

PAYMENT POLICY

A. Deposit is made LESS than 45 days before departure

1. Deposit fee need to be paid within 24 hours after receiving quotation to confirm the booking. The deposit amount are as per table 2.
2. Customer has to settle the remaining outstanding amount stated in the invoice immediately. ARBA Travel has the full right to cancel the booking if the payment is not made within the specified time.

B. Deposit is made between 45 to 75 days before departure

1. Deposit fee need to be paid within 24 hours after receiving quotation to confirm the booking. The deposit amount are as per table 2.
2. The final payment should be made no less than 45 days before departure. ARBA Travel has the full right to cancel the booking if the payment is not made within the specified time.

C. Deposit is made MORE than 75 days before departure

1. Deposit fee need to be paid within 24 hours after receiving quotation to confirm the booking. The deposit amount are as per table 2. If the booking is paid before 15th day in:

Date	Details	Instalment Amount (RM)
05/10/2017	Deposit 2 person	MYR1,000.00
26/10/2017	Instalment 1	MYR2,248.50
26/11/2017	Instalment 2	MYR2,248.50
26/12/2017	Instalment 3	MYR2,248.50
26/01/2018	Instalment 4	MYR2,248.50

2. calendar month, the first instalment would be due on 26th day in the same calendar month.
3. If the booking is paid after 15th day in calendar month, the first instalment would be due on 26th day in following calendar month.

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4. The instalment amount is computed as the Total Package Amount (as per invoice) less initial deposit fee paid divided the amount of month allowed.
5. Customer will receive the instalment payment schedule from ARBA Travel within 24 hours after completing their initial deposit.
6. The final instalment should be made no less than 45 days before departure. ARBA Travel has the full right to cancel the booking if the payment is not made within the specified time.
7. The customer is responsible in complying with the with the instalment plan as outlined in paragraph 1 - 6.

Package Price (RM/person)	Deposit amount per person (RM/person)
Below RM1,000	MYR250.00
Between RM1,000 - RM3,999	MYR500.00
Above RM4,000	RM1,000*

Table 2: Deposit amount per person

*Deposit for a package above RM3,500 can be paid twice. First deposit within 24 hours of receiving quotation. Subsequent deposit (RM500) is paid a month after first deposit.

Payment schedule Summary

Days before Departure	< 45 days	45 - 75 days	> 75 days
Initial Deposit* per person	RM250* RM500* RM1000*	RM250* RM500* RM1000*	RM250* RM500* RM1000*
Instalment Amount (RM)	-	-	Outstanding amount** divided by month remaining
Final Payment	Within 24 hours after booking confirmation	No less than 45 days before departure	No less than 45 days before departure

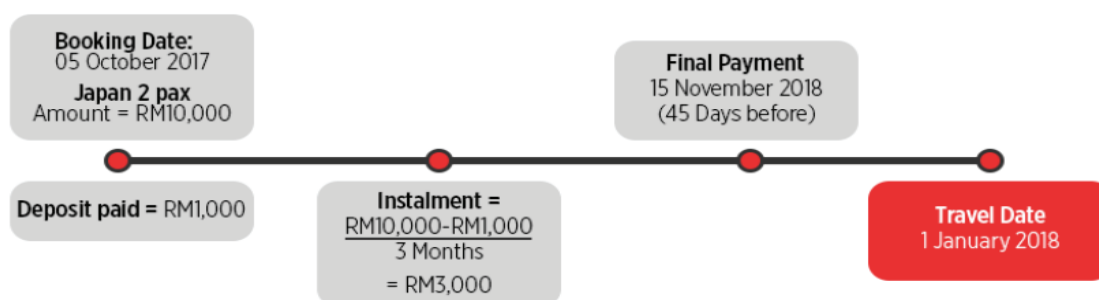
Table 3: Payment Schedule

* Refer to table 2

**Outstanding amount : Full package Price - Deposit Amount Paid

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$$\text{Instalment} = \frac{\text{Full Package price} - \text{Deposit}}{\text{Remaining Months}}$$



Instalment No	Instalment Date	Deposit amount per person (RM/person)
1	26 September 2017	<u>MYR3000</u>
2	26 October 2017	<u>MYR3000</u>
3	15 November 2017	<u>MYR3000</u>

Table 4: Instalment Template

CANCELLATION POLICY

1. Any cancelled booking is bound with the cancellation policy and the amount refunded are summarized in table 5.
2. Amount refunded (if any) will credited into the customer bank account within 2 working days after the trip cancellation request is accepted.

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

Table 5: Cancellation policy

Example: If the customer had already paid RM1,000 initial deposit out of RM2,997, and cancel the booking 60 days before departure, the amount that would be refunded would be RM500 (50% of amount already paid).

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 6: 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 entitle on any refund on the flight ticket bought by ARBA Travel should the customer choose to cancel the booking.
4. For joined tour, the customer will entitled full refund should ARBA Travel cancel the trip.