MANAZEL MASHAER
TRAVEL SERVICES SDN. BHD

GROUP TOUR
BALKAN 9 COUNTRIES (13D10N)

Italy - Slovenia - Croatia - Bosnia & Herzegovina - Montenegro - Albania - North Macedonia - Bulgaria - Turkiye

PACKAGE INCLUDE FLIGHT & TIPPING

Package Inclusion	Package Exclusion
• Return International Economy Flight Ticket With 25/30kg Luggage • 10 Nights' Accommodation with Twin/Triple Sharing • Meals As Stated in Itinerary (Breakfast & Dinner) • Entrance Fee and Tour as Per Itinerary • Air Conditioned / Heated Bus • 1 Bottle Drinking Water Daily • Tipping for Guide and Driver • Services Of Tour Leader to Ensure Smooth Operation	• Personal Expenses; Mini Bar, Laundry, Tel Bills, Etc. • Extra Meals and Drinks (Lunch) • Optional Tour (Gondola Ride, Plitvice Lake Entrance, Horse Carriage Ride, Ohrid Boat Ride, Topkapi Palace, Bosphorus Cruise) • 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	2121	0056+1	7H 35M
Day 2	Abu Dhabi	Milan	EY 81	0252	0658	7H 06M
Day 12	Istanbul	Abu Dhabi	EY 542	1425	1950	4H 25M
Day 12	Abu Dhabi	K. Lumpur	EY 418	2114	0801 + 1	6H 47M

Flight Details Qatar Airways (QR)

DAY	FROM	TO	FLIGHT NO	ETD	ETA	DURATION
Day 1	K. Lumpur	Doha	QR 4990	2115	2340	7H 25M
Day 2	Doha	Milan	QR 123	0230	0755	6H 25M
Day 12	Istanbul	Doha	QR 240	1445	1810	4H 35M
Day 12	Doha	K. Lumpur	QR 844	1915	0750+1	7H 47M

**Flight details are subject to change*

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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)
22 Jan 2026	03 Feb 2026	Winter	EY/QR	RM 9,690	RM 2,500
28 Mar 2026	09 Apr 2026	Spring	EY/QR	RM 9,690	RM 2,500
03 Apr 2026	15 Apr 2026	Spring	EY/QR	RM 9,690	RM 2,500
17 Apr 2026	29 Apr 2026	Spring	EY/QR	RM 9,690	RM 2,500
08 May 2026	20 May 2026	Spring	EY/QR	RM 9,690	RM 2,500
24 May 2026	05 Jun 2026	Spring	EY/QR	RM 9,690	RM 2,500
09 Jun 2026	21 May 2026	Summer	EY/QR	RM 9,690	RM 2,500
14 Jul 2026	26 Jul 2026	Summer	EY/QR	RM 9,690	RM 2,500
25 Aug 2026	06 Sep 2026	Summer	EY/QR	RM 9,690	RM 2,500
16 Sep 2026	28 Sep 2026	Autumn	EY/QR	RM 9,690	RM 2,500
06 Oct 2026	18 Oct 2026	Autumn	QR	RM 9,690	RM 2,500
12 Nov 2026	24 Nov 2026	Autumn	EY/QR	RM 9,690	RM 2,500
06 Dec 2026	18 Dec 2026	Winter	EY/QR	RM 9,990	RM 2,500
12 Dec 2026	24 Dec 2026	Winter	EY/QR	RM 9,990	RM 2,500
19 Dec 2026	31 Dec 2026	Winter	EY/QR	RM 9,990	RM 2,500
21 Dec 2026	02 Jan 2027	Winter	EY/QR	RM 9,990	RM 2,500

*Notes : Single Surcharge : Additional RM 1200 | Child With Bed : Same Price As Adult | Child No Bed : Less RM 1300

TRAVEL ITINERARY

DAY 01: DEPARTURE KLIA

Meal on Board

- Assemble at Kuala Lumpur International Airport
- Take flight to Milan Malpensa Airport

DAY 02: ARRIVAL MILAN - VENICE

Meal on Board , Dinner

- Arrival at Milan Malpensa Airport
- After landing, meet and greet with your guide
- Sightseeing tour at **Castello Sforzesco** (built by **Francesco Sforza, Duke of Milan**), **La Scala Opera House** and **Duomo Square** (the biggest Gothic Cathedral)
- Free time to shopping at the **Galleria Vittorio Emanuele II** (World's Oldest Shopping Mall)
- Proceed to Venice
- Overnight in Venice

DAY 03: VENICE - ZAGREB

Breakfast , Dinner

- Breakfast at hotel & check out
- Transfer via waterbuses to **San Marco Venice** (Optional Gondola ride through the canals EUR 50 Per Person)
- Photo stop at **Bridge of Sighs, San Marco Square And Basilica & Doge's Palace**
- Continue to look out for the beautiful local handmade - **Venetian glass**
- Proceed to Zagreb
- Stop at **Ljubljana Mosque** (Slovenia) for prayer
- Overnight in Zagreb

DAY 04: ZAGREB - BIHAC

Breakfast , Dinner

- Breakfast at hotel & check out
- Zagreb guided walking tour to **the Upper** and **Lower town Kaptol & Gradec, The Majestic Cathedral Archbishop's Palace, Ban Jelacic Square, Lotrseak Tower, Archaeological Museum** and **National Museum**
- Free time for prayer at **Zagreb Islamic Centre**
- Proceed to Bihac
- Overnight in Bihac

DAY 05: BIHAC - JAJCE - TRAVNIK - SARAJEVO

Breakfast , Dinner

- Breakfast at hotel & check out
- Proceed to **Royal Town Jajce**
- Photo stop at **Pliva Lakes, Wooden Watermills** and **Magnificent Waterfall in Heart of The City**
- Stop at **Malaysian Mosque** in Turbe village
- Proceed to **Travnik** and free time at **Plava Voda Springs**
- Overnight in Sarajevo

DAY 06: SARAJEVO – MOSTAR

Breakfast , Dinner

- Breakfast at hotel & check out
- Photo stop at **Vrelo Bosne** (Springs of Bosna River)
- Walking guided tour of **Latin bridge, Coppersmith Street, Brusa Bezistan, Gazi Husref Bey Mosque, Gazi Husref Bey Madrass, Morica Han, Sarajevo Meeting of Culture** and **Vijecnica City Hall**
- Free time for shopping at **Old Town Bascarsija,**
- Proceed to Mostar
- Visit **Koski Mehmed Pasha Mosque** and walk through **The Old Town Bazaar & Old Bridge**
- Overnight in Mostar

DAY 07: MOSTAR - KOTOR - SHKODER

Breakfast , Dinner

- Breakfast at hotel & check out
- Proceed to **Kotor**
- Free time at Kotor - **UNESCO World heritage** (Medieval town on Adriatic coast which is also surrounded by stone walls)
- Proceed to Shkoder
- Photo stop at **St. Stefan Island**
- Overnight in Shkoder

DAY 08: SHKODER - OHRID

Breakfast , Dinner

- Breakfast at hotel & check out
- Proceed to Ohrid
- Visit **Ohrid Pearl's shop, Old Bazaar, Zeynel Abidin Pasha Tekke** and **Ali Pasha's Mosque**
- Free time to enjoy beautiful **Ohrid lake** which is the deepest and one of the largest lakes in Balkans
  (Optional Ohrid Boat Ride EUR 30 Per Person)
- Overnight in Ohrid

DAY 9: OHRID - SKOPJE - SOFIA

Breakfast , Dinner

- Breakfast at hotel & check out
- Proceed to Skopje
- Walking guided tour to **Stone Bridge, Old Rail Station, Monument of Mother Teresa, Daut Pasin Hamam** and **Mustafa-Pasha Mosque**
- Free time for shopping at **Old Bazaar**
- Proceed to Sofia
- Overnight in Sofia

DAY 10: SOFIA - ISTANBUL

Breakfast , Dinner

- Breakfast at hotel & check out
- Walking guided tour to **Alexander Nevsky Cathedral, St Sofia Basilica, National Art Gallery, Majestic National Theatre & Fountains, The Presidential Palace & National Assembly, Archaeological Site** and **Banya Bashi Mosque**
- Proceed to Istanbul
- Overnight in Istanbul

DAY 11: ISTANBUL

Breakfast , Dinner

- Breakfast at Hotel
- Visit **Outlet Leather Center** (Free time for shopping & Live Fashion Show)
- Istanbul guided city tour to visit **Blue Mosque, The Roman Hippodrome** and **Hagia Sofia** (Exclude Entrance Fee USD 25 Per Person)
- Free time for shopping at **Grand Bazaar**
- Overnight in Istanbul

DAY 12: ISTANBUL DEPARTURE

Breakfast, Meal on Board

- Breakfast at hotel & check out
- Free time and leisure
- Transfer to Airport
- Take flight to Kuala Lumpur

DAY 13: 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	Venice	Hotel & Residence Castelli	1 Night
4 Stars	Zagreb	Hotel Garden Hill Zagreb	1 Night
4 Stars	Bihac	Hotel Safir Bihać	1 Night
4 Stars	Sarajevo	Hollywood Hotel Sarajevo	1 Night
4 Stars	Mostar	HA Hotel Mostar	1 Night
4 Stars	Shkoder	Gardenland Resort Shkodër	1 Night
5 Stars	Ohrid	Hotel Izgrev Spa & Aquapark	1 Night
4 Stars	Sofia	Hotel ZOO Sofia	1 Night
5 Stars	Istanbul	Sundance Hotel Istanbul	2 Nights

Hotel is subject to change to similar category

Time Different

Malaysia **GMT +8**
Italy **GMT +1**
Slovenia **GMT +1**
Croatia **GMT +1**
Bosnia & Herzegovina **GMT +1**
Montenegro **GMT +1**
Albania **GMT +1**
North Macedonia **GMT +1**
Bulgaria **GMT +2**
Turkiye **GMT +3**

Route Map

Currency

Euro (EUR) **1 = MYR 4.83***
Bosnian Mark (BAM) **1 = MYR 2.50***
Albanian Lek (ALL) **100 = MYR 4.70***
Macedonian Denar (MKD) **100 = MYR 7.60***
Bulgarian Lev (BGN) **1 = MYR 2.40***
Turkish Lira (TRY) **100 = MYR 12.30***

Season

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

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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
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 **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.