

### **JOINED TOUR PACKAGES**

1. Booking fee for Inbound Joined Tour packages will be RM350.00 per person.
2. The remaining full payment for the joined tour package is due 45 days before departure.
3. ARBA Travel reserves the right to cancel the booking shall no full payment is not received within the stipulated time. Any refund amount for subsequent payment after booking fee will be subjected to ARBA Travel Payment Terms & Conditions.

### **PRIVATE TOUR PACKAGES**

1. Deposit fee for Inbound Private Tour packages will be RM100.00 per person.
2. An additional admin fee of RM10.00 per person per way will be imposed for each successful booking if the customer choose to book the flight ticket with ARBA Travel. The flight ticket fare is due immediately at the time of booking.
3. The customer is obliged to make the full payment for their tour packages 30 days before trip departure.
4. ARBA Travel reserves the right to cancel the booking shall no full payment is not received within the stipulated time. Any refund amount for subsequent payment after booking fee will be subjected to ARBA Travel Payment Terms & Conditions.\*\*

## ARBA TRAVEL (INBOUND) PAYMENT AND CANCELLATION POLICY

### CANCELLATION POLICY

1. Any booking cancellation for Joined Tour and Private Tour Packages is bound with the cancellation policy and the amount refunded are summarised in table below.
2. Amount refunded (if any) will be credited into the customer bank account within 7 working days after the trip cancellation request is accepted.
3. The customer is not entitled to any refund for flight booking cancellation.

Days before departure	Less than 15 Days	Between 15 - 30 days	More than 30 days
Initial deposit Refund	0% (Non refundable)	0% (Non refundable)	0% (Non refundable)
Subsequent payment refund	0%	50%	100%

Table 1

### CHANGING/MODIFYING TRIP/PACKAGE DATE

1. If the customer decides to change the travel date, any additional charge is bound to Table 2.

Days before departure	Description
Less than 30 Days	Restricted. No change is allowed.
More than 30 days	RM100.00 + Package Price Difference

Table 2

## ARBA TRAVEL (OUTBOUND) PAYMENT AND CANCELLATION POLICY

### 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 me.

#### 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 me.

#### 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. In 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.
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 me.
7. The customer is responsible in complying with the with the instalment plan as outlined in paragraph 1 - 6.

## ARBA TRAVEL (OUTBOUND) PAYMENT AND CANCELLATION POLICY

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

## 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 2: Deposit amount per person

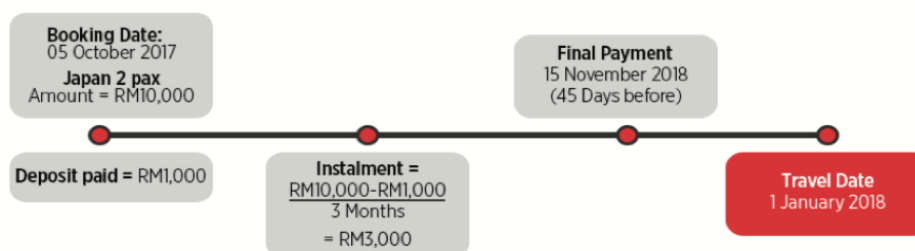
\* Refer to table 2

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

# ARBA TRAVEL (OUTBOUND) PAYMENT AND CANCELLATION POLICY

## PAYMENT POLICY

Instalment = Full Package price - Deposit Remaining Months ) / 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

## ARBA TRAVEL (OUTBOUND) PAYMENT AND CANCELLATION POLICY

### CANCELLATION POLICY

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

### 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

## ARBA TRAVEL (OUTBOUND) PAYMENT AND CANCELLATION POLICY

### Notes

1. If the customer make the booking for the Private Trip package, any quoted flight fare(both domesc & internaonal) 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 entled on the ground package value based on the cancellaon policy should the customer choose to cancel their booking. Customer will not entle on any refund on the flight cket bought by ARBA Travel should the customer choose to cancel the booking.
4. For joined tour, the customer will entled full refund should ARBA Travel cancel the trip.