MANAZEL MASHAER
TRAVEL SERVICES SDN. BHD

GROUP TOUR
SEMPORNA PULAU MABUL (4D3N)

Bohey Dulang - Mantabuan - Sibuan - Mabul - Kapalai
(2 Nights Pulau Mabul & 1 Night Semporna)

PACKAGE INCLUDE FLIGHT & 2 NIGHTS PULAU MABUL

Package Inclusion	Package Exclusion
• Return Domestic Flight Ticket with 20kg Luggage • 1 Night Accommodation at Semporna Town • 2 Nights' Accommodation at Water Chalet Mabul Island • Meals as stated in itinerary • Transfer and tour as per itinerary • Boat transfer and snorkeling equipment • Permit and jetty fees • Escort English / Bahasa speaking guide • Services of tour leader to ensure smooth operation	• Personal expenses; mini bar, laundry, tel bills, etc. • Excess luggage • Lunch & Dinner on Day 1 • Breakfast on Day 2 • Extra meals and drinks • Optional tour • Porterage • Travel insurance • Tipping • Bohey Dulang Climbing Fee • Mountain Guide Climbing Fee • Other not stated in itinerary

Flight Details Malaysia Airlines A (MH)

DAY	FROM	TO	FLIGHT NO	ETD	ETA	DURATION
Day 1	K. Lumpur	Tawau	MH 2660	0715	1010	2H 40M
Day 4	Tawau	K. Lumpur	MH 2665	1825	2115	2H 40M

Flight Details Malaysia Airlines B (MH)

DAY	FROM	TO	FLIGHT NO	ETD	ETA	DURATION
Day 1	K. Lumpur	Tawau	MH 2664	1435	1730	2H 40M
Day 4	Tawau	K. Lumpur	MH 2665	1815	2105	2H 40M

*Flight details are subject to change

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DEPARTURE DATES

Package Price are Per Person in Ringgit Malaysia (RM)					
DEPARTURE DATE	ARRIVAL DATE	SEASON	FLIGHT	ADULT TWIN / TRIPLE	INFANT (>2 YEARS)
05 Feb 2026	08 Feb 2026	Weekend	MH A	RM 1,790	RM 300
26 Mar 2026	29 Mar 2026	School Holiday	MH A	RM 1,890	RM 300
02 Apr 2026	05 Apr 2026	Weekend	MH A	RM 1,790	RM 300
17 Apr 2026	20 Apr 2026	Weekend	MH B	RM 1,890	RM 300
24 Apr 2026	27 Apr 2026	Weekend	MH A	RM 1,890	RM 300
07 May 2026	10 May 2026	Weekend	MH A	RM 1,790	RM 300
14 May 2026	17 May 2026	Weekend	MH A	RM 1,790	RM 300
03 Jun 2026	06 Jun 2026	School Holiday	MH A	RM 1,890	RM 300
04 Jun 2026	07 Jun 2026	School Holiday	MH A	RM 1,890	RM 300
13 Jun 2026	16 Jun 2026	Weekend	MH A	RM 1,790	RM 300
26 Jun 2026	29 Jun 2026	Weekend	MH A	RM 1,790	RM 300
10 Jul 2026	13 Jul 2026	Weekend	MH A	RM 1,790	RM 300
24 Jul 2026	27 Jul 2026	Weekend	MH A	RM 1,790	RM 300
07 Aug 2026	10 Aug 2026	Weekend	MH A	RM 1,790	RM 300
20 Aug 2026	23 Aug 2026	Weekend	MH A	RM 1,790	RM 300
01 Sep 2026	04 Sep 2026	School Holiday	MH A	RM 1,890	RM 300
02 Sep 2026	05 Sep 2026	School Holiday	MH A	RM 1,890	RM 300
03 Sep 2026	06 Sep 2026	School Holiday	MH A	RM 1,890	RM 300
11 Sep 2026	14 Sep 2026	Weekend	MH A	RM 1,790	RM 300
24 Sep 2026	27 Sep 2026	Weekend	MH A	RM 1,790	RM 300
08 Oct 2026	11 Oct 2026	Weekend	MH A	RM 1,790	RM 300
22 Oct 2026	25 Oct 2026	Weekend	MH A	RM 1,790	RM 300
06 Nov 2026	09 Nov 2026	Weekend	MH A	RM 1,790	RM 300
12 Nov 2026	15 Nov 2026	Weekend	MH A	RM 1,790	RM 300
19 Nov 2026	22 Nov 2026	Weekend	MH A	RM 1,790	RM 300
26 Nov 2026	29 Nov 2026	Weekend	MH A	RM 1,790	RM 300
04 Dec 2026	07 Dec 2026	School Holiday	MH A	RM 1,890	RM 300
05 Dec 2026	08 Dec 2026	School Holiday	MH A	RM 1,890	RM 300
06 Dec 2026	09 Dec 2026	School Holiday	MH A	RM 1,890	RM 300
07 Dec 2026	10 Dec 2026	School Holiday	MH A	RM 1,890	RM 300
08 Dec 2026	11 Dec 2026	School Holiday	MH A	RM 1,890	RM 300
09 Dec 2026	12 Dec 2026	School Holiday	MH A	RM 1,890	RM 300
10 Dec 2026	13 Dec 2026	School Holiday	MH A	RM 1,890	RM 300
11 Dec 2026	14 Dec 2026	School Holiday	MH A	RM 1,890	RM 300

*Notes : Single Surcharge : Additional RM 500 | Child With Bed : Same Price As Adult | Child No Bed : Less RM 200

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TRAVEL ITINERARY

DAY 01: KLIA - TAWAU - SEMPORNA

Meal on Board

- Assemble at Kuala Lumpur International Airport
- Take flight to Tawau
- After landing, meet and greet with our driver
- Transfer to Semporna Town
- Lunch at own expenses
- Free and easy

Optional Tour (Subject to Flight Time):
- Seawalking (RM 200/Pax)
- Bukit Tanjung Parapat (RM 200/Van)

- Dinner at own expenses
- Overnight in Semporna

DAY 02: SEMPORNA - BOHEY DULANG - MANTABUAN - SIBUAN - MABUL ISLAND

Lunch, Dinner

- Breakfast (Own Expenses)
- Check out and transfer to jetty
- Proceed to **Bohey Dulang Island** (Additional Fee for Hiking Permit)
- Swimming & snorkelling at **Mantabuan** and **Sibuan Island** with lunch packed
- Transfer to **Mabul Island**
- Enjoy Seafood dinner (Included from Manazel)
- Overnight in **Water Chalet Mabul Island**

DAY 03: MABUL ISLAND - KAPALAI ISLAND

Breakfast, Lunch, Dinner

- Breakfast at resort
- Snorkeling trip at **Kapalai** and **Mabul Island**

Optional Tour:
- Discover Scuba Diving Include Photo (RM 300/Pax) - Without License
- Mabul Water Bunglow (RM 50/Pax)

- Free and easy at **Mabul Village** or **Transparent Kayak** (rental)
- Enjoy the sunset view at Pulau Mabul
- Overnight in Water **Chalet Mabul Island**

DAY 04: SEMPORNA - TAWAU - KLIA

Breakfast, Meal on Board

- Breakfast at resort
- Check out and transfer to Semporna Jetty
- Proceed to Tawau City and shopping souvenir at **Tawau Tanjung Market (UTC)**
- Photo stop at **Tawau Waterfront**
- Transfer to Tawau Airport
- Take flight to Kuala Lumpur

Note: Package itinerary schedule is subject to change.

Tour Highlights

Pulau Bohey Dulang

Pulau Mantabuan

Pulau Sibuan

Pulau Mabul

Pulau Kapalai

Tawau Waterfront

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TRAVEL DETAILS

HOTEL

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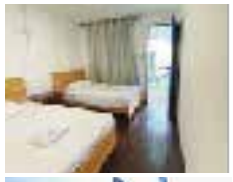
SEMPORNA SEAVIEW HOTEL 1 MALAM

(Semporna)

** Illustration purpose only, actual may be different*

HOTEL



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AMINA HOLIDAY RESORT 2 MALAM

(Mabul Island)

** Illustration purpose only, actual may be different*

Hotel is subject to change to similar category

Optional Tour (Per Person)	Price
Hiking at Bohey Dulang	RM 50 / PAX
Seawalking	RM 200 / PAX
Bukit Tanjung Parapat	RM 200 / VAN
Discover Scuba Diving Include Photo	RM 300 / PAX
Mabul Water Bunglow	RM 50 / PAX

TERMS & CONDITIONS

1) DEPOSIT & FULL PAYMENT

Upon booking of seat	: Deposit **RM 400.00** per person per booking
90 days before group departure	: 50% of the total payment
45 days before group departure	: Balance of the outstanding payment

If full payment is not received within the stipulated days before departure, **Manazel Al Mashaer Travel Services Sdn Bhd** at its sole discretion reserves the right to forfeit the deposit and cancel the booking.

If the reservation made between **60 days** before the departure date or less, full payment must be made within three (3) working days.

2) MODE OF PAYMENT

i. Cash or via MEPS
ii. Cheque
iii. Bank Transfer
iv. Credit Card (Visa / Master) by Terminal + 2.5% Charge

3) BANK PARTICULAR

All payment to be paid to **Manazel Al Mashaer Travel Services Sdn Bhd**

Public Bank	: 3239 9312 01 (Tour)
Maybank	: 5640 7061 5954 (Tour)
Maybank	: 5640 7061 1605 (Umrah & Palestine)

4) CANCELATION BY CUSTOMER

i. Customer are not allowed to cancel the booking without any valid reason.
ii. Any change of departure date, or Package is considered a cancellation and fee will apply.
iii. Cancellation of bookings by the Tour Member must be made in writing or email to **Manazel Al Mashaer Travel Services Sdn Bhd** Customer Service Department to avoid any miscommunication.
iv. 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
v. Tour packages cancelled **less than 59 days** before group departure date, cancellation fee will be imposed as follow:

- Special promotion package eg. MATTA (Non-refundable of deposit)
- 60 days or more from the departure date (administrative charges **50%** from the total deposit amount will be applied)
- 45 – 59 days before the departure date (charge of **RM 350** per person or **15%** of the package price, whichever is higher, will be applied)
- 36 – 44 days before the departure date (35% of the total package price)
- 21 – 35 days before the departure date (50% of the total package price)
- 15 – 20 days before the departure date (75% of the total package price)
- Less than 15 days from the departure date (100% of the total package price)

vi. Customer will be notified of the amount of the cancellation fee payable as soon as possible following the cancellation of the reservation. Should the deposit be insufficient to meet the cancellation fee, you must settle the shortfall within 3 days of such notification.
vii. Customers are subject to the cancellation terms set forth by **Manazel Al Mashaer Travel Services Sdn Bhd**

5) CANCELATION OUTSIDE COMPANY CONTROL

i. **Manazel Al Mashaer Travel Services Sdn Bhd** reserves the right to cancel the package due to any unforeseen circumstance(s), or force majeure event such as pandemics, natural disasters, war, strikes, riots and/or order from the government of Malaysia or the government of any country to be visited.

ii. **Manazel Al Mashaer Travel Services Sdn Bhd** will recommend an alternative to the applicable Package Tour or part thereof, to either the same or another destination.

iii. If customer does not accept the alternative offer given, all money paid will be returned after deducting the following charges:

- A charge of **RM 350** or **15%** per person from the package price (whichever is higher) and includes;
- Any penalty charges imposed by the airline or;
- Any payment that has been paid by **Manazel Al Mashaer Travel Services Sdn Bhd** to any supplier or third party

iv. Customer are subject to the cancellation term by **Manazel Al Mashaer Travel Services Sdn Bhd**

6) CANCELATION BY COMPANY

i. **Manazel Al Mashaer Travel Services Sdn Bhd** reserves the right to cancel the package if the number of participants is less than **14 paying passengers**.

ii. These packages are under **Series Group Departures,** if the group are below of our minimum **14 paying passengers**, we will be informing our customers as our Company SOP 1 Month Before Departure. The customer might choose the optional as per below:

a) Postponed travelling
b) Refund full amount paid
c) Change or postponed to other destination

iii. As for group packages, in the event of a cancellation by the company due to insufficient passengers or inability to secure seats or accommodation, the company will refund the amount of money paid and also pay compensation as follows:

- Full refund and a compensation of **RM 50.00** per person (within 8-14 days before departure date)
- Full refund and a compensation of **RM 75.00** per person (within 1-7 days before departure date)
- Full refund and a compensation of **RM 100.00** per person (on the departure date)

7) REFUND POLICY

i. Once Return Ticket has been issued and customer request for cancellation. No refund will be entitled.

ii. Refunds will only be allowed in the case of Death (No refund will be made If the flight ticket has already been issued), Hospitalization & valid Medical Reasons supported by a Medical Report from Private/Government Hospital (Medical Report from Clinics are not acceptable), **subject to approval**.

iii. No refund if any of the item in the package is not utilize fully or partially when tour has departed.

Refunds will be made by way of cheque or bank transfer and will generally be processed within 60 working days from the date of cancellation. The refund process may take longer during peak seasons, due to the increase in transaction volume.

8) TRAVEL ESSENTIAL

All travelers are strongly encouraged to obtain a comprehensive travel insurance policy to protect against unforeseen circumstances, such as baggage loss, flight delays, travel agent insolvency, medical emergencies and etc. We shall not be responsible, under any circumstances, for any such matters.

9) IMAGE AND VIDEO USAGE AND RIGHTS

During tours, **Manazel Al Mashaer Travel Services Sdn Bhd** members have right to take multiple photos, individual or group and/or produce video recordings, hereafter referred to as 'marketing materials" for the purpose of the following but not limited to:

a) Website marketing
b) Booklets or flyers
c) Social Media campaigns including Facebook and Instagram
d) Electronic Media such as Television Media

Tour members hereby agree and give permission to **Manazel Al Mashaer Travel Services Sdn Bhd** to use their image and video recordings as 'marketing materials"

10) IMPORTANT NOTE

i. The above rates quoted are subject to change without prior notice.
ii. **Manazel Al Mashaer Travel Services Sdn Bhd** and its agent reserve the right to change or alter the program and revise fares without prior notice due to unforeseen circumstances.
iii. All flights and hotels are provisional and will be subjected to change until final confirmation.
iv. Not all hotels have rooms for 3 people. Therefore, extra bed or mattress only (subject to hotel) will be added only on twin sharing rooms.
v. Passport must be valid for more than 6 months from the date of travel.
vi. Flight seats and room arrangement for hotel are auto assigned.
vii. **Tour Leader** will be sent for this group if more that 15 pax.
viii. It is the responsibility of the tour members to ensure that their names are cleared from blacklisted by any regulatory bodies in Malaysia or destination that may prohibit overseas travel or arrival.
ix. **Manazel Al Mashaer Travel Services Sdn Bhd** will not be held responsible or liable in the event any tour member is denied to travel by the Malaysian Immigration. Tour fares will not be refunded.
x. All meals mentioned in our program are suitable for Muslim, Except for breakfast which normally will be served based on standard international buffet menu by hotel.
xi. **Manazel Al Mashaer Travel Services Sdn Bhd** term & conditions will apply.

11) COMPANY DETAILS

Manazel Al Mashaer Travel Services Sdn Bhd (1198200-D)

MOTAC : KPL 8779
Address : 55-2, KL Traders Square (Plaza KLTS), Blok C, Jalan Gombak, Setapak, 53000 Kuala Lumpur
Phone : +603-7890 5994 (Hotline) | +603-4041 4494 (Office)
Email : Info@manazel.com.my
Website : www.manazel.com.my

Once payment received customers consider agree to the Terms & Conditions.
Any payment that has been made for a reservation will not be refunded and cannot be transferred if unused or canceled due to non-compliance with the terms and conditions (including deposit payment, full payment, name list, etc.)
Failure to comply with any of the terms and conditions will result in immediate cancellation of the booking.