

TERM AND CONDITION

Important Notice

1. The above rates quoted are subject to change without prior notice.
2. Reservation will be made upon confirmation from your side.
3. Hotel room confirmation is subject to availability upon booking.
4. Tour fare deposit amount paid is non-refundable after booking.
5. Full payment must be made during promotion due date.
6. High season surcharges to be advise.
7. The itinerary is subject to change at the discretion of the land operator.
8. IBC Tours Corporation (Malaysia) SDN BHD and its agent reserve the right to change or alter the program and revise fares without prior notice due to unforeseen circumstances
9. Refund would not be entertained for unuse services due to unforeseen circumstances (unused service is not refundable).
10. For any unused service is not refundable.
11. The Person who cannot pass the immigration in the International Airport , Tour Fare would be not refundable.
12. IBC Tours Corporation (Malaysia) SDN BHD. acts only as your agent to provide you to service providers such as Airlines, Hotel, Ferry, Coaches, and others. We shall not in any circumstances be held liable for and will not accept responsibility or liability for the acts omissions, defaults on the past of these services provides and government change of regulations.
13. These packages are under Series Group Departures if the group are below of our minimum 20 pax, we will be informing our customers as our Company SOP 1 Month Before Departure. The customer might choose the optional as per below : 1.Postponed travelling 2.Refund Full Amount Paid 3.Change or Postponed to other destination
14. Upon receiving full payment the issuance of travel insurance After receiving total amount paid only then further process such as Travel Insurance will be done 14 daysbefore departure as it is a Series Tour.
15. Hot Air Balloon is totally Free Of Charge, in the event of cancellation due to weather conditions or the balloon company revoke the current offer no replacement or reduction of tour rate will be entertained.
16. Kind Reminder : Tour Escort from IBC Tours will be sent if the group is more than 25 pax below to that our representative guide will be receiving at the country's airport

Deposit & Tour Payments

- a. All deposits must be fully paid upon confirmation of the tour.
- b. Structure of Deposit and Tour Payments are as per schedule below.
- c. Deposit & Full Payment must be made in full as per the schedule below.
- d. If full payment is not received within the stipulated 90 days before departure, IBC Tours Corporation (Malaysia) SDN BHD at its sole discretion reserves the right to forfeit the deposit and cancel the booking.
- e. IBC Tours Corporation (Malaysia) SDN BHD will only allow a one time free rollover to a new date be (45 days before departure). A Second rollover request will be entertained before the issuance of air ticket and finalization of group arrangement (30 days before departure).
- f. IBC TOURS allows a maximum of one (1) rollover of deposit which thereafter will be 100% forfeited

Package Price	Deposit Amount	Full Payment Deadline	Refund Value applied who submitted 60 Days Before Departure	Admin Charges	Travel Fair Booking Fee MATTA
Below RM 1999	RM 500	90 days before departure	RM 200	RM 300	RM 800
RM 2000 – RM 3999	RM 1000	90 days before departure	RM 450	RM 300	RM 1000
RM 4000 – RM 5999	RM 1000	90 days before departure	RM 600	RM 400	RM 1000
RM 6000 – RM 7999	RM 1000	90 days before departure	RM 500	RM 500	RM 1000
RM 8000 & Above	RM 1000	90 days before departure	RM 400	RM 600	RM 1000

Important Notes:

- Once Return Ticket has been issued and customer request for cancellation. No refund will be entitle
- For Travel Fair, e.g MATTA:- Full Payment is required for Air Tickets
- Full refunds will only be allowed in the case of Death, Hospitalization & valid Medical Reasons supported by a Medical Report from a Private/Government Hospital (Medical Report from Clinics are not acceptable).

Cancellation & Cancellation Fees

- Cancellation of bookings by the Tour Member must be made in writing or email to IBC Tours Corporation (Malaysia) SDN BHD Customer Service Department to avoid any miscommunication.
- In the event the cancellation is done 60 days or more before the departure date, the deposit will be refunded less the stipulated administrative charges. (Please refer to the schedules above & below)
- In the event that the booking is cancelled, the charges as per schedule below shall be imposed.
- Less Than 60 Days before departure customer submitted for refund . No refund will be entertained

Cancellation Charges / Fees		
Period	Cancellation charges	Notes
45 days or more prior to departure	Refund of Deposit	Refer to Refund Value less administrative charges
40 – 59 days before departure	Forfeiture of deposit	-
30 – 39 days before departure	75% of tour fare	-
Less than 30 days before departure	100% of the tour fare	-

Once payment received customers consider agree to the Terms & Conditions.