

## CANCELLATION POLICY

1. Any cancelled booking is bound with the cancellation policy and the amount refunded are summarised in table 1.
2. Amount refunded (if any) will credited into the customer bank account within 2 weeks after the trip cancellation request is accepted.

Days before departure	< 30 days	30 - 45 days	45 - 90 days	> 90 days
<b>Initial Deposit Refund</b>	0%	0%	40%	60%
<b>Subsequent payment Refund</b>	0%	50%	100%	100%

**Table 1: Cancellation Policy**

### Changing/Modifying Trip/Package Date

Days before Travel Date	Change Fee (per person)
< 45 days	Restricted. No change is allowed.
45 - 74 days before	RM150 + Package Price Difference
> 75 days before	RM100 + Package Price Difference

**Table 2: Changing. Modifying Trip**

### Notes

1. If the customer make the booking for the Private Trip package, any quoted flight fare (both domestic & international) need to be paid together with the deposit fee.
2. Any subsequent payment: meals, pocket wifi deposit, travel insurance and other related service/product has to be paid upon receiving the invoice.
3. For private tour, the Customer will be entitled on the ground package value based on the cancellation policy should the customer choose to cancel their booking. Customer will not entitled on any refund on the flight ticket bought by ARBA Travel should the customer choose to cancel the booking.
4. For joined tour trip, the customer are entitled for full refund should ARBA Travel cancel the trip.