

# **Booking Terms and Conditions**

## **CONFIRMATIONS**

All reservation requests are normally confirmed by returning fax or e-mail. In case immediate confirmation cannot be made, information of the booking status will be advised.

## **IMPLEMENTATION OF GOODS & SERVICES TAX**

The Malaysian Government has decided to implement Goods & Services Tax (GST) from 01April2015. Asia Incoming Travel & Tours Sdn. Bhd. will charge the GST accordingly in compliance to GST Act 2014. Tax Invoice will be issue upon confirmation & should be payable accordingly.

## **GROUP BOOKING POLICY**

For group bookings of minimum 15 full-paying persons, the 16th person is free of charge, on twin sharing basis. This policy is restricted to common products only and does not apply to any other customised or adhoc group quotation.

## **CHILD POLICY**

Transfers and Excursions: Children above 2 years old and under 12 years old are granted 30% discount.

Package Tour: Children above 2 years and under 12 years old sharing room with 1 adult are granted 15% discount; Children above 2 years and under 12 years old sharing room with 2 adults and requiring extra bed are granted 25% discount; children sharing room with 2 adults without extra bed are granted 50% discount.

Accommodation only: subject to child policy given by each individual hotel

NOTE: This child policy is restricted to common products only and does not apply to any other customise or adhoc group quotation.

## **PAYMENT**

Full prepayment must be received at least four weeks before the commencement of services to our bank account.

Asia Incoming Travel & Tours Sdn Bhd does not accept personal or any bankers' draft.

All Swift telegraphic transfer are to be sent directly to our banker. Account details will be shown in our Tax Invoice.

## **TERMS & CONDITIONS OF AIR TICKET BOOKINGS**

All request for air ticket bookings will automatically be binded by the terms and conditions of respective airlines.

Asia Incoming Travel & Tours act as third party will assist to make booking. Penalty fee for any amendment, changes or cancellation of a confirmed booking (example: change of spelling of passenger's name, change of date, change of flight, part or total cancellation) will be charged as per terms & conditions of the airline.

For booking request of air tickets on Low Cost Carrier, clients are required to sign a separate letter of agreement to all terms & conditions imposed by the Low Cost Carrier. Full pre-payment is required for all issuance of tickets on Low Cost Carrier.

## **CANCELLATIONS POLICY FOR FITs**

### FIT travelers – transfers & tours:

Cancellation charges are calculated from the day the written notification is received by the company or agent as a percentage of the nett total tour price, as shown plus any

surcharges (eg. Ticketed air sectors, other penalties imposed by suppliers such as hotels);

1. 29-22 Days before departure 10%
2. 21-15 Days before departure 25%
3. 14 – 8 Days before departure 55%
4. 7-4 Days before departure 75%
5. With 3 days (72 hours)/ No show 100%

Cancellation of air arrangements will be subject to fees charged in accordance with the type of airfare used and airline tariff regulations. Refunds will not be given for unused or cancelled services after the tour arrangements have commenced.

#### FIT travelers – Hotels:

Minimum 3 nights cancellation charge for cancellations made within 72 hours or no show. For high season, actual cancellation terms are subject to each individual hotel's policy and this shall be made known at the time of confirmation.

**\*\*Different cancellation policies will be applicable to GROUP BOOKING. Such cancellation policy will be advised at the time of confirmation.**

#### **LIABILITY**

Asia Incoming Travel & Tours acts as intermediary between the concerned airlines, hotels, transport operators and local tourist offices providing the services. Asia Incoming Travel & Tours is therefore not responsible for any loss, injury or damage sustained by tourists, including those occurring outside the tour programs. Additional expenses incurred due to delay, accidents, natural disaster, political action and unrest must be borne by the tourists.

Programs, prices, services, and conditions are based on those

valid at the time of printing and are therefore subject to change without advance notice before or during the tour. Participation in our tour implies the tourist's agreement to the above conditions.

We advise that due to frequent flight changes, delays and cancellations by the various domestic airlines and trains we cannot fully guarantee that the proposed itinerary can be carried out as planned. Based on our experience, changes of departure times and/ or cancellations can occur at very short notice even after confirmation of a flight has been received. The same applies for train travel: Schedule changes occur frequently; often without prior notification. In case of schedule changes or flight cancellations we always try everything possible to arrange an alternate programme within the framework of the original quoted costs. However, we reserve the right to charge any cost exceeding the original budget to the tour operator/ travel agent or to the participant of a tour after consultation with the agent.

Programmers, prices, services and conditions are based on those valid at the time of proposal submission and are subject to change thereafter without advance notice until all services have been paid in full.

We strongly advise to leave valuable items (money, passport, credit cards, jewellers, sensitive documents, laptop computer, etc.) in the hotel safe. During excursions and roundtrips, personal belongings, especially money and valuables should NEVER be left on vehicles, even during short breaks, and carried around at all times. Asia Incoming Travel & Tours is not responsible for any loss or theft.