

# MSL Travel Sdn Bhd - Travel Booking Conditions

## Deposits & Cancellation Fees

Deposits are collected for your commitment to secure the travel arrangements confirmed to you. Deposits are NON-REFUNDABLE except in cases where no offers have been received, failure in exams, unable to get loans, medically unfit for travel etc. Refund for deposits paid must be requested in writing.

## Final / Balance Payments

All payments must be received in full before any tickets/travel documents are issued. All quotes are subject to change without notice and guaranteed ONLY when full payment has been received.

Taxes/Fuel Surcharges/Security Tax/Noise Tax/Insurance charges/Baggage Fees etc. are imposed by the governments and relevant authorities. They are subject to change and exchange rate fluctuations.

## Amendment to Reservations and Ticketing Deadline

(not applicable for Low Cost Carriers-LCC)

Airlines want to manage the utilization of their seat inventory more effectively. As such they impose ticketing deadlines for the seats you have booked on them. You may have booked a seat on a cheap fare, but because you missed the deadline, your seat gets cancelled. However when you rebook, only the seats at the higher fare maybe available. Please pay attention to the deadlines we advise you. Deadlines vary from airline to airline. Here are some sample deadlines imposed by the airlines:-

Reservations Made Before Departure Date	Ticketing Deadline After Reservations are Made
More than 60 days	Tickets must be issued within 30 days after reservations are made
More than 30 days	Tickets must be issued within 12 days after reservations are made
More than 15 days	Tickets must be issued within 03 days after reservations are made
More than 07 days	Tickets must be issued within 01 day after reservations are made
Within 06 days	Tickets must be issued immediately

Note: The cheaper the fare the more stricter the conditions

## Please note:

- All deadlines are as at 12.00 noon. Should the deadline fall on a non-working day, the deadline will be on the working day before.
- All non-ticketed bookings will be cancelled by the airlines/MSL without notice to the passenger.
- BEFORE Tickets are issued: You are permitted ONE change to your reservations at no charge. Subsequent changes to the reservations are permitted at a fee of MYR 50.00 if it is on the same airline. Charges may vary if the reservations are changed to another airline. All changes are subject to seat availability.
- AFTER Tickets are issued: Changes to reservations are permitted BEFORE departure date and it is subject to a fee of MYR 250.00 plus cancellation charges. Charges may vary if the reservations are changed to another airline. All changes are subject to seat availability.
- Changes to reservations made AFTER departure for the return journey may be subject to change/amendment fee and service charge. Changes to reservations can be made at the respective airline offices in the country you are returning from. All changes are subject to seat availability. (see next column)
- Ticketing deadlines may vary from airline to airline- the above is a guideline only.
- Your RESERVATION and TICKET is NON-TRANSFERABLE to another person.
- All tickets issued have conditions and restrictions. Please ensure that the conditions/restrictions are highlighted to you. Most tickets issued are based on discounted and promotional fares - as such they are NON-REFUNDABLE.

You only enter into a contract with an airline or service provider when full payment is made and tickets & travel vouchers are issued to you.

Note: Having a ticket does not guarantee you a seat. Plan your travel and place your reservations as soon as possible. Universities & Colleges advise you in advance your semester & term dates..use this information to plan your travel.

## In order to issue you your tickets, the following are required:

### For STUDENTS

- Valid ISIC
- Letter of Enrollment / Proof of Full-time student Status
- Passport size photos - ONE or TWO
- Completed Student Connection Form
- Completed ISIC / Hostelling-YHA Form ( optional )
- Valid Passport & Visa
- Others \_\_\_\_\_

### For OTHERS

- Valid Passport & Visa

The ISIC is a VERY IMPORTANT Card offering you **student benefits**. So do not leave home without it. Come to MSL prepared as student tickets and other products require us to sight your ISIC

## IMPORTANT: PLEASE BE WARNED YOU ARE RESPONSIBLE FOR:

- Valid Passport with at least 6 months validity
- Visas for countries to be visited
- Required Vaccinations
- Airport Taxes, Insurance Charges, Fuel Surcharges, Security Tax, Noise Tax, Baggage Fees etc. imposed by the governments and other authorities
- Insurance
- Reconfirmation
- Understanding Reservations, Amendments, Cancellation, Documentation & Re-issue charges
- Excess Baggage Charges
- ACF - Agency Collection Fee - MYR 30.00 per ticket for international travel and MYR 10.00 per ticket for domestic travel

**Baggage Allowance:** Your check-in Baggage allowance is stated in your ticket. Please refer to the respective carriers for excess baggage charges.

**Reconfirmation:** Most airlines do not require you to reconfirm your flight. However, some airlines require you to reconfirm your flight at least 72 hours before departure. We strongly suggest that you check with the airlines about reconfirmation. When you reconfirm, give the airline your telephone contact.

**Validity of your ticket:** This is shown in your ticket. Validity CANNOT be extended.

## RESERVATION, AMENDMENT, DATE-CHANGE, CANCELLATION, DOCUMENTATION, RE-ISSUE & NO-SHOW CHARGES (or Fees):

- Reservation / Amendment / Date-Change Charge:** If you hold an open-dated ticket and want to make a reservation, you may be required to pay a service charge which may vary from MYR 100.00 to USD 200.00 or equivalent.

If you have a return reservation and wish to change the date of travel, a service charge plus a Date-Change fee will be applicable. The service charge starts from MYR 100.00.

If your ticket is re-issued for your new travel date, then a re-issue charge plus the Date-Change fee will be applicable. The re-issue charge starts from MYR 200.00.

- Cancellation Charge:** The cancellation charges are as per fare conditions.
- Documentation Charge:** This is imposed on any refundable ticket submitted for refund. The Documentation Charge varies from MYR 100.00 for Malaysian Domestic Tickets and MYR 400.00 - USD\$ 200.00 for all other tickets.
- Re-issue Charge:** For re-routed and lost tickets as well as changes to reservations, if your ticket is re-issued, a re-issue charge is levied by the airlines. The re-issue charge starts from MYR 200.00.
- No Show Charge:** If you fail to turn up for your flight, you will be charged a no-show fee starts from MYR 350.00.

(Reservations, Amendment, Cancellation, Documentation, Re-issue, No-show charges vary from airline to airline and country to country. The charges are subject to change without notice and are charged in the local currency in the country you are in )

## REFUNDS

- Most student, promotional & discounted tickets sold are NON-REFUNDABLE irrespective - not or partially utilised. If your ticket is refundable, it must be submitted for refund before its expiry. Carriers may also charge no-show fees if the record shows that you had fail to cancel your reservations previously booked. Documentation charges start from MYR 400.00.

## TOUR & GROUND ARRANGEMENTS

- Please ask for a copy of our Standard Terms and Conditions. Before placing a booking for our Tour(s) and Ground Arrangements, you must be fully aware of the Standard Terms and Conditions. To be protected against some of the Terms & Conditions, you are advised to take an Insurance Cover at the time of booking. Insurance Cover is COMPULSORY for Tours booked with MSL Travel Sdn Bhd. Note: MSL charges from MYR 120.00 for tour quotations.

## OTHERS

- Cancellation & Documentation charges are imposed on all travel arranged at MSL. This applies to rail tickets & passes; bus tickets & passes, car/motorhomes/campervans rental, accommodation, cruises etc.

## FREQUENT FLYER

- It is your responsibility to check with your frequent flyer service centre whether your flight will earn you points. We suggest that you always retain your tickets and boarding pass to verify your FF points.

## OTHER SERVICES

- MSL Travel may from time to time offer services such as visa applications, delivery of travel documents etc. MSL Travel will take every precaution to ensure the safety of the travel documents. MSL Travel will however accept no responsibility if the travel documents are lost, stolen or misplaced by anyone of its staff or the embassy officials. MSL Travel also does not guarantee any approvals of visas which is entirely at the discretion of the approving officer in the embassy. All rules and regulations governing visa applications are subject to change without notice.

## ALL TRANSACTIONS ARE IN MALAYSIA RINGGIT-MYR

- Any quotation in foreign currency will be converted to MYR at the BSR-Bankers Selling Rate. MSL Travel transacts its business in Malaysian Ringgit.

## I / We acknowledge and accept the conditions outlined to me.

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

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

Date: \_\_\_\_\_

## TRAVEL INSURANCE DECLARATION

As per the TOURISM INDUSTRY ACT 1992 (ACT 482) AND REGULATIONS, MSL Travel Sdn Bhd advises all passengers to have travel insurance to safeguard themselves against any eventualities during their travel. MSL suggest a comprehensive coverage inclusive of personal accident, Medical & other expenses plus unlimited Emergency Evacuation/Repatriation, Hospital Daily Allowance, Baggage Cover, Delayed Baggage Benefit, Personal Money/Loss of Travel Documents, Personal Liability, Travel Delay, Cancellation Cover & Curtailment.

Despite of the above advice by MSL Travel Sdn Bhd, I / We have declined to take up Travel Insurance. I / We fully understand the consequences of my / our decision. Thank you.

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

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

Date: \_\_\_\_\_

MSL Travel makes every effort in quoting you the CORRECT FARE and TAXES/SURCHARGES/ACF. Our staff can make errors overlooking the peak season surcharge, the weekend travel surcharge, incorrect booking class etc, and some taxes & surcharge. In view of this we seek your understanding & cooperation in ensuring the full settlement of the Correct Fare and Taxes/Surcharges/ACF.

There are also various "last minute" changes to the fares and taxes/surcharges which makes it very difficult to give any firm commitment that the fare and taxes/surcharges will stay. You only enter into a contract with an airline or a service provider if you make a full payment and all your tickets & travel documents are issued.