

BOOKING INFORMATION - AUSTRALIA & NEW ZEALAND

RESERVATION / DEPOSIT/ FULL PAYMENT

Reservation should be made through MAS Golden Holiday Call Centre at 1-300-88-3000 or your travel agent at least 9 working days before departure date. Upon confirmation of tour, you will be advised on the deadline for full payment.

ACCOMPANYING CHILDREN & INFANTS

Child price is based on child aged 2 years and above but below 12 years sharing room with adults.

For infants below 2 years, 10% of the applicable airfare will be charged. Arrangements for baby cot and food will have to be made by passengers on arrival at the hotels.

MEALS: Daily breakfast is provided.

EXCLUSIONS FROM PACKAGE PRICE

Beverages, meals (unless specified in tour itinerary), portorage, laundry, room service, cable and telephone charges, tips, excess baggage charges, airport taxes and all other items of a personal nature not specified in the brochure. Also excludes health and travel insurance.

EXTENSION STAY

Extension of stay after the end of tour is permitted subject to the maximum ticket validity of 90 days.

Reservation for the return flight must be made at the time of effecting tour reservations.

CANCELLATION FEE / REFUND

In the event of cancellation of tour reservations after full payment, the following cancellation fee will apply:

- Above 08 working days before departure - 25% of tour price per person
- After full payment
- 05 - 08 working days before departure · 50% of tour price per person
- Less than 05 working days before departure · 75% of tour price per person
- No show · No refund

After commencement of travel, no refund, in part or in full, will be given for services included in the program, which have not been utilized.

Note:

A fee of RM25 per person will apply for any reissuance of documents.

A handling fee of RM200 per person will be charge for documents submitted for refund.

FREE BAGGAGE ALLOWANCE

- Economy Class - 20 kg
- Business Class - 30 kg
- First Class - 40 kg

HOTEL CHECK-OUT TIME

The hotel check-out time is from 10.00 to 12.00 noon. Late check-out may be granted at the hotel's discretion subject to availability of rooms. Any charges incurred will be at passenger's own expenses.

GROUND TOUR HANDLING

Malaysia Airlines endeavours to provide exclusive ground handling on all transportation and sightseeing services. However tour members may be placed on a seat-in-coach basis where necessary due to insufficient group size.

TOUR CANCELLATION

Malaysia Airlines reserves the right to change any tour prior to departure for any reason whatsoever including but not exclusively insufficient group size. Should this happen, the entire payment will be refunded without any obligation on the part of Malaysia Airlines.

CHANGE OF ITINERARY

Malaysia Airlines also reserves the right to change the itinerary with or without notice due to operational reasons.

IMPORTANT NOTICE

It is the tour members' responsibilities to ensure that they have valid passports (AT LEAST SIX (6) MONTHS from date of travel) and visas where necessary. If in doubt, please consult Malaysia Airlines Reservations at 1-300-88-3000 or Respective Embassy.

Tour members are also to ensure that their tickets and voucher are in order and safeguard at all times. Loss of voucher or missing coupons discovered on arrival will result in non-provision of services by ground handling agents and hotels.

Prices are accurate at time of printing and are subject to change without prior notice.

DISCLAIMER

Malaysia Airlines System Berhad and MAS Golden Holidays (hereinafter collectively called "the Company") acts only as agent for the hotels, airlines, bus companies, railway and ferry companies, or other services, and all coupons exchange orders, receipts, contracts and tickets issued by the Company are issued subject to any and all tariffs, terms and conditions under which any accommodation, transportation or any other services whatsoever are provided by such hotels, companies owners or contractors and by the acceptance of such coupons, exchange orders, receipts contracts and tickets, the tour member agrees to the foregoing and also agree that neither the Company nor any parent, subsidiary or affiliate company shall be or become liable or responsible for any loss, injury or damage to person, property or otherwise whether due to its or their negligence or otherwise in connection with any accommodation, transportation or other services resulting, directly or indirectly, from acts of God, adverse sea conditions, fire breakdown in machinery or equipment, acts of government or other authorities, de jure or de facto, wars whether declared or not, hostilities, civil disturbances, strikes, riots, thefts, pilferage, epidemic, quarantines, medical or custom regulations, delays or cancellations of or changes in itinerary or schedules, or from any causes beyond the Company's control, or for any loss or damage resulting from improper or insufficient passports, visas or other documents, and that neither the Company nor any parent, subsidiary or affiliate company shall be or become liable or responsible for any additional expenses or liability sustained or incurred by the tour member as a result of any of the



foregoing clauses. The Company reserves the right to alter, amend or cancel any of the arrangements contained in the itineraries. To the extent not in conflict with or contrary to any written Laws, the aforesaid provision shall apply and except as excluded by any laws in force in those countries the limitations relating to liability and the other provisions imposed or implied therein shall apply.

The sole and exclusive responsibility and liability of the Company shall be in accordance with and as limited by the contract of carriage in the passenger tickets, the applicable tariff and the provisions of the Warsaw Convention (1929), as amended by the Hague Protocol (1955) if applicable. The Company shall not be responsible or liable for any act, omission or occurrence during the time passengers are not on board the Company's aircraft. All tour services including but not limited to hotel accommodation, restaurants, guide services and transportation other than that aboard the Company's aircraft are furnished by contractors that are independent and that do not act for or on behalf of the Company, are not servants of the Company, and with whom the Company does not have any business relationship as joint venture or otherwise. The passage contract issued by those companies who provide tour services, when issued shall constitute the sole contract between the companies and the purchasers of these tours and / or package.

The Company reserves the right to change the package price without notice due to currency fluctuation or increase in airfare.

Conditions stated are valid at time of printing.

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For information and reservations, please contact MAS Call Centre at Tel: 1-300-88-3000 or 03-7843-3000. Alternatively kindly contact the nearest Malaysia Airlines' office or your favourite travel agent.

