

MSL STANDARD TERMS & CONDITIONS

Please read carefully. Upon receipt of your deposit, Tour Members had accepted and agreed our terms and conditions stated below.

1. DEPOSIT / FULL PAYMENT

1.1 In order to reserve your booking, a deposit of 25% of the tour fare or MYR 500 per person, whichever is higher is payable at the time of reservation. If the booking is made within 21 days of departure, then the full payment of tour is payable. If the booking is received less than 21 days prior to departure date from Malaysia, then a full payment is required at the time of booking. In the event we unable to confirm the booking, then a full refund will be offered.

1.2 The deposit is accepted as a first installment of the tour fare. The balance payment or full payment must be made 14 days after the confirmation of the tour or 45 days prior to departure, whichever is earlier. If the payment is not made by the due date, MSL Travel Sdn Bhd may assume that you have cancelled and MSL Travel Sdn Bhd will levy cancellation charges in accordance with clause 3

2) Amendment Charges

2.1 Upon confirmation of your booking of the tour, any subsequent change/s made to the booking is subject to an amendment fee of MYR 50.00 per person. These fees are in addition to any charges levied by hotels, ground operator or airlines.

2.2 No changes can be made within 10 working days before the date of departure.

2.3 Changing the entire booking constitute a cancellation of the original booking and it subject to cancellation charges as defined in the cancellation policy on clause 3.2.

3) Cancellation Charges

3.1 Cancellation by Tour Member

Cancellation of booking must be made in writing to avoid any misunderstanding. The company charges an administrative fee of MYR 200 per person for any cancellation received. This fee is in addition to any charges levied by hotels, ground operator or airlines.

3.2 If notice of cancellation is received 44 days and less prior to departure the following cancellation charges (per person) will apply.

Cancellation Received	Charges
Between 44 and 22 days	Deposit is forfeited
Between 21 and 15 days	50% of tour price
Between 14 and 8 days	75% of tour price
Between 7 days to departure	100% of tour price
NOSHOW	100% of tour price

3.3 Illness or Absenteeism

In case you have to withdrawn from the tour before, during or after it has begun for reasons such as illness, be sure to obtain an original copy of your medical certificate in support of any insurance claim. We regret that we are not able to make refunds for absences from a tour whatsoever. We advise that you secure yourself with a proper travel insurance to cover all uncertainties.

3.4 Airline 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 & Conditions. It maybe non-endorsable, non-reissuable, non-refundable and non-reroutable. Any alteration on routing or change of 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 reserves the right to cancel the tour due to any acts of God, wars, strikes, riots, order from the Government of Malaysia and other external factors beyond our control. The company shall recommend 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 Documents / Driver's Licence / HI or YHA Membership

5.1 Passenger's responsibilities

- Must have an International Passport or other

recognised travel documents, which should be valid for at least 6 months from the date of return to country of origin.

- Must have the necessary visas, vaccination and health certificates as required by the various authorities of the countries to be visited.
- For Self-drive packages, a valid Driver's Licence and/or International Driving Permit (IDP) is required and presented to the rental company when collecting the vehicle.
Note: MSL recommends International Driving Permit (IDP) and Automobile Association of Malaysia (AAM) Ordinary Membership.

- For HI or YHA Packages, a valid HI or YHA membership is required and must be presented when checking in at each HI or YHA hostel. Failure to carry a valid HI or YHA card may cause you to pay higher rates.

5.2 Company's responsibilities

- Will do all possible to advise passengers on what documentation is required.
- Wherever possible, will assist passengers to obtain the necessary visas. **Please note that the company cannot be guaranteed the approval of any visa application.** The Company cannot be held liable for any loss of passport due to any reason whatsoever including without limitations, negligence on the part of our employees, agents and/or servants.

5.3 Relevant Fees, Charges and Taxes

- Services charges, visa fees, airport taxes, fuel surcharges and other taxes levied will be from passenger's account. Unless otherwise stated.

5.4 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 & 3.4.

6) Refused Entry

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

6.1 Deportation or 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 behaviour and activities are considered as subversive by the foreign government.

6.2 Passenger's passport validity is insufficient.

7) Refund of Unused Services on the main package

No refund or reduction will be made to any Tour Member in respect of airfares, accommodation, meals, sightseeing tours, vehicle rental or any other services which are included in the packages but not utilised by the Tour Members for any reason whatsoever.

8) Refund of Unused Services on supplementary services

In view to unforeseen circumstances, the client may cancel their supplementary tours, accommodation or vehicle hire with the supplier directly, however the client must ensure that sufficient notice is given to the supplier prior to the cancellation. The specified voucher will have to be returned to MSL Travel. Refund will process by MSL Travel after clarification on the matter with the Supplier concerned is sought. **There will be a minimum charge of MYR100.00 per voucher returned** and plus whatever documentation/administration fee charged by the Supplier concerned.

9) Replacement of Lost Vouchers

An administration fee of MYR50.00 each to replace each Lost Voucher. No refund will be made to any services paid by the client directly to the supplier due to lost voucher.

10) Baggage

Free airline baggage allowance is provided by the airlines and the quantum and conditions may differ from one airline to another and from one airport to another. The same applies for hand-carried baggage aboard the aircraft. The travel agent will advise passengers on the conditions. Passengers are required to purchase adequate insurance coverage.

Baggage Lost Refer to clause No 15- Travel Insurance

11) 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 others on the tour. The Company further reserves the right to cancel the reservation of any passenger whom for any other reason, any carrier, hotel or other contractor 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.

12) Responsibility

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 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: -

12.1) The company shall not be liable for any injury damage, loss, delay, additional expenses inconvenience caused directly or indirectly by events which are beyond its control such as war, civil unrest, fire, floods, unusual severe weather, acts of God, failure of machinery or equipment and industrial action while on tour.

12.2) The extensions of confirm or unconfirmed stay/flight arrangements.

12.3) Any damage or loss of baggage, personal effects or accident.

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

12.5) The ticket or voucher issued is restricted to the relevant Airlines & Suppliers. It maybe non-endorsable, non-reissuable, non-refundable and non-reroutable. Any alteration on routing or change of 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.

13) Tour Products of Other Tour Companies

The Terms & Conditions of the Tour Product purchased will supercede the Terms and Conditions mentioned herein. The company will however levy an **amendment administrative fee** for any amendments/cancellation of the tour product.

14) Claims against the Company

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 claims to: -



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15) Travel Insurance

It is the responsibility of all passengers to hold a valid travel insurance cover to safeguard themselves against any eventuality. We suggest a comprehensive coverage inclusive of Personal Accident, 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 and Curtailment.