



(148499-P)

珍珠假期(馬)旅遊有限公司 www.pearlholiday.com

PEARL HOLIDAY (M) TRAVEL & TOUR SDN. BHD.

Kajang (HQ) KPL/LN 0354

Wisma Pearl Holiday, No 1, Jln KP 1/3,
Tmn Kajang Prima, Off Jln Semenyih,
43000 Kajang, Selangor.

Tel: +6 03-8924 9999 Fax: +6 03-8924 9868
Email : enquiry.hq@pearlholiday.com

Kuala Lumpur (Branch) KPL/LN 5001

No 52A-2, Jln Metro Pudu 2,
Fraser Business Park, Off Jln Yew,
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Tel: +6 03-9222 8922 Fax: +6 03-9222 3758
Email : enquiry.kl@pearlholiday.com

Puchong (Branch) KPL/LN 0354/3

No E-3-1, Blok E, Setia Walk,
Persiaran Wawasan, Pusat Bdr Puchong,
47160 Selangor.

Tel: +6 03-5882 9022 Fax: +6 03-5882 9122
Email : enquiry.pc@pearlholiday.com



BOOKING TERM & CONDITIONS

1. DEFINITION

- **The Company** : refer to Pearl Holiday (M) Travel & Tour Sdn.Bhd. and its authorized Sales Agent/s
- **Ticket** : refer to air ticket or admission ticket
- **FIT package** : refer to "Free Independent Traveler" package which include ground service only
- **GIT package** : refer to "Group Independent Traveler" package which the tour will be departed in group with sufficient group size are formed.

2. BOOKING PROCEDURE:

All bookings must be send in by E-mail or fax.

Passport copy

All booking will be reserved for 3 working days.

All cheques are to be issued under Pearl Holiday (M) Travel & Tour Sdn Bhd and bank in to account as below : -

Public Bank : 3134 04 6532

3. DEPOSIT PAYMENT GUIDELINES

Deposit must be paid upon reservation and the balance must be paid up before 30 days prior to the date of departure. A failure to comply with this requirement may result in the cancellation of reservation and forfeiture of deposit.

FIT packages : RM 200 per person

FIT packages + air ticket : RM 200 per person + full payment for air ticket

GIT packages (by coach) : RM 200 per person

GIT packages (by flight) : RM 1000 per person

Group ticket (Solely ticket) – RM 500 per seat

Note : Under certain departure / special itinerary / special promotion tour, may have different deposit scheme.

Do refer our website or contact our sales at 03-9222 8922 / 016-332 4221 for further details.

4. CANCELLATION:

Cancellation of booking must be made in writing either through fax or E-mail to avoid any misunderstanding.

45 days or more before departure – administrative fee of RM1000 or deposit, whichever higher

less than 45 days before departure – administrative fee of RM 2000 or deposit, whichever higher

21 days before departure – 50% of tour fare or deposit per person, whichever higher

20 – 14 days before departure – 75% of tour fare or deposit per person, whichever higher

less than 14 days before departure – full forfeiture of tour fare



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The company reserves the right to cancel the four due to any act of God, war, strike, riot or order from the Government of Malaysia which is beyond its control.

The company shall recommend alternative tours preferably to the same destination or other tours. Should any passenger decide not to accept the alternative tours, all moneys paid less the administrative fee chargeable will be refunded to the passenger.

In the event of a cancellation by the company due to insufficient passengers or inability to secure seats or accommodation, the company will refund the amount of money paid

The company shall not be held liable in the event any tour member is not allowed to leave Malaysia by the immigration authority (If there is any doubt, please check your immigration status through website:

<http://sspi.imi.gov.my/sspi/>

5. AGENT COMMISSION:

RM 130 – CHINA/ TAIWAN/ SOUTH EAST ASIA

RM 150 – AUSTRALIA/ KOREA/ JAPAN

RM 250 – NEW ZEALAND

Staff incentive RM 20

Bag Cost – RM 20 (Courier fees charges may incur)

Agents must sell at the same marketed price Truly Vacation to all passengers.

Any further discounts given to passengers are at agent's own cost.

6. TOUR INFORMATION AND PRICES

Prices shown are current at the time of publication. The prices are subject to change due to increase in airfares, other transportation costs, hotel rates, exchange rates, government tax, etc. Therefore the company reserves the right to increase prices on condition that it informs the customers accordingly before the confirmation of the tour.

The company covenants for the following to be included in tour fare:-

- Return air ticket, not including all airport taxes and whatever applicable taxes.
- Hotel accommodation, based on:-
 - i. Twin sharing basic (2 persons to a room)
 - ii. Single supplement (person staying alone-the person concerned must pay the single supplement)
 - iii. Triple sharing (3 persons traveling together). For a group of three persons, accommodation is based on triple sharing basis where applicable. The child tour fare as advertised is based on a child who is 2 years but not more than 12 years of age, sharing a twin room with two adults.



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- All meals, sightseeing and other items as specified in the itinerary.
- All Sightseeing tours and transfer are based on sit-in-coach basis.

Items not included in the tour fare are:-

- Laundry
- Food and beverage not regular menu
- Optional excursions
- Porterage at airport and hotels
- All items of a personal nature

8. POSSIBLE CHANGES

Airlines schedules or local conditions may require sightseeing tours, hotels and route to be changed. Should this occur, the company shall make alternative arrangement subject to local conditions.

9. TRAVEL DOCUMENTS

A tour member must have: -

An international passport or other recognized travel documents which should be valid for at least 6 months from the date of return to country of origin;

The necessary visa and vaccination and health certificates as required by the various authorities of the countries to be visited.

10. REFUSAL ENTRY

The company shall not be held responsible or liable for any expenses, reimbursement or refund of tour prices if any tour member is refused entry or deported by immigration authorities resulting from the possession of unlawful items or holding improper travel documents or other causes, or whose behaviour and activities are considered to be detrimental by a foreign government.

11. VISA AND TRAVEL INSURANCE APPLICATIONS

All visa applications and travel insurance will be handling by respective travel agents.

The company can assist for the application with a service charge.



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13. PRE-TOUR BRIEFING

Tour Manager / Tour Leader will give a pre tour briefing to pax via telephone call at least 3 days before departure dates.

14. TOUR FINALIZATION

1 month before to be finalized the tour confirm depart or postpone.

Once tour is confirmed, we would require all approved visa (if any) and passengers contact to be sent to us.

15. PERSON IN-CHARGE

Contact No: 03-9222 8922

Fax No: 03-9222 3758

Emails: -

MS Daphne Lim - enquiry.kl@pearlholiday.com

MS Kay Yong - sales2.kl@pearlholiday.com

MR Samuel Cheong - sales7.kl@pearlholiday.com