



MANAZEL MASHAER
TRAVEL SERVICES SDN. BHD

11H8M HALFBOARD

الإتقاد
ETIHAD
AIRWAYS

EASTERN

EUROPE

HARGA **ALL-IN** DARI

RM 9,590

HARGA NORMAL ~~RM 9,890~~

Tour Highlights:

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

TOUR CODE : EUMUC11

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

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EASTERN EUROPE

11 DAYS 8 NIGHTS

TWIN / TRIPLE SHARING	ADULT SINGLE	CHILD EXTRA BED	CHILD NO BED	INFANT
RM 9,590	RM 11,190	RM9,190	RM 8,690	RM 2,500

Note: *Peak Season Surcharge RM 200

PACKAGE INCLUSION	PACKAGE EXCLUSION
<ul style="list-style-type: none"> Return International Flight Ticket with 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 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 Vitava Cruise, Danube Cruise, Pietna Gondola Ride, Skywalk Hallstat) Porterage Travel insurance Compulsory Tipping for guide and driver RM 250 Other not stated in itinerary

CATEGORY	CITY	HOTEL
4 Stars	Prague	Expo Hotel or Similar
4 Stars	Vienna	Novum Princ Eugen Hotel Vienna or Similar
4 Stars	Budapest	Danubius Hotel Arena or Similar
3 Stars	Domzale	Ambient Hotel or Similar
4 Stars	Salzburg	Austria Trend Hotel Salzburg Messe or Similar
4 Stars	Munich	Hotel Tulip Inn or Similar

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DAY	FROM	TO	FLIGHT NO.	ETD	ETA
DAY 1	KLIA	ABU DHABI	EY 417	2115	0040 + 1
DAY 2	ABU DHABI	MUNICH	EY 125	0245	0615
DAY 10	MUNICH	ABU DHABI	EY 126	1045	1930
DAY 10	ABU DHABI	KLIA	EY 418	2100	0805 + 1

DEPARTURE	ARRIVAL	SEASON	PRICE	REMARKS
21 JAN 2025	31 JAN 2025	WINTER	RM 9,590	SCHOOL HOLIDAY
03 FEB 2025	13 FEB 2025	WINTER	RM 9,590	SCHOOL HOLIDAY
11 FEB 2025	21 FEB 2025	WINTER	RM 9,590	SCHOOL HOLIDAY
22 APR 2025	02 MAY 2025	SPRING	*RM 9,790	
29 MAY 2025	08 JUN 2025	SPRING	*RM 9,790	SCHOOL HOLIDAY
19 JUN 2025	29 JUN 2025	SUMMER	*RM 9,790	
14 AUG 2025	24 AUG 2025	SUMMER	*RM 9,790	
05 SEP 2025	15 SEP 2025	AUTUMN	*RM 9,790	
11 SEP 2025	21 SEP 2025	AUTUMN	*RM 9,790	
08 OCT 2025	18 OCT 2025	AUTUMN	*RM 9,790	
18 OCT 2025	28 OCT 2025	AUTUMN	*RM 9,790	
12 NOV 2025	22 NOV 2025	AUTUMN	RM 9,590	
20 NOV 2025	30 NOV 2025	AUTUMN	RM 9,590	
20 DEC 2025	30 DEC 2025	WINTER	*RM 9,790	SCHOOL HOLIDAY
26 DEC 2025	05 JAN 2026	WINTER	*RM 9,790	SCHOOL HOLIDAY

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DAY 01: DEPARTURE KLIA (MOB)

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

DAY 02: ARRIVAL MUNICH – PRAGUE (MOB/L)

- 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 (B/L)

- 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 (B/L)

- Breakfast at Hotel and 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** and shopping at **Vienna City Center/Stephanplatz**
- Overnight in Vienna

DAY 05: VIENNA – PARNDORF – BRATISLAVA – BUDAPEST (B/D)

- Breakfast at Hotel and 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 (B/L)

- 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 (B/D)

- Breakfast at Hotel and 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 (B/D)

- Breakfast at Hotel and 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 **Hallstat** (Lakeside Village is known for its 16th Century Alpine houses and alleyways)

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- Free Time at Hallstat
Optional Skywalk Hallstat
- Proceed to **Salzburg**
- Overnight in Salzburg

DAY 09: SALZBURG - MUNICH (B/L)

- Breakfast at Hotel and 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 (B/MOB)

- Breakfast at Hotel and Check Out
- Transfer to Munich International Airport
- Take flight to Kuala Lumpur

DAY 11: ARRIVAL KUALA LUMPUR (MOB)

- 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 1,000.00 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 **45 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) 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** & maximum 26 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)

5) CANCELTION 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 (Non-refundable of deposit)
 - 60 days or more from the departure date (charge of **RM 350** per person or **15%** of the package price, whichever is higher, will be applied.)
 - 45 – 59 days before the departure date (Non-refundable of deposit)
 - 21 – 44 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.

6) 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.

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) IMPORTANT NOTE

- i. **Deposits are non-refundable and non-transferable.**
- ii. The above rates quoted are subject to change without prior notice.
- iii. 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.
- iv. All flights and hotels are provisional and will be subjected to change until final confirmation.
- v. 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.
- vi. Passport must be valid for more than 6 months from the date of travel.
- vii. Flight seats and room arrangement for hotel are auto assigned.
- viii. **Tour Leader** only will be sent if the group is more than **20 passengers**.
- ix. 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.
- x. 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.
- xi. 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.
- xii. Manazel Al Mashaer Travel Services Sdn Bhd term & conditions will apply.

10) 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.