

PAYMENT & CANCELLATION POLICY - ARBA TRAVEL

Version 1.2 – Last Updated: September 25, 2024

A. Payment Policy - Joined Tour & Private Tour

1. The total payment varies depending on the destination and whether you are booking a Joined Tour or Private Tour package. Please refer to the table below for specific details.
2. For your convenience, balance payments can be made in installments, provided that the full payment is completed before the due date. The due date is either 45 or 60 days prior to the trip, depending on your destination (refer to the table below for specifics).
3. Failure to make payments by the due date may result in complications with your booking, including delays or cancellations.

JOINED TOUR

No.	Destination	Deposit	Full Payment by :
1	Seoul, Jeju, Perth, HCM-Dalat-Muine, Xi-An	RM 500/pax	45 days before departure date
2	Turki, Eropah 6 Negara, Balkan, Switzerland-Italy, London-Paris, Tokyo, Tokyo-Kyoto-Osaka, Dubai	RM 1000 /pax	
3	Pakistan, New Zealand	RM 1000 /pax	60 days before departure date
4	Beijing, Kashmir-Agra, Jakarta-Bandung	RM 500/pax	
5	Others	Follow as per mentioned in Product Catalog Itinerary	

Table 1.0

PRIVATE TOUR

No.	Destination	Deposit	Full Payment by :
1	Turki, Istanbul Bursa, Tokyo-Osaka, Seoul, Seoul-Jeju, Jeju, Tokyo, Bangkok, Switzerland, London-Paris	RM500/pax	45 days before departure date
2	Bali, Jakarta-Bandung, HCM Dalat Muine, Medan - Lake Toba, Krabi, Phuket, Jogjakarta, Lombok	RM250/pax	
3	Istanbul - Cappadocia, Kashmir	RM1000/pax	
4	KK Kundasang	RM250/pax	30 days before departure date
5	Semporna Budget	RM200/pax	
6	Semporna 1 Star & 2 Star	RM700/pax	
7	Perhentian : Sharila/Ombak/Arwana	RM200/pax	
8	Perhentian : Mimpi Resort	50% from Package Total Price	
9	Kuching	RM100/pax	
10	Others	Follow as per mentioned in Product Catalog Itinerary	

Table 1.1

B. Cancellation Policy

1. All canceled bookings are subject to the cancellation policy, except for cancellations due to natural disasters.
2. Any refundable amount will be credited to the customer's bank account within 7 working days after the trip cancellation request is accepted. Please refer to Table 2.

Cancellation Policy: Joined Tour

Days before departure	<45 days*	45-60 days*	60-90 days*	> 90 days*
Refundable Deposit**	0%	0%	40%	60%
Refundable Subsequent Payment**	0%	50%	100%	100%

Table 2.0

Cancellation Policy: Private Tour (Outbound)

Days before departure	<45 days*	45-60 days*	60-90 days*	> 90 days*
Refundable Deposit**	0%	0%	40%	60%
Refundable Subsequent Payment**	0%	50%	100%	100%

Table 2.1

Cancellation Policy: Private Tour (Domestic)

Days before departure	<30 days*	31-60 days*	>60 days*
Refundable Deposit**	0%	0%	40%
Refundable Subsequent Payment**	0%	50%	100%

Table 2.2

* For trips occurring in the following year (Cut-off date 1st of January for the following year), is fully refundable. Subject to the ground arrangement conditions and specific airline policies.

** Refundable Deposit and Refundable Subsequent Payment refer to any payments made by the Customer for a specific trip in the current year or the following year.

C. Changing/Modifying Trip/Package Date

1. Any changes or modifications to the trip package, including changing the trip date, will incur a fee. Please refer to Table 3.0.

Days before Travel Date	Change Fee (per person)
60 - 45 days (based on your destination)	Restricted. No change is allowed.
61 - 74 days before	RM 150 change fee + Package Price Difference
> 75 days before	RM 100 change fee + Package Price Difference

Table 3.0

Notes

1. Any subsequent payment: including meals, travel insurance, and other related service/products has to be made upon receiving the invoice.
2. Customers will be entitled to a full refund if ARBA Travel cancels the trip.

Disclaimer:

This payment policy is subject to the terms and conditions of ARBA Travel. ARBA Travel reserves the right to amend or update this policy at any time without prior notice. By making any payment, you acknowledge that you have read, understood, and agreed to abide by the company's terms and conditions, as well as any applicable tax laws and regulations.