

GROUP TOUR EASTERN EUROPE 6 COUNTRIES (11D8N)

Allianz Arena – BMW Welt – Prague Castle – Pandorf Outlet – Hallstatt
(Germany – Czech Republic – Austria – Hungary – Slovakia – Slovenia)

→ PACKAGE INCLUDE FLIGHT & TIPPING

| Package Inclusion | Package Exclusion |
|--|---|
| <ul style="list-style-type: none"> Return International Economy Flight Ticket With 25 / 30Kg 8 Nights' Accommodation on Twin / Triple Sharing Half Board Meals as Stated in Itinerary (Breakfast & Lunch/Dinner) Tour as Per Itinerary Air Conditioned / Heated Bus Escort English Speaking Guide Tipping for Guide and Driver Services Of Tour Leader to Ensure Smooth Operation 1 Bottle Drinking Water Daily | <ul style="list-style-type: none"> Personal Expenses; Mini Bar, Laundry, Tel Bills, Etc. Excess Luggage Extra Meals and Drinks Optional Tour (River Vltava Cruise, Danube Cruise, Pletna Gondola Ride, Skywalk Hallstatt) Porterage Travel Insurance Other Not Stated in Itinerary |

Flight Details Etihad Airways (EY)

| DAY | FROM | TO | FLIGHT NO | ETD | ETA | DURATION |
|--------|-----------|-----------|-----------|------|--------|----------|
| Day 1 | K. Lumpur | Abu Dhabi | EY 417 | 2115 | 0040+1 | 7H 15M |
| Day 2 | Abu Dhabi | Munich | EY 125 | 0245 | 0615 | 6H 47M |
| Day 10 | Munich | Abu Dhabi | EY 126 | 1045 | 1930 | 5H 45M |
| Day 10 | Abu Dhabi | K. Lumpur | EY 418 | 2100 | 0805+1 | 6H 45M |

Flight Details Qatar Airways (QR)

| DAY | FROM | TO | FLIGHT NO | ETD | ETA | DURATION |
|--------|-----------|-----------|-----------|------|--------|----------|
| Day 1 | K. Lumpur | Doha | QR 853 | 2020 | 2245 | 7H 25M |
| Day 2 | Doha | Munich | QR 59 | 0200 | 0700 | 6H 00M |
| Day 10 | Munich | Doha | QR 60 | 1000 | 1635 | 5H 35M |
| Day 10 | Doha | K. Lumpur | QR 844 | 1915 | 0750+1 | 7H 35M |

*Flight details are subject to change

DEPARTURE DATES

Package Price are Per Person in Ringgit Malaysia (RM)

| DEPARTURE DATE | ARRIVAL DATE | SEASON | FLIGHT | ADULT TWIN / TRIPLE | INFANT (>2 YEARS) |
|----------------|--------------|--------|--------|---------------------|---------------------|
| 16 Jan 2026 | 26 Jan 2026 | Winter | EY/QR | RM 9,690 | RM 2,500 |
| 01 Feb 2026 | 11 Feb 2026 | Winter | EY/QR | RM 9,690 | RM 2,500 |
| 29 Mar 2026 | 08 Apr 2026 | Spring | EY/QR | RM 9,690 | RM 2,500 |
| 07 Apr 2026 | 17 Apr 2026 | Spring | EY/QR | RM 9,690 | RM 2,500 |
| 22 Apr 2026 | 02 May 2026 | Spring | EY/QR | RM 9,690 | RM 2,500 |
| 07 May 2026 | 17 May 2026 | Spring | EY/QR | RM 9,690 | RM 2,500 |
| 27 May 2026 | 06 Jun 2026 | Spring | EY/QR | RM 9,690 | RM 2,500 |
| 18 Jun 2026 | 28 Jun 2026 | Summer | EY/QR | RM 9,690 | RM 2,500 |
| 15 Jul 2026 | 25 Jul 2026 | Summer | EY/QR | RM 9,690 | RM 2,500 |
| 27 Aug 2026 | 06 Sep 2026 | Summer | EY/QR | RM 9,690 | RM 2,500 |
| 12 Sep 2026 | 22 Sep 2026 | Autumn | EY/QR | RM 9,690 | RM 2,500 |
| 09 Oct 2026 | 19 Oct 2026 | Autumn | EY/QR | RM 9,690 | RM 2,500 |
| 18 Oct 2026 | 28 Oct 2026 | Autumn | EY/QR | RM 9,690 | RM 2,500 |
| 04 Nov 2026 | 14 Nov 2026 | Autumn | EY/QR | RM 9,690 | RM 2,500 |
| 19 Nov 2026 | 29 Nov 2026 | Autumn | EY/QR | RM 9,690 | RM 2,500 |
| 06 Dec 2026 | 16 Dec 2026 | Winter | EY/QR | RM 9,890 | RM 2,500 |
| 17 Dec 2026 | 27 Dec 2026 | Winter | EY/QR | RM 9,890 | RM 2,500 |
| 23 Dec 2026 | 02 Jan 2027 | Winter | EY/QR | RM 9,890 | RM 2,500 |

*Notes : Single Surcharge : Additional RM 1900 | Child With Bed : Same Price As Adult | Child No Bed : Less RM 1200

TRAVEL ITINERARY

DAY 01: DEPARTURE KLIA

Meal On Board

- Assemble at Kuala Lumpur International Airport
- Take flight to Munich

DAY 02: ARRIVAL MUNICH – PRAGUE

Meal On Board, Dinner

- Arrival at Munich International Airport
- Meet and greet with your guide
- Photo stop at **Allianz Arena** (FC Bayern Munich Stadium), **BMW Welt Munich** and **Olympic Tower**
- Sightseeing tour at **New Town Hall** (Neus Rathaus) and **Old Town Hall** (Altes Rathaus)
- Free time for leisure at **Marienplatz Munich** and **Hard Rock Café Munich**
- Continue to **Munich Mosque** for prayer
- Proceed to Prague
- Overnight in Prague

DAY 03: PRAGUE

Breakfast, Dinner

- Breakfast at Hotel
- City tour of **Prague**
- Visit of **Prague Castle, St. Vitus Cathedral, The Municipal House, Wenceslas Square, Astronomical Clock, Charles Bridge** and **Charles Square**
- Free time at **Hard Rock Café Prague** ([Optional Tour River Vltava Cruise](#))
- Overnight in Prague

DAY 04: PRAGUE – VIENNA

Breakfast, Dinner

- Breakfast at hotel & check out
- Proceed to **Vienna**
- Continue to **Vienna Mosque** for prayer
- Sightseeing tour **Südtiroler Platz, Ringstrasse Boulevard, Vienna State Opera, Grand Hofburg Palace, Museum of Art History, Museum of Natural History, Parliament** and **City Hall**
- Free time at **Hard Rock Café Vienna**
- Shopping at **Vienna City Center/Stephanplatz**
- Overnight in Vienna

DAY 05: VIENNA – PARNDORF – BRATISLAVA – BUDAPEST

Breakfast, Dinner

- Breakfast at hotel & check out
- Photo stop at **Belvedere Palace**
- Free time to shopping at **Pandorf Designer Outlet**
- Proceed to **Bratislava**
- Visit **Bratislava Castle**
- Proceed to Budapest
- Overnight in Budapest

DAY 06: BUDAPEST

Breakfast, Dinner

- Breakfast at hotel
- Proceed to city tour **Budapest**
- Visit **Heroes's Square, Andrassy Avenue, Opera Basilica, Chain Bridge, Castle District, Matthias Church, Fisherman's Bastion, Elisabeth Bridge** and **Danube Corso**
- Free time at **Hard Rock Café Budapest** ([Optional Tour Danube Cruise](#))
- Overnight in Budapest

DAY 07: BUDAPEST – LJUBLJANA

Breakfast, Dinner

- Breakfast at hotel & check out
- Proceed to **Ljubljana Mosque**
- Walking tour at **Open Air Central Market, The Baroque Town Hall, Robba Fountain, The Grandiose Triple Bridge** and **Dragon Bridge**
- Overnight in Ljubljana

DAY 08: LJUBLJANA – BLED – HALLSTAT – SALZBURG

Breakfast, Dinner

- Breakfast at hotel & check out
- Proceed to **Bled**
- Visit **Alpine Lake** (The only island in Slovenia that is noted to be a world-renowned paradise for centuries) ([Optional Gondola Ride Pletna](#))
- Proceed to **Hallstatt** (Lakeside Village is known for its 16th Century Alpine houses and alleyways)
- Free time at Hallstatt ([Optional Skywalk Hallstatt](#))
- Proceed to **Salzburg**
- Overnight in Salzburg

TRAVEL ITINERARY

DAY 09: SALZBURG - MUNICH

Breakfast, Dinner

- Breakfast at hotel & check out
- Walking tour to **Mirabel Gardens, Hohensalzburg Castle, Mozart's birthplace, Residenzgalerie art Gallery And Domquartier**
- Free time for shopping
- Proceed to Munich
- Overnight in Munich

DAY 10: MUNICH DEPARTURE

Breakfast, Meal On Board

- Breakfast at hotel & check out
- Transfer to Munich International Airport
- Take flight to Kuala Lumpur

DAY 11: ARRIVAL KUALA LUMPUR

Meal On Board

- Arrival at Kuala Lumpur International Airport

Note: Package itinerary schedule is subject to change.

TRAVEL DETAILS

| Category | City | Hotel | Night |
|----------|----------|--------------------------------|----------|
| 4 Stars | Prague | Top Hotel Praha | 2 Nights |
| 3 Stars | Vienna | Hampton by Hilton Vienna Messe | 1 Night |
| 3 Stars | Budapest | Hotel AKEAH Verdi Budapest | 2 Nights |
| 3 Stars | Domzale | Ambient Hotel | 1 Night |
| 4 Stars | Salzburg | Adler Hotel Salzburg | 1 Night |
| 3 Stars | Munich | Tulip Inn München Messe | 1 Night |

Hotel is subject to change to similar category

Time Different

Malaysia **GMT +8**

Germany **GMT +1**

Czech Republic **GMT 1**

Austria **GMT +1**

Hungary **GMT +1**

Slovakia **GMT +1**

Slovenia **GMT +1**

Season

❄ Winter : **Dec - Feb**

☀ Summer : **Jun - Aug**

🌸 Spring : **Mar - May**

🍂 Autumn : **Sep - Nov**

Route Map



Currency

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

Czech Koruna (CZK) **100 = MYR 20.00***

Hungarian Forint (HUF) **100 = MYR 1.20***

Optional Tour (Per Person)

Rate

River Vltava Cruise

EUR 25

Danube Cruise

EUR 25

Pletna Gondola Ride

EUR 25

Skywalk Hallstatt

EUR 25

1) DEPOSIT & FULL PAYMENT

| | |
|--------------------------------|---|
| Upon booking of seat | : Deposit RM 1,000.00 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) CANCELANATION 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) CANCELTION 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) CANCELTION 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.