

# CONDITIONS/ 旅遊細則

## 1. Terms and Conditions accepted and agreed by Tour Members:-

- Applicable only on group tours - return group tour economy class air tickets (refer clause 12)
  - Accommodation is based on two adults sharing a room. Child tour fare is based on a child sharing room with two adults. A surcharge is involved if a child opts for an extra bed or occupies a room with one adult. For persons travelling alone, who desire to share a room, every effort will be made to arrange for a room-mate. However, if this is not possible, the tour member will have to pay for a single room.
  - All meals, transportation, sight-seeing and other items as specified in the itinerary.
  - Rates are applicable to the Tours, Transfer and Hotels are stated in the itinerary only. In the event if we are unable to confirm any of the above, a recost will be established.
  - The tour program is subjected to rearrangements pending availability of Accommodations, Tours and Tour attractions.
2. **The following are excluded from the Tour Fare:-**
- Cigarettes, wine, mineral water, laundry or other items of a purely personal nature and/or items not specified in the itinerary as optional.
  - Passport and visa fees
  - Excess baggage
  - Airport taxes
  - Optional tours
3. No refund or reduction will be made to any Tour Member in respect of airfares, accommodation, meals, sight-seeing tours or any other service which are included in the Tours Fares but not utilized by the Tour member for any reason whatsoever.
4. The normal deposit of between RM 500.00 to RM 5000.00 per person must be paid upon reservation Or require to top-up balance of airfare before ticketing deadline. The balance must be paid up before 30 days prior to the date of departure. Once the requested hotel is guarantee confirmed, there will be no refund and changes allowed. Once booked, a minimum administration fee RM 150.00 per person will levied. To avoid any miscommunication, any cancellation of tour booking must be notified to us in writing. Such cancellation is subject to cancellation charge as per paragraph 4 (a) & (b) below.

Cancellation fees per person shall be imposed as follows:-

(a) Full airfare will be charged for any cancellation of tour.

(b) Ground cost cancellation charge:

30 working days or more before the date of departure	- Forfeiture of tour deposit
15-29 working days before the date of departure	- 35% of tour fare or deposit (whichever is higher)
08-14 working days before the date of departure	- 50% of tour fare or deposit (whichever is higher)
03-07 working days before the date of departure	- 75% of tour fare or deposit (whichever is higher)
02 working days or less before the date of departure	- 100% of tour fare

Above cancellation fees does not include penalties of no show charge to the airlines concern, subjected to the no show fees imposed by the individual airlines.

5. The Company and / or its associated agents act only as agents for the transportation companies, hotel contractors and other principals. All the tickets, vouchers and documents are issued to those terms and contracts under which these services are provided.

凡參加本公司旅行團的團員, 應視為已經瞭解並同意接受下列各項細則:

- 旅費包括:
    - 機票—來回觀光級機票。(請參閱細則第十二條)。
    - 酒店—兩名成人住宿一間雙人房。兒童旅費是以該名兒童和兩名成人同住一間雙人房為準。
    - 遊覽觀光—根據行程表所列明的觀光節目及膳食。
    - 接送—機場和酒店的來回接送以及每人只限一件搬運行李, 重量不超過20公斤。行李超重費由旅客自付。
  - 旅費不包括:
    - 香烟, 酒類, 礦泉水, 洗衣及其他純屬私人的開銷。
    - 護照及簽證費。
    - 超重行李的附加費。
    - 各地機場稅。
    - 自費參觀及旅遊費用。
  - 任何團員在旅途中若自動放棄膳食, 遊覽節目或住宿, 均不得要求退款或減價。
  - 團員報名時必須繳交馬幣500元至5000元作為訂金或必須時補足機票費用以便開票用途, 餘額必須在出發30天前繳清。一旦預訂之酒店已經確認及保證, 將不允許任何修改及更換, 全無退款價值。報名後, 收取(每位)馬幣150元行政費用。取消預訂團位, 必須以書面通知, 以避免任何誤解, 取消費用將根據以下條例。  
取消費用收取如下:
    - 機票將全程作廢, 沒退還價值。
    - 地接費用收取如下:

出發日期前30個工作日或更長時間	- 沒收旅遊押金
出發日期前15-29個工作日	- 35%的旅遊費用或押金 (以較高者為準)
出發日期前08-14個工作日	- 50%的旅遊費用或押金 (以較高者為準)
出發日期前03-07個工作日	- 75%的旅遊費用或押金 (以較高者為準)
出發日期前02個工作日或更短時間	- 100%的旅遊費用
- (五) 本公司或其代理公司只是作為航空公司, 運輸公司及酒店的代理, 因此團員若涉及任何有關事故, 當根據航空公司, 運輸公司及酒店所發出的機票, 證件所列明的細則及條例為解決根據, 而與本公司及其代理無關。

- Every person participating in any tour or holiday organised by the Company and / or its associated agents shall be regarded in every respect as carrying his/her own risk. The Company and/or its associated agent shall not be held responsible to any person as a result of the following:-
  - Inaccuracy, misdescription or changes to any tour or its itinerary.
  - Additional expense due to delays or changes in air or any transport services, sickness, weather, strikes, war, quarantine or other natural causes.
  - Extension of stay - flight arrangements that cannot be confirmed.
  - The Company assumes no liability for any damage of loss of baggage, personal effect or accident. It is the responsibility of the travelers to effect insurance.
  - Visa application rejection by the respective embassies/consulates.
  - (i) Deportation or refusal of entry for tour members by immigration Authorities resulting from the possession of unlawful items or holding improper travel documents or other causes or whose behaviour and activities are considered as subversive by the foreign government concerned.  
(ii) Due to insufficient passport validity of at least 6 months form date of departure of the countries visited.
- The Company and/or its associated agents reserves the right to alter or modify with or without prior notice on the itineraries, travel arrangements and hotel accommodation in anyway necessary, or withdraw the services of an accompanying tour manager, due to circumstances over which the operators have no control.
- A Tour Manager is assigned when the group size reaches 15 adult passengers. But when the group size fall below 15 adult passengers, then the tour will be operated on a F.I.T basis. Tour may be operated on a sit-in-coach basis, when and where circumstances, deemed necessary.
- The Company also reserve the right to cancel or withdraw at any time bookings made by or on behalf of tour members prior to departure for any reason whatsoever, including insufficient number of tour members in which no liabilities whatsoever shall be borne by the Company in respect of such cancellations of withdrawal. The decision of the Company shall be final and conclusive. Money paid by such tour members towards booking fees shall be refunded to them deducting the amount paid on respective VISA fees.
- Should there be difficult and uncooperative tour members during the tour, whose act and conduct deems to be unreasonable and detrimental to the enjoyment, interests, well being and safety of the other tour members and the smooth-running of the tour in general, the tour manager's decision in this respect is final and conclusive and the Company shall not make refund for any uncompleted part of the tour to the said difficult tour member.
- Programmes, tour prices, services and conditions are based on the situation applicable at the time of the publication of this brochure and are subject to change with or without prior notice.
- The ticket issued is a special ticket restricted to certain Airlines only. It is non-negotiable, non-endorseable, non-reissuable, non refundable and non-re-rotatable. Any alteration on the routing or change of date of travel by tour member 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 expense incurred.
- In the event, there is a difference in the Chinese itinerary, the English version will be deemed to be the correct version.
- The Company reserves the right to change this conditions from time to time without prior notice.
- All tour members are encourage to buy travel insurance to safeguard themselves against sickness, loss of money, cancellation, flight delay or lost baggage.

- 任何團員參加本公司或其代理主辦的旅行團, 若不幸發生下列任何事故, 當由團員自身負責, 概與本公司或其代理無關, 這些包括:
  - 行程誤時或行程表的錯譯或變動。
  - 由於航空公司或任何其他運輸服務所造成的延遲或變動, 疾病, 氣候, 罷工, 戰爭, 瘟疫以及其他非人力所能控制的事, 因此而造成的額外開銷。
  - 行程續住—造成機位不被確認。
  - 本公司對行李以及私人財物的損壞或遺失以及個人意外概不負責。團員應該購買有關的保險。
  - 旅遊簽證拒簽。
  - 由於團員攜帶違禁物品, 或旅行文件不適宜, 或其行為及活動被外國政府視為不法和破壞, 而被外國移民拒絕入境和驅逐出境。
- 由於不得已情況, 本公司或其代理公司在必要時, 有權修改行程, 旅行安排和酒店住宿, 或更換領隊, 而無需事前另行通知。
- 當旅行團的總數達到15個成人, 本公司將會派一個領隊隨團服務。如果總人數少過15個成人, 旅行團也是照樣出團而沒有隨團領隊或取消成行, 而該小團人數也會參入其他外國旅客一齊遊覽。
- 本公司有權改變觀光節目, 價格, 服務和條件, 而無須事前另行通知。本公司也有權取消任何旅客的報名, 本公司將不需解釋, 而該旅客已繳交的報名費將悉數退還。
- 任何團員若妨礙到團體和其他團員的正常活動, 利益以及安全時, 負責的隨團領隊有權處理, 並視具體情況, 採取行動取消該團員的行程, 令其離開。隨團領隊的決定是最後者, 不得異議。而本公司將不還其未完成行程的旅費。
- 行程, 旅遊價格, 服務和條件基於本手冊出版時適用的情況如有變更, 恕不另行通知。
- 觀光級機票是一種特殊機票, 不準更改名字, 行程, 變動或退票。若任何旅客欲更改航線或日期, 因此所造成之不便或額外費用, 概由旅客個別負責, 與本公司無關。
- 中文旅遊細則, 以英文版為準。
- 公司保留隨時更改此條件的權利, 恕不另行通知。
- 本公司強烈建議顧客出發前購買旅旅保險, 以獲得更全面的旅遊保障