



**i Travelz** (PG0237736-P)

(Commission Agent for Licensed Travel Agency)

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## TERMS & CONDITIONS

You are deemed to have read, understood and accepted the following policies (collectively called **the Terms & Conditions**).

The company, I TRAVELZ only acts as an agent for the transportation companies, hotels and other principals of the program. I TRAVELZ accept no responsibility for any loss, injury or damage to you or your belongings resulting from any occurrences beyond its control including breakdown in equipment strikes, theft, delays, medical or customs regulations, cancellations changes in itinerary of schedules, etc. The company reserves the right to alter itineraries, travel arrangements, hotel accommodation, etc. The Company reserves the right to cancel land tour prior to departure for any reasons. Including insufficient number of participants. Should this happen the entire payment will be refunded without further obligations on the part of the Company. I TRAVELZ also reserves the right to require any individual to withdraw from the tour if it is deemed that his/her act or conduct is detrimental to or incompatible with the interest, harmony and welfare of other clients and the tour as a whole and I TRAVELZ shall be under no further liability thereafter to any such person. No guides, tours leaders or other employees or agent of I TRAVELZ is authorized to commit the company to any liability whatsoever and the company will not be bound by any statement or representation unless it is in writing and signed by a management executive of the company. The special air ticket issued is based on group travel and restricted to respective airline. It is strictly non-endorsable, non-refundable and non-reroutable. Alteration on the routing or date of travel is at the passenger's own risk. No refund will be made to any person for unused air-ticket or who do not participate in any meal, sightseeing tour or accommodation not used in part of full.

## TOUR FARE EXCLUDED

Air ticket, airport taxes, fuel surcharge, visa fees, expenses on purely personal nature such as laundry, telephone calls, tips for hotel bell boy, portorage, excess baggage charges, beverages, personal and baggage insurance, gratuities to drivers and escorts, optional tours.

## TOUR PACKAGE (GROUP)

Unless otherwise stated the tour fare quoted is based on a minimum size of 16 adults. (2 children is considered as 1adult)

## TOUR PACKAGE (F.I.T – FREE & INDEPENDENT TOUR)

Unless otherwise stated the tour fare quoted is based on a minimum size of 02 adults. (2 children is considered as 1adult)

## RESERVATION / DEPOSIT

A deposit of between RM300 to RM1000 per person must be paid upon reservation and the balance must be paid up 21 days prior to the date of departure. All deposits paid are non – refundable and non – transferable.

## CANCELLATIONS

Cancellation fees will be imposed as follows:

More than **45 days** before departure

**22-44 days** before departure

**15-21 days** before departure

**08-14 days** before departure

**7 days** or less or after air-ticket has been issued

**Deposit forfeited or RM200 whichever higher**

**30%** of the tour fare whichever higher

**50%** of the tour fare

**80%** of tour fare

**100%**

## CURRENCY FLUCTUATION

All tour fare and airport taxes are subject to change due to currency fluctuation. The tour fare is guaranteed only if reservations are accompanied by FULL payment.

## TRAVEL DOCUMENT

All passengers must be personally ensured that their passport be valid for at least 6 month from the date of their returning to Malaysia.

## MEALS

As specified in the itinerary, other specified meals if available can be provided at extra charge. Appropriate meals for Muslim and Vegetarians passengers can be arrange on request basis subjected to the availability.

## ACCOMMODATION

Accommodation is based on half twin sharing for adults; child fare is based on the child as third person in twin or double room of two adults without extra bed. If a child occupies a half twin, there is a surcharge. In the case of triple sharing, a roll – away bed will be provided for the third person.

\*\* 24months - 12years old is consider as child\*\*



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#### **TICKET**

The tickets issued are special tickets restricted to certain designated airlines only. They are non – endorsable, non – transferable, non - re-routable.

#### **VISA APPLICATION**

All passengers are encouraged to process their own visa. The organizer offers assistance but approval is not guaranteed. The organizer cannot be held liable for any loss of passport(s) due to any reason whatsoever including without limitations, negligence on the part of our employees, agents and / or servants.

#### **EXTENSION STAY**

Extension of stay after the end of the tour is subject to the tickets and seats availability. Extension of stay / deviation will be at passenger's own expenses and no transfer will be provided to the airport for the returning flight. When extension of stay / deviation can not be confirmed prior to group's departure, passenger is deemed to be taking the original tour schedule.

#### **CHANGE OF ITINERARY**

The organizers and its authorized agents reserve the right to change the itinerary with or without notice due to operational reasons.

#### **TOUR CANCELLATION**

The organizers reserves the right to change, postpone or cancel any tour prior to departure for any reason whatsoever including insufficient group size. Should this happen, the entire payment will be refunded without any obligation on the part of the company. In which event no liabilities whatsoever shall be borne by the organizers in respect of such cancellations.

#### **GROUND TOUR HANDLING (FIT)**

For F.I.T packages, the tour will operated by seat-in-coach basis. Otherwise private tour will be arranged for special request with higher charges or subject to local service providers.

#### **GROUP TOUR HANDLING**

The organizers endeavour to provide exclusive ground handling on all transportation and sightseeing services. However, tour members may be placed on seat – in – coach basis where necessary due to insufficient group size.

#### **TRAVEL INSURANCE**

All passengers are encouraged to purchase a travel insurance scheme. Unless specified, all tour departure by coach only covered under in-coach insurance scheme, means passengers only covered while on the road. For tour by air also only covered under airline insurance scheme. The organizer will strongly recommend tour members to purchase a travel insurance scheme.

#### **TOUR LEADER**

This will only arrange for a group of minimum 16 adult passengers. The organizer reserved the right to reject the cancellation from the passengers on the reason of no tour leader provided and the passengers is deemed to be taking the original tour schedule. Or, if any cancellation, item No. 3 may be imposed and acted to the passengers accordingly.

#### **COOPERATION**

Should there be difficult and uncooperative Tour Members during the tour, whose act and conduct deem to be unreasonable and detrimental to the enjoyment, interest, well – being and safety of the other Tour Members and the smooth running of the tour in general. The tour leader concerned possesses full discretion to deal with such persons as he / she deems fit, including requiring him / her to leave the tour. The decision of the tour leader in this respect is final and conclusive and the Company shall not make refund for any uncompleted part of the tour.

#### **LATE BOOKING**

Late booking less than 7 working days prior to departure will be accepted subject to availability of accommodation and flights. Late booking request should be accompanied by full payment for necessary operation processing.

I have read, understood and agreed to the terms and conditions stipulated / explained as above.

Signature : \_\_\_\_\_

Tour code : \_\_\_\_\_

Name : \_\_\_\_\_

Booking no : \_\_\_\_\_