

Standard Terms & Conditions

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 holiday booking, a **deposit of 25% of the tour fare** 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.

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 cancellation charges in accordance with clause 3 will be levied by MSL Travel Sdn Bhd

2) Amendment Charges

2.1 Upon confirmation of your booking of the tour, any subsequent change/s made to the booking is subject to a **amendment fee of RM 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. If the company receives cancellation 45 days or more prior to departure, a minimum administration fee of RM100.00 per person will be levied. These fees are 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
No show are the airport	100% of tour price

3.3 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 / 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 and the necessary Driver's licence (International Driver's Permit may be required) is required and presented to the rental company upon pick-up of the vehicle.
- For YHA Packages, a valid YHA membership is required and must be presented upon check-in at each YHA hostel.

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 guarantee 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 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 & 3.3.

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

6.2 as subversive by the foreign government.
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 processed by MSL Travel after clarification on the matter with the Supplier concerned is sought. There will be a minimum charge of RM\$50.00 per voucher returned and plus whatever documentation/administration fee charged by the Supplier concerned.

9) Replacement of Lost Vouchers

An administration fee of RM50.00 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 extension 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 by Other Tour Companies

The Terms & Conditions of the Tour Product purchased by the client will supercede the Terms and Conditions mentioned herein.

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:-
Chief Executive - MSL Travel Sdn Bhd
66, Jalan Putra, 50350 Kuala Lumpur, Malaysia.
Tel: (03) 4047 3722 Fax: (60 3) 4047 3707
Email: contact@msltravel.com

15) Travel Insurance

All passengers **MUST** hold 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.