

TOUR BOOKING TERMS & CONDITIONS

You are deemed to have read, understood and accepted the following booking and tour terms and conditions. The organizer shall be known as 'Company' in the conditions below. The following terms and conditions apply to Amazing Europe tour packages only.

RESERVATIONS

To confirm your reservation, a non-refundable deposit (booking fee) is required upon reservation. If reservation is made less than 45 days before departure, the full amount must be paid upon reservation and confirmation. Balance payment must be made no later than 45 days before departure. Failure to comply with this may result in an automatic cancellation of your reservations. The confirmation of your reservation will be communicated to you.

MADE OF PAYMENT

Payment may be made in cash, cheques or credit cards. Payment by credit card is subject to a minimal administration charge. Please refer sales representative/ tour consultant.

CANCELLATION CHARGES

A cancellation of original booking includes any charges (at the request of the customer) in the tour reservation or departure date, or do not show up at the departure time for whatever reasons and miss the flight. Cancellation fees may vary during peak periods (public holidays, eve of any day after public holidays, school holidays).

60 days and above	RM500.00
Between 45-59 days	Minimum deposit paid
Between 30-44 days	50% of tour fare forfeited
Between 15-29 days	75% of tour fare forfeited
Less than 15 days	100% of tour fare forfeited

CANCELLATION NOTICE & RIGHT TO REJECT

Cancellation of confirmed booking at your request must be made in writing to avoid misunderstanding and received by the Company to be effective. The Company reserves the right to withdraw any itinerary or any bookings made for a client or decline or refuse any person as a member of the tour before the commencement of the tour, if it appears to the Company that any such person is likely to endanger the health or safety, or impair the comfort and enjoyment of others on the tour. In any of the foregoing events, the Company's sole liability shall be limited to a refund of tour fare paid.

CANCELLATION OF TOUR BY COMPANY

We guarantee tour departure upon receipt of your full payment. At times, due to low subscription for a particular tour, the Company may choose to cancel the entire tour. In such cases, the Company will refund any monies paid by you (provided you have made full payment). The Company may, if it so chooses, recommend alternative tours preferably to the same destination or other tours to you. Should you decide not to accept the alternatives, all refunds & compensation (if applicable) will be paid to you within 14 working days.

TOUR PRICE INCLUDES

Your tour price includes airfare, airport taxes, accommodation, entrance fees, meals & gratuities to drivers, guide & tour managers specified in the tour brochures / itineraries / booking form.

TOUR PRICE EXCLUDES

Your tour price excludes travel insurance, visa fees (if any), laundry, excess baggage charge, beverages, room service, optional tour activities (if any) & all items of a personal nature.

PASSPORT AND OTHER TRAVEL DOCUMENTS

It is the passenger's responsibility to ensure that they have a valid passport with the minimum 6 months validity from the date of the last departure point. You must have the necessary visas, health certificates & all necessary travel documents as required by the various government authorities of the countries to be visited (eg. exit permit, work permit, social visitor pass and etc).

CHANGES IN ITINERARY

The Company reserves the right to make changes to an itinerary if something beyond the control of the Company deems it necessary, including weather, natural disasters and cultural conditions.

TRAVEL INSURANCE

You are strongly advised to purchase travel insurance coverage in regards to trip/tour cancellation/curtailment, accident, injury, illness, medical hospitalization, flight delay, baggage lost etc. Our staffs will be pleased to assist in the enquiry of any travel insurance.

ALL OTHER TERMS AND CONDITIONS

Please request for a full copy of our Standard Terms and Conditions at the point of making reservations.