



MANAZEL MASHAER
TRAVEL SERVICES SDN. BHD

6H4M

FULLBOARD



Emirates AirArabia

DUBAI

ABU DHABI

HARGA **ALL-IN** DARI

RM 4,390

Tour Highlights:

Sharjah – Dubai – Abu Dhabi

TOUR CODE : AESHJ06

HOTLINE 03-7890 5994 | www.manazel.com.my

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FLIGHT DETAILS AIR ARABIA (G9)

DAY	FROM	TO	FLIGHT NO.	ETD	ETA	DURATION
Day 1	KUL	SHJ	G9 801	1000	1310	6H 45M
Day 5	SHJ	KUL	G9 800	2140	0905+1	6H 55M

*Flight details is subject to change

FLIGHT DETAILS EMIRATES (EK)

DAY	FROM	TO	FLIGHT NO.	ETD	ETA	DURATION
Day 1	KUL	DXB	EK 345	1015	1310	7H 7M
Day 5	DXB	KUL	EK 344	2115	0840+1	6H 45M

*Flight details is subject to change

PACKAGE INCLUSION

- Return International Economy Flight Ticket With 30kg Luggage
- 4 Nights' Accommodation with Twin/Triple Sharing
- Meals As Stated in The Itinerary (Breakfast, Lunch & Dinner)
- Entrance Fee and Tour as Per Itinerary
- Tipping For Guide and Driver
- Tourism Tax & Vat 5%
- Air-Conditioned / Heated Bus
- 1 Bottle of Drinking Water Daily
- Services Of Tour Leader to Ensure Smooth Operation

PACKAGE EXCLUSION

- Personal Expenses; Mini Bar, Laundry, Tel Bills, Etc.
- Extra Meals and Drinks
- Optional Tour
- Porterage
- Travel Insurance
- Other Not Stated in The Itinerary
- Visa For Non - Malaysian

CATEGORY	CITY	HOTEL	NIGHTS
3 Stars	Dubai	eStay Hotel Dubai	4 Nights

*Hotel is subject to change to similar category

TIME DIFFERENT

Malaysia GMT +8
UAE GMT +4

SEASON

Winter : Dec - Feb	Spring : Mar - May
Summer : Jun - Aug	Autumn : Sep - Nov

CURRENCY

United Stated Dollar (USD) 1 = MYR 4.5*
Emirati Dirham (AED) 1 = MYR 1.20*

DAY 00: ASSEMBLE KLIA

- Assemble at Kuala Lumpur International Airport

DAY 01: KLIA – SHARJAH – DUBAI (MOB/D)

- Take a flight to Sharjah
- Arrival at Sharjah International Airport / Dubai International Airport
- Visit **Dubai Mall** and photo stop at **Burj Khalifa**
- Enjoy **Musical Fountain Show**
- Overnight in Dubai

DAY 02: DUBAI – DESERT SAFARI (B/L/D)

- Breakfast at Hotel
- Enjoy **Abra Water Taxi Ride**
- Free time at **Gold Souk, Spice Souk, Bastakiya Area and Leather Shop**
- On evening, experience **Desert Safari** with Land Cruiser for **Dunes Bashing**
- Dinner at **Desert Safari Camp** (Sharing Camp)
- Overnight in Dubai

DAY 03: DUBAI – ABU DHABI – DUBAI (B/L)

- Breakfast at Hotel
- Proceed to Abu Dhabi
- Visit **Grand Mosque**
- Photo stop at **Emirates Palace, Abu Dhabi Corniche and Etihad Tower**
- Pass by **Presidential Palace**
- Shopping at **Dates Market**
- Photo stop at **Ferrari World**

- Free time at **YAS Mall** – (May – Sep Only) (Dinner Own Expenses)
- Free time at **Global Village** (World's largest Tourism Destination) – (Oct – Apr Only) (Dinner Own Expenses)
- Overnight in Dubai

DAY 04: DUBAI – DINNER CRUISE (B/L/D)

- Breakfast at Hotel
- Visit **Dubai Miracle Garden** (Oct – Apr Only)
- Photo stop at **Jumeirah Mosque, Burj Al Arab, Dubai Marina, Jumeirah Beach and Atlantis the Palm**
- Free time at **Mall of the Emirates**
- **Dhow Cruise** with dinner in Marina Dubai
- Overnight in Dubai

DAY 05: DUBAI – SHARJAH DEPARTURE (B/L/MOB)

- Breakfast at Hotel & Check Out
- Photo stop at **Dubai Frame & Future Museum**
- Photo stop at **Ain Dubai** (World's Highest Observation Wheel in Dubai) & **BlueWater Island**
- Transfer to Sharjah International Airport / Dubai International Airport
- Take flight to Kuala Lumpur

DAY 06: ARRIVAL KUALA LUMPUR

- Arrival at Kuala Lumpur International Airport

Note: Package itinerary schedule is subject to change.

(MOB – Meals on Board / B – Breakfast / L – Lunch / D – Dinner)

TERMS & CONDITIONS

1) DEPOSIT & FULL PAYMENT

Upon booking of seat	: Deposit RM 600.00 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 **45 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) CANCELLATION 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 45 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) CANCELLATION 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 **20 paying passengers**.
- ii. These packages are under **Series Group Departures**, if the group are below of our minimum **20 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 15 to 30 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** only will be sent if the group is more than **20 minimum passengers**.
- 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.**