MANAZEL MASHAER
TRAVEL SERVICES SDN. BHD

GROUP TOUR
KOTA KINABALU KUNDASANG (4D3N)

Desa Dairy Farm - Rabbit Farm - Bombon Marakau Fish Spa - Kinabalu Park - Pekan Nabalu - Pasar Kundasang - Pasar Filipina

PACKAGE INCLUDE FLIGHT & 1 NIGHT KUNDASANG

Package Price are Per Person in Ringgit Malaysia (RM)

DEPARTURE DATE	ARRIVAL DATE	SEASON	FLIGHT	ADULT TWIN / TRIPLE	INFANT (<2 YEARS)
06 Nov 2026	09 Nov 2026	Weekend	MH A	RM 1,490	RM 200
26 Nov 2026	29 Nov 2026	Weekend	MH A	RM 1,390	RM 200
04 Dec 2026	07 Dec 2026	School Holiday	Firefly	RM 1,490	RM 200
05 Dec 2026	08 Dec 2026	School Holiday	Firefly	RM 1,490	RM 200
06 Dec 2026	09 Dec 2026	School Holiday	Firefly	RM 1,490	RM 200
08 Dec 2026	11 Dec 2026	School Holiday	Firefly	RM 1,490	RM 200
09 Dec 2026	12 Dec 2026	School Holiday	Firefly	RM 1,490	RM 200
11 Dec 2026	14 Dec 2026	School Holiday	Firefly	RM 1,490	RM 200
12 Dec 2026	15 Dec 2026	School Holiday	Firefly	RM 1,490	RM 200
13 Dec 2026	16 Dec 2026	School Holiday	Firefly	RM 1,490	RM 200
14 Dec 2026	17 Dec 2026	School Holiday	Firefly	RM 1,490	RM 200
15 Dec 2026	18 Dec 2026	School Holiday	Firefly	RM 1,490	RM 200
16 Dec 2026	19 Dec 2026	School Holiday	Firefly	RM 1,490	RM 200
17 Dec 2026	20 Dec 2026	School Holiday	Firefly	RM 1,490	RM 200
18 Dec 2026	21 Dec 2026	School Holiday	Firefly	RM 1,490	RM 200
19 Dec 2026	22 Dec 2026	School Holiday	Firefly	RM 1,490	RM 200
23 Dec 2026	26 Dec 2026	School Holiday	Firefly	RM 1,490	RM 200
24 Dec 2026	27 Dec 2026	School Holiday	Firefly	RM 1,490	RM 200
25 Dec 2026	28 Dec 2026	School Holiday	Firefly	RM 1,490	RM 200
26 Dec 2026	29 Dec 2026	School Holiday	Firefly	RM 1,490	RM 200
2027					
07 Jan 2027	10 Jan 2027	Weekend	MH A	RM 1,490	RM 200
14 Jan 2027	17 Jan 2027	Weekend	MH A	RM 1,490	RM 200
21 Jan 2027	24 Jan 2027	Weekend	Firefly	RM 1,490	RM 200
28 Jan 2027	31 Jan 2027	Weekend	MH A	RM 1,490	RM 200
04 Feb 2027	07 Feb 2027	Weekend	Firefly	RM 1,490	RM 200
11 Mar 2027	14 Mar 2027	School Holiday	Firefly	RM 1,490	RM 200
18 Mar 2027	21 Mar 2027	Weekend	Firefly	RM 1,490	RM 200

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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)
25 Mar 2027	28 Mar 2027	Weekend	MH A	RM 1,490	RM 200
01 Apr 2027	04 Apr 2027	Weekend	MH A	RM 1,490	RM 200
15 Apr 2027	18 Apr 2027	Weekend	MH A	RM 1,490	RM 200
29 Apr 2027	02 May 2027	Weekend	Firefly	RM 1,490	RM 200
06 May 2027	09 May 2027	Weekend	MH A	RM 1,490	RM 200
22 May 2027	25 May 2027	School Holiday	Firefly	RM 1,490	RM 200
23 May 2027	26 May 2027	School Holiday	Firefly	RM 1,490	RM 200
24 May 2027	27 May 2027	School Holiday	Firefly	RM 1,490	RM 200
25 May 2027	28 May 2027	School Holiday	Firefly	RM 1,490	RM 200
26 May 2027	29 May 2027	School Holiday	Firefly	RM 1,490	RM 200
28 May 2027	31 May 2027	School Holiday	Firefly	RM 1,490	RM 200
29 May 2027	01 Jun 2027	School Holiday	Firefly	RM 1,490	RM 200
30 May 2027	02 Jun 2027	School Holiday	Firefly	RM 1,490	RM 200
31 May 2027	03 Jun 2027	School Holiday	Firefly	RM 1,490	RM 200
01 Jun 2027	04 Jun 2027	School Holiday	Firefly	RM 1,490	RM 200
10 Jun 2027	13 Jun 2027	Weekend	MH A	RM 1,490	RM 200
17 Jun 2027	20 Jun 2027	Weekend	MH A	RM 1,490	RM 200
24 Jun 2027	27 Jun 2027	Weekend	MH A	RM 1,490	RM 200
01 Jul 2027	04 Jul 2027	Weekend	MH A	RM 1,490	RM 200
08 Jul 2027	11 Jul 2027	Weekend	MH A	RM 1,490	RM 200
15 Jul 2027	18 Jul 2027	Weekend	MH A	RM 1,490	RM 200
22 Jul 2027	25 Jul 2027	Weekend	MH A	RM 1,490	RM 200
31 Jul 2027	03 Aug 2027	Weekend	MH A	RM 1,490	RM 200
05 Aug 2027	08 Aug 2027	Weekend	MH A	RM 1,490	RM 200
19 Aug 2027	22 Aug 2027	Weekend	MH A	RM 1,490	RM 200
28 Aug 2027	31 Aug 2027	Weekend	Firefly	RM 1,590	RM 200
29 Aug 2027	01 Sep 2027	Weekend	Firefly	RM 1,590	RM 200
30 Aug 2027	02 Sep 2027	Weekend	Firefly	RM 1,490	RM 200
31 Aug 2027	03 Sep 2027	Weekend	Firefly	RM 1,490	RM 200
01 Sep 2027	04 Sep 2027	Weekend	Firefly	RM 1,490	RM 200
02 Sep 2027	05 Sep 2027	Weekend	Firefly	RM 1,490	RM 200
09 Sep 2027	12 Sep 2027	Weekend	MH A	RM 1,490	RM 200
23 Sep 2027	26 Sep 2027	Weekend	MH A	RM 1,490	RM 200
30 Sep 2027	03 Oct 2027	Weekend	MH A	RM 1,490	RM 200
07 Oct 2027	10 Oct 2027	Weekend	MH A	RM 1,490	RM 200

*Notes : Single Surcharge : Additional RM 300 | Child With Bed : Same Price As Adult | Child No Bed : Less RM 300

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ITINERARY

DAY 01 KLIA - KOTA KINABALU - KUNDASANG

Meal on Board

- Assemble at Kuala Lumpur International Airport
- Take flight to Kota Kinabalu
- After landing, meet and greet with your guide
- Lunch at own expenses
- Visit **Upside Down House Sabah** and **Tamparuli Suspension Bridge**
- Free Time for shopping at **Pekan Nabalu** and **Pasar Tani Kundasang** (Fruits & Vegetables)
- Overnight in Kundasang

DAY 02 KUNDASANG - KOTA KINABALU

Breakfast

- Breakfast at hotel & check out
- Visit **DESA Dairy Farm**
- Proceed to visit **Bombon Marakau Fish Spa, Rabbit Farm,** and **Kinabalu Park** (Photo Stop)
- Lunch at own expenses
- Depart to Kota Kinabalu
- Enjoy sunset view at **Tanjung Aru Beach**
- Proceed to **Todak Waterfront** for Seafood Dinner (own expenses)
- Overnight in Kota Kinabalu

DAY 03 KUNDASANG - KOTA KINABALU

Breakfast

- Breakfast at hotel
- Free and easy
- Sabah City Tour

Optional Tour :

- Island Hopping (2 Island) with Snorkeling Equipment & Lunch Box (RM 110/Pax)
- Borneo Culture Village + Lunch (RM 180/Pax)
- Sunset Dinner Cruise (RM 200/Pax)

- Shopping at **Jamilah Jewelleries** and **Philippines Market**
- Overnight in Kota Kinabalu

DAY 04 KOTA KINABALU - KLIA

Breakfast

- Breakfast at hotel & check out
- Visit **Rumah Kampung Warisan**
- Photo stop at **Menara Tun Mustapha, Masjid Bandaraya Kota Kinabalu** and **State Government Building**
- Shopping at **Chocolate Factory, Kek Lapis & Frozen Seafood**
- Lunch at own expenses
- Transfer to Kota Kinabalu Airport
- Take flight to Kuala Lumpur

Note: Package itinerary schedule is subject to change.

Flight Details Malaysia Airlines A (MH)

DAY	FROM	TO	FLIGHT NO	ETD	ETA	DURATION
Day 1	K. Lumpur	K. Kinabalu	MH 2612	0805	1045	2H 40M
Day 4	K. Kinabalu	K. Lumpur	MH 2607	1605	1845	2H 40M

Flight Details Firefly (FY)

DAY	FROM	TO	FLIGHT NO	ETD	ETA	DURATION
Day 1	K. Lumpur	K. Kinabalu	FY 2530	0650	0930	2H 40M
Day 4	K. Kinabalu	K. Lumpur	FY 2533	2220	0100+1	2H 40M

*Flight details are subject to change

TRAVEL DETAILS

Package Inclusion	Package Exclusion
• Return Domestic Flight Ticket with 20Kg Luggage • 3 Nights' Accommodation on twin / triple sharing with breakfast • Airport transfer, entrance fee and tour as per itinerary • Driver cum guide • Transportation by Van Day 1 - Day 4 (Maximum 9 Pax per Van) • Drinking water 1 bottle per day • Travel Insurance Berjaya Sompo (Pay & Claim) * Coverage Applicable for Ages 64 and Below	• Personal expenses; mini bar, laundry, tel bills, etc. • Excess luggage • Meals and drinks (Lunch & Dinner) • Optional tour • Porterage • Other not stated in itinerary • Fuel Surcharge (Additional RM30/pax) • Travel Insurance * For Ages 65 and Above

HOTEL





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KINABALU PINE RESORT

(Kundasang) **1 MALAM**

** Illustration purpose only, actual may be different*

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CELYN KUNDASANG RESORT **1 MALAM**

(Kundasang)

** Illustration purpose only, actual may be different*

HOTEL





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MING GARDEN HOTEL & RESIDENCE **2 MALAM**

(Kota Kinabalu)

** Illustration purpose only, actual may be different*

Hotel is subject to change to similar category

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TRAVEL DETAILS

Tour Highlights


Upside Down House


Tamparuli Suspension Bridge


Desa Dairy Farm


Jamilah Jewelleries


Rabbit Farm


Bombon Marakau Fish Spa

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
60 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. **No Tour Leader** will be sent for this group.
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.