



TERMS AND CONDITIONS (GIT)

GROUP SERIES PACKAGE

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

The purchase of group series 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 is stated as below:

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

- a) Economy or business airlines tickets are non-refundable and cannot be completely deductible from tax on flights, including fuel surcharges and related charges set by the government, unless it's have been stated early.
- b) Accommodation and meals according as in the travel itinerary.
- c) 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 adult 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 other 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 with 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 payment cannot be refund and charges applied is stated as below.
- Reservation charges normally is cheaper than the original packages price: -

Product	Packages Price (1 pax)	Reservation Charges (1 pax)
All Product	Below RM5000	RM200
	RM5000 – RM7000	RM300
Except Airlines Ticket	RM7000 and above	RM400
Airlines Ticket	Full amount	Full Payment



6. **Deposit and full payments.**

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

Package Price	Deposit (per person)	Due date	Full payment before departure	Refundable money	Admin charges
Below RM1999	RM 500	5 days' work after reservation confirmed	45 days before departure date	RM 250	RM 250
RM2000 – RM3999	RM 700	5 days' work after reservation confirmed	45 days before departure date	RM 350	RM 350
RM4000 – RM5999	RM 1000	5 days' work after reservation confirmed	45 days before departure date	RM 500	RM 500
RM6000 – RM7999	RM 1,500	5 days' work after reservation confirmed	45 days before departure date	RM 750	RM 750
RM8000 – above	RM 2,000	5 days' work after reservation confirmed	45 days before departure date	RM 1,000	RM 1,000



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 need 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 is not 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. 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 money	The refund of deposit money is subject to the administration fees
45 – 60 days before the departure date	No refundable	N/A
21 – 44 days before the departure date	50% of the payment of packages	
15 – 20 days before the departure date	75% of the payment packages	
Less than 15 days from the departure date	100% of the payment packages	



The changes of date charges

Period	Changes/Penalti date fees	Note
60 days or more from the departure date	RM 100 / per pax	The refund/penalti is subject to the administration fees & The airline ticket is restricted and subject to the Airline's Terms and Conditions
45 – 60 days before the departure date	RM 200 / per pax	The refund/penalti is subject to the administration fees & The airline ticket is restricted and subject to the Airline's Terms and Conditions
44 days or less then the date of departure	No refundable of deposit	The refund/penalti is subject to the administration fees & The airline ticket is restricted and subject to the Airline's Terms and Conditions

However, the **MTB** have an authority and rights to accept or reject the application of changes dates if there is an uncertainty/problem to the **MTB**. The changes of departure date are subject to the availability of flight seats for the date and destination.

The respective airline's cancellation policy on special promotional fare shall apply in addition to the cancellation charges. (Note : The airline ticket is restricted and subject to the Airline's Terms and Conditions. It may be non-endorsable, non-reissuable, non-refundable and non-reroutable. Any alteration in routing or change 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) – Tourism industry Act 1992

According to the

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 group departure or group series.

- a) The cancellation of tour packages that is made by the **MTB** or the customer based on the stated below:
 - i) The unexpected / out of control of the **MTB**
 - ii) Strike, riot, war or coup



- iii) Lack of group members; Minimum group size must be 20 adults.
- b) Based on 9(a)(I) and (ii), the **MTB** will refer to the official notice of travel restrictions abroad from the Minister of Foreign Affairs of Malaysia or known as Wisma Putra.
- c) Referring to the 9(b), of there is an official notice of travel restriction abroad from the Minister of Foreign Affairs of Malaysia, **MTB** will offer the new destination to the customer or the customer's money is returned. If the customer requesting for the refund, it will take 60 days work process.
- d) The rest of package tour price should be paid not less than 45 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 advising 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 **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.

c) Travel insurance

- i.) **MTB** strongly recommend and encourage the customer to take travel insurance to make sure your 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 given by **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) Information 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 changes anytime especially in the event of uncontrollable conditions or during peak period.
- b) **MTB** does not warrant that the mentioned facilities / 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.



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13. Image and video usage and rights

- a) During tours, **MTB** members have right to take or use photos or group videos to be used as marketing material only limited to:
- a. Website usage
 - b. Booklet or flyers
 - c. Social Media Usage Like Facebook and Instagram
 - d. Electronic Media such as Television Media

14. 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.