

TERMS & CONDITIONS

Passengers are deemed to have read, understood & accepted the following conditions.

RESERVATIONS & DEPOSIT

A minimum deposit of 50% of the tour fare must be paid as reservation fee. Failure to comply with the requirement may result in the cancellation of reservation and forfeiture of deposit.

Tour on chartered flights, budget Airline or tour organized by third parties, e.g. luxury Cruise, oversea land operators, airline etc. amount to terms & conditions of principal supplies.

AMENDMENT CHARGES

Upon confirmation of the tour any subsequent change made to the reservation is subject to an amendment charge of RM200.00 per person change.

No change can be made within 30 calendar days before date of departure.

Changing the entire reservation constitute a cancellation of the original and is subject to cancellation charges as defined in the cancellation policy.

Extension / deviation of stay may be permitted at the end of the tour, subjected to maximum validity and restriction air tickets, seat confirmation and availability of hotel prior to commencement of the tour. It is the passengers' responsibility to hold confirmation for the return flight. When extension / deviation of stay cannot be confirmed two weeks prior to departure, the passenger is deemed to return with the original group scheduled. All extra cost incurred to process the extension will be borne by the passenger. Please note that extension / deviation of stay will be at passengers' own expenses and transfers to and from airports will not be provided.

Extension / deviation of stay not permitted for tours operated with chartered flights.

Changing the entire reservation constitutes a cancellation of the original reservation.

Cancellation fees may be varied on tour using chartered flight. Budget Airline or tour organized by third parties e.g. luxury cruise, oversea land operators, airline etc.

Amount to terms & conditions of principal supplies.

PAYMENTS

The balance payment or full payment may be made in cash or cheque.

Cheque will only be accepted if presented at least within 60 calendar days before the date of departure. Failure to comply may result cancellation of booking with cancellation charges as stipulated below.

CANCELLATION POLICIES

Cancellation of booking must be made in writing to avoid misunderstanding.

The respective Airline's cancellation policy on special promotional fare shall apply in addition to the cancellation charges e.g. ticket is restricted / subject to the Airline's terms, conditions, and endorsement.

Any alteration in routing or charge of date of travel by any passenger is solely at his own risk. The company or its associated agents shall not be held responsible for any inconvenience caused and extra expenses incurred. Cancellation is non-refundable.

The Company reserves the right to cancel the tour due to act of God, war, strike, riot or order from the government of Malaysia which is beyond control.

SPECIAL REQUEST

Any special request such as special meals, dietary requirements, adjoining / adjacent room etc. shall be communicated to the company upon reservation.

Please note, however, that such request is subject to availability and confirmation by the company.

TOUR FARE EXCLUDED UNLESS SPECIFIED IN THE PACKAGE

All taxes and fuel surcharges imposed by relevant authorities and airlines.

VISA application fees. (Unless stated otherwise)

Excess baggage charge, room service, beverage, laundry charges, travel insurance, optional fees and all items of personal nature. (Unless stated otherwise)

Gratuities to driver, tour guide or tour leader. (Unless stated otherwise)

TRAVEL INSURANCE

Arrangement for travel insurance is compulsory to cover unforeseen circumstance such as trip cancellation, loss of personal belongings, baggage & medical attention etc.

Under no circumstances shall the company be constructed as carrier under a contact of carriage of a passenger and his/her baggage and belongings.

TRAVEL DOCUMENT

A tour member must have:

An international passport or other recognized travel documents which should be valid for at least 6 months from the date of return to country of origin.

The necessary VISA and vaccination and health certificates as required by the various authorities of the countries to be visited.

Flight detail, flight itinerary, or travel document must be informed the Company before flight ticket booking done, otherwise The company shall not be held responsible or liable for any expenses.

Flight booking can be made by the Company on request, subject to full payment collected from requester, which requester is responsible and liable for all payment involved in flight booking process.

VISA

Different embassies/ consulates require varying length of time to process VISA applications. The company renders assistance in VISA application wherever this service to auxiliary charges.

The company shall not be held responsible or liable for any expenses, reimbursement or refund of tour fare will be made less administrative fees.

RESPONSIBILITY & LIABILITY

The Company acts only as agent for the transportation companies, hotel and other principals for the tour programs. The accept no responsibility for injuries, damage, accident, loss, delay, quarantine, theft, customs regulations, strikes, changes in itinerary, deportation or refusal of entry by Immigration Authorities resulting from improper travel documents, possession of unlawful items or irregularities that may be caused to person or property. Any losses or expenses are the responsibility of the passenger. The company will not be responsible or liable (for damages, refund otherwise) for:

- Mechanical breakdown, government actions, acts of god, strikes, compulsory quarantine, or other circumstances beyond its control.
- Failure of the passenger to obtain required documentation.
- Failure of the passenger to follow reasonable instruction including to meeting time and venue.

No tour guide, tour leader or other employees or agents of the Company are authorized to commit the Company to any liability whatsoever and the Company shall not be bound by any statement or representation unless it is in writing and signed by a Management Executive of the Company.

NO VARIATION OF CONDITIONS

These terms and conditions shall not be amended or waived except by written agreement between you and the Company.

COMPLAINTS / CLAIMS

Any complaint or claim must be made in writing and received within one weeks after services have been rendered. No responsibility is accepted in respect of any claim or complaint not so made.

TOUR FARE INCLUDES

Hotel accommodation on twin-share or triple share basis. For single passengers, a single supplement charge applies.

When booking triple-share rooms please note that the third bed may be a "rollaway" bed.

Meals & sightseeing entrance fees as indicated in the itinerary.

VOUCHER

Departure validity according to the expired date stated on each voucher.

Vouchers only applicable for one (1) person (Malaysian and Singaporean age 20 and above).

bisClub Selected Travel Package with minimum 2 person to go Only.

All charge based on per person per package, non-refundable and non-transferable. Voucher cannot be exchanged for CASH and cannot combine use.

bisClub are not replaceable for the loss or damage.

Reservation must be made at least 90 calendar days before departure date and before air flight ticket booking. Otherwise, **RM200/PAX** penalty charge will be imposed

Package inclusive of hotel accommodation based on twin sharing basis, return airport / check point transfer, meals and Mandarin/English tour guide (according to the itinerary and country).

Only mandarin tour guide for China. English speaking tour guide subject to availability with surcharge for selected spot.

The ground arrangement / Free & Easy excluded air flight ticket, airport tax & charges, optional sightseeing fees, additional tour (for selected package), local airport transfer, compulsory tipping, comprehensive travel insurance, processing fees and VISA application fees. (Travel insurance is Compulsory, otherwise all responsibility will be bear by travelers themselves)

Voucher cannot be used in conjunctions with other offers and promotions.

These trips are meant Non-Halal (Pork free may arrange upon request)

(Halal food is only provided for 16 pax and above - selective package with surcharge apply*)

Asia Country **RM30/DAY/PAX** on compulsory tipping for tour guide / driver shall be paid upon reservation made.

RM60/PAX of processing fees will be charged upon booking.

Private Tour may be requested with minimum of 6 pax in a group subject to availability and surcharge **from RM1200/GROUP OR RM200/PAX**.

All price Subject to Change according to season & local requirement.

Voucher is not valid for extension at validity or changing of package is strictly prohibited and not inclusive of other miscellaneous or own expenses.

Strictly not transferable and cancellation once confirmations have been made.

Possible, the company may not; guarantee the approval of such VISA application.

Bookings will only be made upon received of full payment.

The management reserves the right to withdraw the privileges offered on this voucher due to reason it may deem fit.

bisClub reserved the right to change the tour fare and Terms & Conditions without prior notice.

TOURS & HOTEL BOOKING

Tours Booking and hotel booking must require traveler's passport copy, flight itinerary, and deposit to be made.

No tour booking and hotel booking shall be made in the absent of traveler's passport copy, flight itinerary, and deposit.

Tour deposit must be paid within seven (7) calendar days as the invoice date issued.

Losses due to failure on tour booking and hotel booking will not be responsible or liable by the Company.

Operated by: **Glücklich Travel & Media Sdn Bhd** (1253791-U) (KPK 9674)

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