MANAZEL MASHAER
TRAVEL SERVICES SDN. BHD

GROUP TOUR
MEDAN LAKE TOBA(4D3N)

Medan – Parapat – Samosir Island – Berastagi

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)
08 Dec 2026	11 Dec 2026	School Holiday	Malaysia Airlines	RM 1,890	RM 500
18 Dec 2026	21 Dec 2026	School Holiday	MH / QZ	RM 1,890	RM 500
2027					
14 Jan 2027	17 Jan 2027	Weekend	MH / QZ	RM 1,890	RM 500
30 Jan 2027	02 Feb 2027	Weekend	MH / QZ	RM 1,990	RM 500
13 Mar 2027	16 Mar 2027	Weekend	MH / QZ	RM 1,890	RM 500
29 Apr 2027	02 May 2027	Weekend	Malaysia Airlines	RM 1,790	RM 500
26 May 2027	29 May 2027	Weekend	MH / QZ	RM 1,890	RM 500
04 Jun 2027	07 Jun 2027	Weekend	Malaysia Airlines	RM 1,790	RM 500
15 Jul 2027	18 Jul 2027	Weekend	MH / QZ	RM 1,890	RM 500
29 Aug 2027	01 Sep 2027	Weekend	MH / QZ	RM 1,990	RM 500
16 Sep 2027	19 Sep 2027	Weekend	MH / QZ	RM 1,890	RM 500
28 Oct 2027	31 Oct 2027	Weekend	MH / QZ	RM 1,990	RM 500
11 Nov 2027	14 Nov 2027	Weekend	MH / QZ	RM 1,890	RM 500
10 Dec 2027	13 Dec 2027	Weekend	MH / QZ	RM 1,990	RM 500
18 Dec 2027	21 Dec 2027	Weekend	MH / QZ	RM 1,990	RM 500

*Notes : Single Surcharge : Additional RM 200 | Child With Bed : Same Price As Adult | Child No Bed : Less RM 200

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ITINERARY

DAY 01 ARRIVAL MEDAN - PARAPAT

Meal On Board, Lunch, Dinner

- Arrival at Kuala Namu International Airport
- Meet & greet with local guide
- Proceed to **Parapat Lake Toba**
- Stop at **Patent Shop Pematang Siantar**
- Free Time for local snacks shopping
- Dinner at Hotel
- Overnight in Parapat

DAY 02 PARAPAT – SAMOSIR ISLAND – BERASTAGI

Breakfast, Lunch, Dinner

- Breakfast at Hotel & Check Out
- Ferry Ride across **Lake Toba to Samosir Island**
- Visit **Tomok Village** & **Raja Sidabutar Tomb**
- Shopping Time for Local Souvenirs
- Proceed to Ambarita Village
- Visit **Ancient Stone Chairs and Execution Place of King Siallagan**
- Proceed to Berastagi
- Stop at **Simarjarunjung for panoramic Lake Toba View**
- Free Time to enjoy local Bandrek and Fried Banana (Own Expenses)
- Visit **Sipiso Piso Waterfall**, **Fruit Market** & **Flower Market Berastagi**
- Overnight in Berastagi

DAY 03 BERASTAGI – MEDAN

Breakfast, Lunch, Dinner

- Breakfast at Hotel & Check Out
- Proceed to **Medan**
- Visit **Maimoon Palace**
- Visit Batik Shop
- Shopping Time at Local Market and Shopping Mall
- Free Time at Own Leisure
- Overnight in Medan

DAY 04 MEDAN – KUALA LUMPUR

Breakfast, Meal On Board

- Breakfast at Hotel & Check Out
- Free Time for Shopping
- Proceed to Airport
- Take flight back to Kuala Lumpur

Note: Package itinerary schedule is subject to change.

Package Inclusion	Package Exclusion
• Return International Economy Flight Ticket with Luggage 20/30Kg • 3 Nights' Accommodation with Twin / Triple Sharing • Halal Meals as Stated in Itinerary (Breakfast, Lunch, Dinner) • Transfer, Entrance Fee and Tour as Per Itinerary • Drinking Water 1 Bottles Per Day • Escort English / Indonesia Speaking Guide • Tipping For Guide and Driver • Services Of Tour Leader to Ensure Smooth Operation • Travel Insurance Berjaya Sompo (Pay & Claim) * Coverage Applicable for Ages 64 and Below	• Personal Expenses; Mini Bar, Laundry, Tel Bills, Etc. • Excess Luggage • Extra Meals and Drinks • Optional Tour • Porterage • Other Not Stated in Itinerary • Travel Insurance * For Ages 65 and Above

TRAVEL DETAILS

Flight Details Malaysia Airlines (MH)						
DAY	FROM	TO	FLIGHT NO	ETD	ETA	DURATION
Day 1	K. Lumpur	K. Namu	MH 860	0830	0830	1H 00M
Day 4	K. Namu	K. Lumpur	MH 865	1545	1750	1H 05M

Flight Details Indonesia Air Asia (QZ)						
DAY	FROM	TO	FLIGHT NO	ETD	ETA	DURATION
Day 1	K. Lumpur	K. Namu	QZ 125	0855	0855	1H 00M
Day 4	K. Namu	K. Lumpur	QZ 130	1640	1845	1H 05M

**Flight details are subject to change*

Category	City	Hotel	Night
3 Stars	Parapat	Atsari Hotel Parapat, Danau Toba	1 Night
4 Stars	Berastagi	Hotel Sibayak Internasional Berastagi	1 Night
3 Stars	Medan	Fave Hotel S. Parman Medan	1 Night

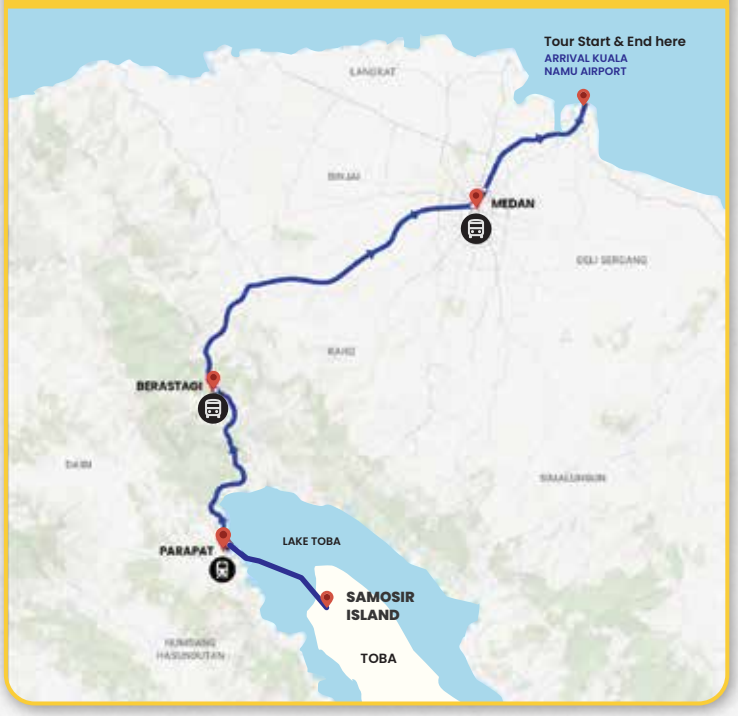
Hotel is subject to change to similar category

Currency

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

Indonesian Rupiah (IDR) **1,00,000 = MYR 285**

Route Map



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TERMS & CONDITIONS

1) DEPOSIT & FULL PAYMENT

Upon booking of seat	: Deposit **RM 500.00** 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 **15 paying passengers**.

ii. These packages are under **Series Group Departures,** if the group are below of our minimum **15 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 **15 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.