

STANDARD TERMS AND CONDITIONS FOR INBOUND TOUR PACKAGES

- § All bookings must be made to Synergy Tours in writing.
- § Nevertheless, prices may fluctuate according to key suppliers' price policies given the extremely volatile situation of energy prices and currency exchanges.
- § All tours involving nature / forests / rivers / sea and animal spotting are subject to changes even at the last minute without prior notice.
- § All passengers requiring special attention, i.e. the elderly, disabled and other passengers with special needs, diet etc, are to be notified 21 days in advance, and are not recommended to purchase tours in SIC. Failure to inform Synergy Tours within the stipulated notice period may result in passengers being denied boarding onto the common bus.
- § All bookings for seat-in coach tours must be forwarded at least 30 days prior to commencement of the tour. Bookings forwarded after the above stated deadline are on request and can be confirmed at Synergy Tours' discretion.
- § All prices are in Malaysian Ringgits and American Dollars. Applicable exchange rates are solely determined by Synergy and may vary without notice.
- § All payments must be received no later than 14 days prior to passengers' arrival in Malaysia, unless credit facilities have been obtained from Synergy Tours.
- § All exchange rates and prices that may be indicated are a warranty of price continuity. Synergy Tours retains the right to amend them as required by internal and/or external factors by giving a 30-day notice.
- § Bookings in Malaysian Ringgits need to be paid in Malaysian Ringgits.
- § Bookings in US\$ need to be paid in US\$.
- § Bookings cancelled less than 7 working days before the date of commencement of the tour are subject to 100% cancellation fee unless indicated differently at the time of confirmation. Cancellations are not negotiable.
- § Cancellations for hotels in peak season are subject to the cancellation policy of the individual hotel/resort. This will be indicated at the time of confirmation.
- § Bookings with travel dates on 01 - 31 August and 20 December - 15 January cancelled less than 30 days before the date of commencement of the tour are subject to 100% cancellation fee.
- § No-shows are not eligible to any refund.

§ Any complaint relative to services rendered by Synergy Tours must be forwarded to our attention not later than 21 days after the completion of the tour. Complaints forwarded after this period and those not highlighted by the passengers before leaving Malaysia will not be entertained.

§ Synergy Tours shall not be liable for any damage, loss, illness, physical injuries or death, cancellations and curtailment that may occur during any of the tours.

§ It is recommended that all travellers be covered by a comprehensive travel insurance policy.

§ Synergy has public liability coverage by ACE Jerneh Insurance Ltd. Certificates are available upon request.

Wisma ACE Jerneh, 38 Jalan Sultan Ismail, 50250 Kuala Lumpur, Malaysia
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§ All of the above stated terms and conditions are valid unless a separate agreement has been signed between the client and Synergy Tours.