

Terms & Conditions

The purchase of any travel services offered by Golden Tropics Travel & Tours Sdn Bhd (hereinafter call 'the Company') constitutes a contractual arrangement between you and the Company and represents your acceptance of the Company Terms & Conditions set out herein. You are deemed to have read, understood and accepted the following the Terms and Conditions or/when you use this website.

1. Reservation, Deposit & Cancellation

Reservation can be made with the Company anytime during business opening hours. Deposit must be paid upon reservation. Payment of deposit does not constitute confirmation of the tour. However the deposit is refundable if the requested booking cannot be confirmed by the Company for whatsoever reason except air tickets where their terms & conditions apply.

Independent Travel (FIT)

Minimum deposits required are as follows: -

RM300 per person for Asean countries.

RM500 per person for other Asia countries.

RM800 per person for Australia/NZ/Europe/Americas

Group Travel (GIT)

Minimum deposits required are as follows: -

RM500 per person for Asean countries.

RM800 per person for other Asia countries.

RM1000 per person for Australia/NZ/Europe/Americas

Bookings within 30 days prior to departure date must be accompanied with immediate full payment.

Full payment must be received 30 days prior to departure date, failure to comply, the Company reserves the right to forfeit the deposit and cancel the reservation. In such an event, the cancellation fee as stated below is payable by the Customer(s). Cancellation by Customer(s) must be made in writing to avoid any misunderstanding. Cancellation fees per person will be imposed as follows: (from date of departure)

- Over 30 days Forfeiture of deposit
- 15 to 30 days 75% of tour fare
- less than 14 days 100% of tour fare

For tour products or individual components supplied by third party(ies), e.g. tour services, air tickets, hotel bookings, cruise or train services etc., the Company acts as an agent for these third party(ies) and any cancellation fee under the terms and conditions of the respective third party(ies) shall apply. Vouchers and documents are issued subject to respective third party(ies) terms and conditions.

2. Payment Mode

Payment may be made in cash, cheque or credit cards. Cheque will only be accepted if presented to the Company at least 7 working days before the scheduled tour departure. A 3% administrative processing fee if the Customer(s) using VISA or MasterCard for payment.

3. Tour Information & Price Matters

- (a) Airfare (if any), accommodation, airport transfers (if any) and meals (if any), as specified in the tour itinerary.
 - (b) Tour prices are subject to change without prior notice.
 - (c) Sightseeing and other items as specified in the itinerary.
 - (d) In the event of adverse weather or unforeseen circumstances, local ground operator reserves the right to alter the tour itinerary without prior notice.
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- (e) Extension stay is subject to hotel conditions and applicable surcharges. It is the Customer's responsibility to hold firm confirmation for the return flight. The Company and its associated agents shall not be held responsible for any inconvenience caused and extra expense incurred. No refund will be made for any unused air ticket, accommodation, meals or sightseeing, in part or in full.
 - (f) Tour prices (ground arrangement) exclude air fare, government & airlines taxes, airlines fuel taxes, visa fees, travel insurance; laundry, excess baggage charges, beverages, room services, tips to local drivers / guides and personal expenses. Please refer to the Company for more information.

- (g) No refund will be made with respect to accommodation, meals, sightseeing tours or any other services included in the tour fare but not utilised by the Customer(s), either in part or full, or where the Customer(s) amends, cancels or otherwise varies arrangements after commencement of the tour.
- (h) The Company is acting as an agent for services rendered. If due to some unforeseeable circumstances the arrangement cannot be finalised and the reservation has to be cancelled, the Company will endeavour to notify the Customer(s) at least 1 week before departure. At times due to low subscription for a group tour, the Company may choose to cancel the entire tour 14 days prior to departure. The Company may, if it so chooses, recommend alternative tours either to the same destination or other tours, based on current tour fare. In the case of a free and easy tour, accommodation and all services are strictly upon request and subject to confirmation. The Company may recommend alternatives if available. Please note that surcharges may apply on a case by case basis and the Customer(s) will be advised accordingly. Should the Customer(s) decide not to accept the alternatives, all refund will be made accordingly by the Company and without further obligations. The Company shall also not be held liable for any contingent costs incurred by the Customer(s) arising from the cancellation. The Company shall not be liable for any claims, losses, damages or costs sustained by the Customer(s).
- (i) Difficult and uncooperative Customer(s) whose act and conduct are unreasonable and detrimental to the enjoyment, interest, well-being and safety of the other Customer(s) and the smooth-running of the tour in general will be dealt with by the local guide. The local guide may require the difficult Customer(s) to leave the tour and his/her decision in this respect is final and conclusive. The Company will not refund any uncompleted part of the tour.

4. Travel Documents & Travel Insurance

- (a) It is the Customer(s)'s sole responsibility to ensure that he / she has a valid passport with minimum 6 months' validity, necessary visas, vaccinations, health certificates and all necessary travel documents as required by the various government authorities of the country(ies) to be visited.
- (b) The Company renders assistance in visa application wherever possible. This service is subject to visa fee & service fee charges. Please check with the Company on the amount. The Company cannot, however, guarantee the approval of such visa application. If, for any reason, application for visa or exit permit is rejected, full refund of all monies paid (excluding visa application fees paid to the respective embassies) will be made if the result of the rejection is made known to the Company at least 30 days prior to departure. If less than 30 days' notice is given, relevant cancellation fee as stated in section 'Reservations, Deposit & Cancellation' will apply.
- (c) The Company will not be responsible for any expense, reimbursement or refund of the tour fare if the Customer(s) is deported or refused entry by immigration authorities on the tour for whatever reasons, including improper travel documents, quarantine, custom regulations, possession of unlawful items or irregularities that may cause harm / damage to person or property.
- (d) Purchase of travel insurance is strongly recommended with respect to unforeseen circumstances such as trip cancellation, personal baggage loss, personal accident, injury or illness. Under no circumstances shall the Company be responsible for these unfortunate circumstances. The Company will be pleased to assist in the enquiries of any travel insurance and related matters.

5. Disclaimer

- (a) The Company assumes no responsibility for injury, damage, accident, loss, delay or irregularities that may be caused to person or property where such occur as a result of circumstances beyond its control.
- (b) The Company is an agent of airlines, a transport company etc., and is not liable for changes made by suppliers but will render assistance wherever possible. All tickets, vouchers and orders are furnished and issued, subject in every respect to those terms and conditions under which the means of transportation or other services provided thereby are offered or supplied by owners, operators, managing agents or agents of public carriers.
- (c) The Company will not be responsible or liable (for damages, refunds or otherwise) on matters related to
 - Actions of any government orders, insurrection, civil disorder, war, military operations, weather, acts of God, strikes, compulsory quarantine or other circumstances beyond its control.
 - Failure of the Customer(s) to obtain required documentation (e.g. health certificates, visas, passports etc.).
 - Failure of the Customer(s) to follow reasonable instructions including but not limited to check-in and check-out places and times.
- (d) The Company reserves the right to change, amend, insert or delete any of the Terms and Conditions, or policies contained in this document, as the case may be, without prior notice.
- (e) This website may contain hyperlinks to websites operated by third party(ies). The inclusion does not imply the Company endorsement of such websites and is not responsible for the contents of such websites.