MANAZEL MASHAER
TRAVEL SERVICES SDN. BHD

GROUP TOUR
WEST EUROPE 6 COUNTRIES (12D9N)

United Kingdom - France - Belgium - Netherland - Germany - Switzerland

PACKAGE INCLUDE FLIGHT & TIPPING

Package Price are Per Person in Ringgit Malaysia (RM)

DEPARTURE DATE	ARRIVAL DATE	SEASON	FLIGHT	ADULT TWIN / TRIPLE	INFANT (<2 YEARS)
10 Dec 2026	21 Dec 2026	Winter	Oman Air	RM 10,990	RM 2,500
22 Jan 2027	02 Feb 2027	Winter	EK / QR	RM 10,690	RM 2500
13 Mar 2027	24 Mar 2027	Spring	EK / QR	RM 10,690	RM 2500
23 Mar 2027	03 Apr 2027	Spring	EK / QR	RM 10,990	RM 2500
17 Apr 2027	28 Apr 2027	Spring	EK / QR	RM 10,990	RM 2500
01 May 2027	12 May 2027	Spring	EK / QR	RM 10,990	RM 2500
22 May 2027	02 Jun 2027	Spring	EK / QR	RM 10,990	RM 2500
25 May 2027	05 Jun 2027	Spring	EK / QR	RM 10,990	RM 2500
04 Jun 2027	15 Jun 2027	Summer	EK / QR	RM 10,990	RM 2500
21 Jul 2027	01 Aug 2027	Summer	EK / QR	RM 10,990	RM 2500
13 Aug 2027	24 Aug 2027	Summer	EK / QR	RM 10,990	RM 2500
28 Aug 2027	08 Sep 2027	Summer	EK / QR	RM 10,990	RM 2500
15 Sep 2027	26 Sep 2027	Autumn	EK / QR	RM 10,990	RM 2500
06 oct 2027	17 Oct 2027	Autumn	EK / QR	RM 10,990	RM 2500
20 Oct 2027	31 Oct 2027	Autumn	EK / QR	RM 10,990	RM 2500
03 Nov 2027	14 Nov 2027	Autumn	EK / QR	RM 10,690	RM 2500
18 Nov 2027	29 Nov 2027	Autumn	EK / QR	RM 10,690	RM 2500
04 Dec 2027	15 Dec 2027	Winter	EK / QR	RM 11,190	RM 2500
10 Dec 2027	21 Dec 2027	Winter	EK / QR	RM 11,190	RM 2500
16 Dec 2027	27 Dec 2027	Winter	EK / QR	RM 11,190	RM 2500

*Notes : Single Surcharge : Additional RM 2200 | Child With Bed : Less RM 1100

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ITINERARY

DAY 01 DEPARTURE KLIA

Meal on Board

- Assemble at Kuala Lumpur International Airport
- Take flight to London Heathrow Airport

DAY 02 ARRIVAL LONDON

Meal on Board, Dinner

- Arrival at London Heathrow Airport
- Meet and greet with our local driver
- Proceed to **Bicester Village / London Designer Outlet Wembley** (Subject to Flight Time)
- Free time for shopping at **Outlet**
- Photo stop at **Chelsea Stadium**
- Overnight in London

DAY 03 LONDON

Breakfast, Dinner

- Breakfast at hotel
- Depart to Central London
- Photo Stop at **Westminster Abbey, Big Ben and London Eye**
- Visit **Buckingham Palace**
- Photo Stop at **Tower Bridge**
- Panoramic Tour **Parliament House, St Paul's Cathedral and Trafalgar Square**
- Prayer at **London Central Mosque**
- Free Time for Shopping at **Oxford Street**
- Overnight in London

DAY 04 LONDON – DOVER - CALAIS - PARIS

Breakfast, Dinner

- Breakfast at hotel & check out
- Proceed to Dover
- **Ferry Ride** from Dover to Calais
- Proceed to Cergy
- Overnight in Cergy

DAY 05 PARIS - LA VALLEE VILLAGE

Breakfast, Dinner

- Breakfast at hotel
- Depart to Central Paris
- Photo Stop at **PSG Stadium**, **Arc De Triomphe** and **Eiffel Tower**
- Orientation tour to **Champs Elysees, Palais Garnier, Place de Concorde,** and **Notre-Dame Cathedral**
- View **Les Invalides** and **Louvre Museum** (no entrance)
- Drive along **Seine River Banks**
- Free time shopping at **La Vallée Village** and
- Photo stop at **Disneyland Paris**
- Overnight in Paris

DAY 06 PARIS - BRUSSELS - AMSTERDAM

Breakfast, Dinner

- Breakfast at hotel & check out
- Depart to **Brussel**
- Visit **Manneken Pis, Old Town & Royal Palace Area**
- Visit **Belgian Chocolate Shop**
- Photo Stop at **Atomium**
- Overnight in Noordwijkerhout

DAY 07 ZAANSE SCHANS - VOLENDAM - AMSTERDAM

Breakfast, Dinner

- Breakfast at hotel
- Proceed to **Zaanse Schans Village**
- Visit **Cheese and Clog Factory**
- Photo Stop at **Windmills Village**
- Proceed to **Volendam** (Traditional Fisherman Village)(Except Month of April)
- Visit **Famous Keukenhof Garden** (April Only) – Exclude Entrance Fee
- Proceed to Amsterdam
- Prayer at **Fatih Mosque Amsterdam**
- Visit **Rijksmuseum Area &Jewish Quarter**
- Walking Tour around **Dam Square & Royal Palace**
- Photo Stop at **National Monument & Central Station**
  (Optional Canal Cruise EUR 20-25 Per Person)
- Overnight in Noordwijkerhout

DAY 08 AMSTERDAM - COLOGNE - FRANKFURT

Breakfast, Dinner

- Breakfast at hotel & check out
- Proceed to Frankfurt
- Visit **Romerberg Square, Frankfurt Old Town, Frankfurt Cathedral and Old Opera House**
- Overnight in Frankfurt

ITINERARY

DAY 09 FRANKFURT – TITISEE – RHINE FALLS – ZURICH

Breakfast, Dinner

- Breakfast at hotel & check out
- Proceed to Titisee
- Visit **Lake Titisee and Cuckoo Clock Factory**
- Continue to **Rhine Falls** (the strongest falls in the Europe) (Optional Rhine Falls Boat Ride CHF 20-25 Per Person)
- Overnight in Zurich

DAY 10 ZURICH – ENGELBERG – LUCERNE – ZURICH

Breakfast, Dinner

- Breakfast at hotel
- Depart to Engelberg
- Optional tour to **Mount Titlis** (Exclude Cable Car Ride CHF 100-110 Per Person)
- Transfer to **Lucerne**
- Photo Stop at **Lake Lucerne, Wooden Chapel Bridge** and **The Lion Monument**
- Free time for shopping at **Casa Grande**
- Free Time at **Lucerne Old Town and Lucerne Lake**
- Overnight in Zurich

DAY 11 DEPARTURE ZURICH

Breakfast, Meal On Board

- Breakfast at hotel & check out
- Transfer to airport
- Take flight to Kuala Lumpur

DAY 12 ARRIVAL KUALA LUMPUR

Meal On Board

- Arrival at Kuala Lumpur International Airport

Note: Package itinerary schedule is subject to change.

Package Inclusion	Package Exclusion
• Return International Economy Flight Ticket With 25/30kg Luggage • 9 Nights' Accommodation with Twin/Triple Sharing • City Tax • Meals As Stated in Itinerary (Breakfast & Dinner) • Entrance Fee and Tour as Per Itinerary • Tour as Per Itinerary • Air Conditioned / Heated Bus • Complimentary Premium Bag Pack Manazel • Services Of Professional Tour Leader to Ensure Smooth Operation • 1 Bottle Drinking Water Daily • Tipping for Guide and Driver • UK-ETA (Subject to approval)	• Personal Expenses; Mini Bar, Laundry, Tel Bills, Etc. • Extra Meals and Drinks (Lunch) • Optional Tour • Porterage • Travel Insurance • Other Not Stated in Itinerary • Visa for non-Malaysian

Category	City	Hotel	Night
4 Stars	Kingston	Crowne Plaza London - Kingston, an IHG Hotel	2 Nights
3 Stars	Paris	Ibis Cergy-Pontoise Le Port	2 Nights
4 Stars	Noordwijkerhout	NH Noordwijk Conference Centre Leeuwenhorst	2 Nights
3 Stars	Frankfurt	Zleep Hotel Frankfurt Airport Kelsterbach	1 Night
3 Stars	Zurich	B&B Hotel Zurich East Wallisellen	2 Nights

Hotel is subject to change to similar category

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TRAVEL DETAILS

Flight Details Emirates (EK)

DAY	FROM	TO	FLIGHT NO	ETD	ETA	DURATION
Day 1	K. Lumpur	Dubai	EK 343	0200	0505	7H 20M
Day 1	Dubai	London	EK 29	0940	1425	8H 10M
Day 10	Zurich	Dubai	EK 88	1525	2345	6H 10M
Day 11	Dubai	K. Lumpur	EK 346	0310	1425	7H 5M

Flight Details Qatar Airways (QR)

DAY	FROM	TO	FLIGHT NO	ETD	ETA	DURATION
Day 1	K. Lumpur	Doha	QR 4990	2100	2330	7H 30M
Day 2	Doha	London	QR 1	0110	0625	7H 15M
Day 11	Zurich	Doha	QR 94	0940	1625	5H 45M
Day 11	Doha	K. Lumpur	QR 844	1915	0750+1	7H 35M

*Flight details are subject to change

Season

Spring **Mar - May**

Summer **Jun - Aug**

Autumn **Sep - Nov**

Winter **Dec - Feb**

Currency

United Stated Dollar (USD) **1 = MYR 4.5***

British Pound (GBP) **1 = MYR 5.60***

Euro (EUR) **1 = MYR 4.83***

Swiss Franc (CHF) **1 = MYR 5.15***

Route Map



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TERMS & CONDITIONS

1) DEPOSIT & FULL PAYMENT

Upon booking of seat	: Deposit **RM 1000.00** 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 59days** 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 **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 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** 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.