to the rules and regulations set by the Airlines/supplier.

**Baggage Lost**

Refer to clause No 13-Travel Insurance

**10. Right to Reject**

The company reserves the right to cancel or withdraw any itinerary or any bookings made for a client or decline to accept or retain any person as a member of tour if any such person may appear likely To endanger the health, safety or impair the comfort and enjoyment of other of the tour. The company further reserve the right to cancel the reservation of any passenger whom for any other reason, Any carrier, hotel or other contract refuses to allow the participants to participate in the tours. In any of the foregoing events, the Company's shall not refund to the client any monies.

**11. Responsibility**

Every person participating in any tour or holiday organized by the Company and/or its associated agents shall be regarded in every respect as carrying his/her own risk as a tour participant. The Company and/or its associated agents shall not be held responsible for any liabilities and/or damages arising from the following situation:

- 11.1) The company shall not be liable for any injury damage, loss, delay additional expenses inconvenience caused directly or indirectly by event which are beyond its control such as war, civil unrest, fire, floods, unusual severe weather, act of God, failure or machinery or equipment while on tour.
- 11.2) the extension of confirm or unconfirmed stay/flight arrangement.
- 11.3) Any damage or loss of baggage, person effects or accidents.
- 11.4) The company and/or its associated agents act only as agents for the transportation companies, hotel contractors and other principals, and tickets, vouchers and document are issued subject to terms and contracts under which these services are provided.
- 11.5) The ticket or voucher issued or restricted to the relevant Airlines & Suppliers. It may non-endorsable, non-refundable and non-reroutable. Any alteration on routing or change or date of travel by Passengers is solely at his/her own risk. The Company and/or its associated agents shall not be held responsible for any inconvenience caused and extra expenses incurred.

**12. Claims against the Company (if any)**

All claims and proof of claims against the company must be made in writing within 14 days after the completion of the tour. Thereafter no claim will be made.

Please address your claim in writing to:

**Attention: Managing Director**

**Unit T.02-U.05-1, Jalan Precint 9 E/1, 62500 Wilayah Persekutuan Putrajaya, Malaysia**

**13. Travel Insurance**

All passengers MUST buy travel insurance to safeguard themselves against any eventuality. We suggest comprehensive coverage inclusive or Personal Accidents, Medical or Other Expenses plus Unlimited Emergency Evacuation/Repatriation. Hospital Daily Allowance, Baggage Cover, Delayed Baggage Benefit. Personal Money/Loss of documents, Personal Liability, Travel Delay, Cancellation Cover Curtailment. For those who do not wish to buy travel insurance are required to completed and signed and stating their wishes and understand the consequences incurred.

Signature:.....

Name:.....

Date:.....