

Terms & Conditions

The Responsibility of Syaza Travel & Tours Sdn Bhd, **No 18/AF & 18M, Jalan Kosas 1/5, Taman Kosas**, acts as agents and protector for the passengers' rights in making arrangements for the airlines, hotels, buses, or any service in connection with the tour and assumes no liability whatsoever for injury, damage, loss, luggage, accidents, delay irregularity which may be occasioned either by reason or defect, though the acts of GOD, dangerous incidents in the air, sea, land, fire, breakdown of machinery or equipment, acts of government or other authorities de jure or de facto, wars, whether declared or not, hostilities, civil disturbances, strikes, riots theft, pilferage, epidemics, quarantines, medical or customs regulations, or from any loss or damage resulting from improper passports, visas, or other documents. Syaza Travel & Tours Sdn Bhd will accept no responsibilities for loss or additional expenses due to delay or changes in schedule or other causes. Syaza Travel & Tours Sdn Bhd shall not be liable or responsible for any inconvenience, loss, damage or injury arising in connection with such service. Syaza Travel & Tours Sdn Bhd shall not be responsible for the failure to follow instructions, including but not limited to check-in and delay, loss of luggage or personal belongings (**Medicine**). It is the responsibility of the airline to determine exactly what procedure will be followed. The policy chosen by that carrier shall be based on their procedure and shall not be the responsibility of Syaza Travel & Tours Sdn Bhd and its affiliates. They will also not be responsible for any person(s) missing and part of the program due to his negligence or delay or absenteeism for any time during the tour and will not be responsible for any additional expenses for the participant to rejoin the tour. Moreover, no charges or upgrades in the program chosen will be the honored after departure as well as no refund will be given for any services rendered not utilized.

Please Note: When you have made your decision to travel, **don't delay in booking**

- the particular trip you want could fill up and you may be disappointed.

DEPOSIT

Guaranteed deposit at the time of booking. A deposit of 20% or subject to a minimum of RM300.00, whichever is higher of the tour fare per person is required to be paid as reservation fee. Sorry, but this deposit is NON-REFUNDABLE. Insurance, which is strongly recommended, MUST be purchased at time of deposit.

BALANCE OF PAYMENT

Guaranteed balance of payment or full payment must be made 45 days prior to departure or 7 days after the confirmation of the tour. Failure to comply with, will result in cancellation of the reservation and forfeiture of deposit. If the balance is not paid by the stipulated date, the right is reserved to cancel the booking(s) without further notice and without refund of deposit.

CANCELLATIONS

Cancellations received more than six weeks prior to departure will incur loss of the non-refundable deposit as specified above.

Cancellations received less than 6 weeks and more than 3 weeks prior to departure will be levied a fee of 25% of the fare.

Cancellations received less than 3 weeks prior to departure will be levied a fee of 75% of the tour cost unless the booked seat is resold. There will be no refund for unused land arrangements after departure from Malaysia.

INSURANCE

All passengers are **STRONGLY URGED** to take out adequate insurance coverage to protect themselves against cancellation due to illness prior to or during travel. In the event of a traveller becoming ill during a tour, all hospital and medical expenses are the traveller's responsibility and they shall not be entitled to any refund, either total or partial, of passage money paid.

Check with your agent as to what conditions and charges apply if you cancel your flight and/or land reservations.

FORCE MAJEURE

We shall not be liable for any claims, losses, damages, costs, expenses, delays or loss of enjoyment, of any nature or kind whatsoever, resulting from events beyond our or a supplier's reasonable control, including but not limited to acts of God, strikes, lockouts or other labour disputes or disruptions, wars, blockades, insurrections, riots, earthquakes, weather conditions, floods or acts or restraints imposed by government authorities.

TRAVEL DOCUMENTS

Passenger's Responsibilities - Must have an International Passport or other recognised travel documents which should be valid for at least 6 months from the of return to country of origin, necessary visas, vaccination and health certificates as required by the various authorities of the country to be visited. As for self-drive packages, must have a valid and the necessary Driver's license (International Driver's Permit may require) presented to the rental company upon pick-up of the vehicle. All drivers must be at least 21 years of age and has been driving for more than a year. The Company cannot be held liable for any loss of passport due to any reason what so ever including without limitations, negligence on the of our employees, agents and/or servants.

Travel documents and tickets, joining and departure details, supplier addresses and phone contacts will be sent upon receipt of final payment.

VISAS

Please check with your agent at time of booking if visas are still required for these or other countries. If you are not travelling on Malaysian passport, it is imperative that you also check visa requirements for your destinations.

If for any reason, the application for visa or necessary exit permit is rejected, a refund of tour fare will be made as in accordance to cancellation charges as above.

The company cannot be held responsible or liable for any expenses, reimbursement or refund of tour prices if (i) Deportation of refusals of entry of tour members by immigration authorities resulting from the possession of unlawful items or holding improper travel documents or other causes or whose behavior and activities are considered as subversive by the foreign government. (ii) Passenger passport validity is insufficient which is at least 6 months from date of return to the country of origin.

PRICES

Because of the volatility of exchange rates for many of the destinations the company offers, we recommend you confirm our price at time of booking. All prices are subject to change or surcharge.

Once we have received your deposit you would be given the opportunity to pay in full to avoid a price increase (should it occur) or cancel your booking without penalty.

AMENDMENT FEES

Once a booking has been made, any change is subject to a communications fee of RM50 per change.

Once documents have been issued, any change will be subject to a minimum administration fee of RM100 in addition to communications charges.

OPERATOR'S RESPONSIBILITY

Syaza Travel & Travel Sdn Bhd and/or its agents, act only as agents for the various companies and lines of which tickets are available and these tours operate and assume no responsibility nor liability in connection with the service of any train, vessel, carriage, aircraft, motor or other conveyances which may be used, either wholly or in part, in the performance of its duty to the passenger; neither will it be responsible for any act, error, or omission, or any injury, loss, accident, delay or irregularity which may be occasioned by reason of any defect in any vehicle or through the neglect or default of any company or person engaged in conveying the passenger; or for any hotel proprietor, or hotel service, or for any other person engaged in carrying out the purpose for which tickets or coupons are issued.

In the event that it becomes necessary or advisable for the comfort or well being of the passengers, or for any reason whatsoever, to alter the itinerary or arrangements, such alterations may be made without penalty to the operators. Additional expenses, if any, shall be borne by the passengers, conversely refund will be made to the passengers if any saving is effected thereby.

The Airlines concerned are not to be held responsible for any act, omission, or event, during the time passengers are not on board their planes or conveyance. The passage contract in use by the Airlines concerned, when issued, shall constitute the sole contract between the Airlines and the purchaser of these tours and/or passenger.

The right is reserved to withdraw any or all tours should conditions warrant, also to decline to accept or retain any passengers as members of the tours. Syaza Travel & Travel Sdn Bhd or agent can assume no responsibility for lost tickets or coupons.

Very Important

ALWAYS BUY TRAVEL INSURANCE

Never travel without insurance

Disclaimer

Syaza Travel & Tours Sdn Bhd assumes no responsibility or liability in connection with the services listed and provided by operators identified on this website. While every effort is made to ensure the information contained on this site is correct, Syaza Travel & Tours Sdn Bhd disclaims any liability in negligence or otherwise for any loss or damage which may occur as a result of reliance on any of this material.

All information is subject to change without notice. Syaza Travel & Tours Sdn Bhd provides this website for information only. Syaza Travel & Tours Sdn Bhd does not endorse any of the organizations listed in this publication or make any representations or warranties as to their reliability, financial condition or suitability for any particular purpose. You are advised to make your own inquiries of any organization presented on this site to determine if they are satisfactory for your purposes.

Any links to other websites are provided for convenience only; Syaza Travel & Tours Sdn Bhd does not review or monitor the content of those sites and disclaims any responsibility for their content and accuracy.

Price and Availability Information

- The prices shown on this website are valid at the time of input, however we reserve the right to change our prices or other details at any time. Prices may go up or down. Our sales consultants will confirm the correct price or advise of any amendments before the booking is confirmed. We reserve the right to withdraw these prices without notice.
- Each appropriate Tour Operator or Airline reserves the right to change holiday details and/or flight and routes.
- All holiday and flight prices quoted are in Ringgit Malaysia (RM) and include all taxes unless otherwise stated. Ticket on departure, resort transfers, flight meals, security charge and fuel charges may apply to selected holidays

Email Newsletters

- All offers contained within email newsletters are subject to availability and we reserve the right to change the offer at any time
- Full terms and conditions relating to the special offer advertised are accessible by clicking on the actual offer and visiting the site
- Supplements may apply as occupancy is based on maximum occupancy

- Offers which advertise PP refer to Per Person, PPN - Per Person per Night, Per Couple - 2 people sharing

Variation of Terms of Use

- These Terms of Use may be revised from time to time. If they are revised, we will post the revised version on this Site. The revisions will be effective immediately.
- Please re-read these Terms of Use from time to time even if you have previously used this Site. By using this Site after we have changed the Terms of Use, you will be deemed to have accepted the changes.
- If, for any reason, you do not agree to abide by our Terms of Use, please do not use this Site.