



TERMS AND CONDITIONS (FIT)

FREE INDEPENDENT TOUR / PRIVATE PACKAGES

Terms and conditions that stated bellow must be read and carefully understand.

The purchase of free independent tour offered by **Muslimtravelbug Sdn Bhd (MTB)** constitute an agreement between you (also referring as customer/passenger) and makes it clear that you agree to the terms and conditions of **MTB** as outlined in this booklet.

The customer should read and carefully understand the following terms and conditions as in this booklet to ensure your reservation is assured. You are authorized either to accept or disagree the terms and conditions on your behalf and on behalf of all passenger who are make a reservation through you. The terms and conditions are stated as below :-

1. Tour packages price or packages price inclusive (inclusive)

- a) The customer must to refer the quotation of tour packages and make a review an agree with what is included in tour packages that is may vary to another tour packages.
- b) Where applicable, a child below 2 years are classified as infant and the surcharges will be imposed only for the flight tickets fares, related taxes and whatsoever related. Airlines fares are different among the airlines company.

2. Tour packages price which is not included (exclusive)

- a) The things which is not included in tour packages price are different between our tour packages and service. This can be referred as "packages price is not included" in tour packages. **MTB** is only the main agent to collect all the things that is matter to the tour packages from the various agency and it is may subject to the terms and conditions of their respective authorities.

3. Accommodation

- a) Accommodation offered by **MTB** basically is two adults for one room. Besides, if there is any request from our guest, we only take priority to one adult for one room and maximum three adult for one room.
- b) Charges will be applied to the child either they need an extra bed or not. It's may subject to the policy of hotel and agreed by the customer or not.
- c) Charges will be applied to the child 2 – 11 years old from the departure date that is share room as the third person on the same room with two adults.
- d) A child who shares room with one adult will be charges as an adult or as a child price according to the terms and conditions of tour packages.
- e) The room for one (1) customer (adult) may apply if the customer travel with another tourist. The provided room is not valid for one guest only.



- f) **MTB** will make sure the hotel that stated in tour packages has availability and full of safety features. **MTB** will not responsible if the customer changes the accommodation without the MTB knowledge/approval. **MTB** reserves the right to change the hotel at the last minute if the booked hotel has a problem / no vacancy / has not given any confirmation and other strong reasons.

4. Applying for additional day

Terms and conditions below only valid for free independent tour which is related with airlines ticket.

- An application for extension of the original flights or flight date is subject to the terms and conditions of the flight ticket, charges incurred or other additional charges from the airline.
- The customer must ensure that the application is made and agreed on the validation of the travel package reservation.
- If reservations and deposits have been made, the cancellation to the reservation will result in the failure of day-plus management, such cancellation policy as in section 7 subject to terms and conditions.
- An application for extension date is on the customer own responsibility and **MTB** will not take a responsibility if there is anything unexpected situation occurred.

5. Reservation charges

- MTB** will take part on the big event of tourism such as Matta Fair or others carnival that is organized by association, tourism agent and airlines.
- Booking fees payment cannot be refund and charges applied is stated as below.
- Reservation charges normally is cheaper than the original packages price :-

Product	Packages Price (based on per person)	Booking Fees (based on per person)
All product except airlines ticket	Below RM5000	RM100
	RM5000 – RM6999	
	RM7000 and above	RM300
Airlines Ticket	Full amount	Full payment

6. Deposit and full payments.

- The customer must make a confirmation that the deposit has been paid and they need to follow the timetable of payment given.
- Deposit and full payment are not refundable except the reservation is canceled according to the timetable and period as in clause 7.



Tour Packages Price	Deposit (per person)	Deposit Dateline	Full Payment Dateline	Refund	Admin Fees
Below RM1999	RM500	Five (5) working days after confirmation of booking	45 days before departure date *** If the reservation made between 45 days before the departure date or less, full payment must be made within three (3) working days	RM250	RM250
RM2000 – RM3999					
RM4000 – RM6999					
RM7000 – and above	RM1000			RM500	RM500

7. Cancellation, charges of cancellation and refund

- a) Cancellation of tour packages will occur in the event of some of the following conditions :-
 - i) Failed to make a full payment within the date given as stated in terms and conditions clause 6.
 - ii) The cancellation from the customer :
To make sure there is no misunderstanding between the customer and **MTB**, the customer is kindly reminded that they are needed to give an early notice or official letter through email of **MTB**. The amount of available refund is according to date of notice given to **MTB**.
- b) If the cancellation is made after 60 days or more, the deposit will be refund but the administration fees will be imposed. (please refer timetable 6 for the administration fees)
- c) The refundable process will take 60 days work after the application of refund is made.
- d) The deposit and full payment are non-refundable after the period of cancellation is over. The exception is only valid for the following cases:-
 - i) Death
 - ii) Admission to the ward
 - iii) Medical / treatment reasons - included with hospital attachments (letters from medical trainees are not accepted)
- e) The exception as in clause 7(d) is subject to the agreement of **MTB** and depends on the airlines policy and the supplier which is related to the tour. For the example, the refundable is subject to the amount of the payment that has been made.



Cancellation fees/charges

Period	Cancellation charges	Note
Special promotional / seasonal deposit rates. (RM1 – RM499)	Non-refundable	Non-refundable
60 days or more from the departure date	Refund of the deposit payment	Subject to the administration fees
45 – 59 days before the departure date	Non-refundable of deposit	N/A
21 – 44 days before the departure date	50% from the tour price	
15 – 20 days before the departure date	75% from the tour price	
Less than 15 days from the departure date	100% from the tour price	

8. Time and flight itinerary

- a) Flight times and schedules are outside the field of **MTB** control and are out of agreement. All flight schedules are subject to change and cancellation from the airline or state regulatory body. **MTB** will provide the best service to manage travel and aviation to enable customers to continue their vacation with **MTB**.
- b) Based from 8(a), **MTB** will not take responsibility of any cancellation or additional charges from the changes that is made by the airlines.



9. The cancellation of tour packages.

- a) MTB have an authority and rights to cancel the tour if there is any problem which is related with to national law or any things that is may related.
- b) According to 9(a), if the cancellation is unable to avoid, MTB will make a new suggestion on others alternative tour packages which is may have similarity in terms of tour packages and the destination. If the customer disagrees with the suggestion given by the MTB, the tour packages price will be refund and subject to the terms and conditions of airlines and supplier.
- c) If the customer made a request on cancellation of tour, the confirmation of amount and refund is subject to the travel cancellation notice which is issued by the Minister of Foreign Affairs and the confirmation from the airlines and suppliers.
- d) The rest of package tour price should be paid not less than 14 days prior to departure date. This invoice to be settled within the terms as 45 days before departure otherwise an interest charge at the rate of 1.5% per month will be added on the overdue amount.
- e)

10. Customer responsibility

a) Passport

- i) The customer must ensure their passport is renewed and still valid at least minimum 7 months from the travel date and make sure all the required document is completed.
- ii) The front page of passport that is filled with the details of customer must be sent through customer service email of **MTB** to ensure the reservation of flight, issuing ticketing and travel document which is related are accurate with the customer details.
- iii) The customer must ensure that he or she is free from the blacklist of regulatory body such as PTPTN, bank, insolvency, Inland Revenue Board of Malaysia or any related regulatory body which may prevent from travel to abroad, **MTB** will not take any responsibility of refund, changes and extension of travel date if the problem is occurs.

b) Application of Visa

- i) The customer is kindly advised to manage their own visa application. Fees will be imposed upon the request from the customer and the **MTB** will assist the processing of visa.
- ii) **MTB** will not be liable if the passport is lost except it's from the **MTB** fault.
- iii) If a visa application is not accepted or adjourned by foreign embassies, the **MTB** will not be liable for any refund of the paid package price. Application for refunds will be determined by **MTB**, except for cancellation or suspension of confirmation from **MTB** itself.



Muslimtravelbug.com
Travel Agencies

 03-95441442
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c) Travel insurance

- i.) **MTB** strongly recommend and encourage the customer to take travel insurance to make sure you get covered while you are traveling.
- ii.) Travel insurance is mandatory as recommend by Malaysian Travel & Tours Association (MATTA). For damages purposes, if a customer has travel insurance or is forced to purchase travel insurance, the customer must sign a claim / compensation form to seek damages from **MTB** in the event of any unpleasant problems during the trip during the trip.
- iii.) The customer is not allowed to travel with **MTB** if they not make a signature on damages form that is given by the **MTB** and not return it to the **MTB** officer.



11. The rights and responsibility of Muslimtravelbug Sdn Bhd

- a) **MTB** and/or related agent only act as an agent that representative the travel needs such as airlines agent, hotel, and other travel and tour company. Ticket, voucher and travel document that is issued subject to the terms and conditions of service of a company.
- b) The customer that join any tours must be aware the risk is under their own responsibility. **MTB** and any related parties will not take responsibility if the problem below occurs:-
 - i. Inaccuracy, misunderstanding or changes to the travel and travel itinerary.
 - ii. Expenses to postponement or alteration of transport services, health problems, weather, strike, war, quarantine and other reasons beyond the control of the **MTB**
 - iii. Any damages, loss of luggage or personal belongings or accident it is under the customer own responsibility for the purpose of insurance claim.
 - iv. The barrier of admission or expulsion by immigrants for having unlawful goods by law or having illegal travel documents or any problems arising is regarded as a policy or act of a local or external government action.
- c) The difficulty or lack of cooperation from customers acting with behavior with unreasonable and damaging causes, travel and security will be handled by **MTB** tour leader.

12. Amendments to the travel itinerary

- a) The information as stated in brochure/magazine is accurate based on a good knowledge from the **MTB**. **MTB** will work hard to avoid any changes in travel itinerary and have rights to make a change anytime especially in the event of uncontrollable conditions or during peak period.
- b) **MTB** does not warrant that the mentioned facilities or facilities are always available, particularly matters / services or facilities not owned by **MTB**.
- c) The using of Malay and English language in terms and conditions, English terms and conditions is more preferred if there is any confusion in the information.

13. Reason for Action

Wherever the place or country of an action occurs, it is expressly agreed that all causes of action should at all times commence with the territory of Malaysia.