

# GROUP TOUR HANOI SAPA HALONG BAY ( 5D4N )

Fansipan Mountain - Sapa - Cat Cat Village - Halong Bay - Hanoi Old Quarters - Dong Xuan Market

 PACKAGE INCLUDE FLIGHT & TIPPING

Package Inclusion	Package Exclusion
<ul style="list-style-type: none"> <li>Return International Economy Flight Ticket with Luggage 30Kg</li> <li>4 Nights' Accommodation with Twin / Triple Sharing</li> <li>Halal Meals as Stated in Itinerary (Breakfast, Lunch &amp; Dinner)</li> <li>Transfer, Boat Fee, Entrance Fee and Tour as Per Itinerary</li> <li>Tram (Phase1) &amp; Cable Car (Phase2) Ticket to Fansipan Mountain</li> <li>Escort English Speaking Guide</li> <li>Tipping For Guide and Driver</li> <li>Services Of Tour Leader to Ensure Smooth Operation</li> <li>Drinking Water 1 Bottles Per Day</li> </ul>	<ul style="list-style-type: none"> <li>Personal Expenses; Mini Bar, Laundry, Tel Bills, Etc.</li> <li>Excess Luggage</li> <li>Extra Meals and Drinks</li> <li>Optional Tour</li> <li>Porterage</li> <li>Travel Insurance</li> <li>Other Not Stated in Itinerary</li> </ul>

## Flight Details Malaysia Airlines ( MH )

DAY	FROM	TO	FLIGHT NO	ETD	ETA	DURATION
Day 1	K. Lumpur	Hanoi	MH 752	0930	1200	3H 30M
Day 5	Hanoi	K. Lumpur	MH 753	1300	1740	3H 40M

## Flight Details Air Asia ( AK )

DAY	FROM	TO	FLIGHT NO	ETD	ETA	DURATION
Day 1	K. Lumpur	Hanoi	AK 516	0605	0815	3H 10M
Day 5	Hanoi	K. Lumpur	AK 513	1530	1950	3H 15M

*\*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)
29 Jan 2026	02 Jan 2026	Winter	Malaysia Airlines	RM 2,990	RM 600
09 Apr 2026	13 Apr 2026	Spring	Malaysia Airlines	RM 2,990	RM 600
28 Apr 2026	02 May 2026	Spring	Malaysia Airlines	RM 2,990	RM 600
09 May 2026	13 May 2026	Spring	Malaysia Airlines	RM 2,990	RM 600
28 May 2026	01 Jun 2026	Spring	Air Asia	RM 3,090	RM 600
31 May 2026	04 Jun 2026	Spring	Air Asia	RM 3,090	RM 600
01 Jun 2026	05 Jun 2026	Summer	Air Asia	RM 3,090	RM 600
02 Jun 2026	06 Jun 2026	Summer	Air Asia	RM 3,090	RM 600
12 Jun 2026	16 Jun 2026	Summer	Malaysia Airlines	RM 2,990	RM 600
26 Jun 2026	30 Jun 2026	Summer	Malaysia Airlines	RM 2,990	RM 600
15 Jul 2026	19 Jul 2026	Summer	Malaysia Airlines	RM 2,990	RM 600
23 Jul 2026	27 Jul 2026	Summer	Malaysia Airlines	RM 2,990	RM 600
12 Aug 2026	16 Aug 2026	Summer	Malaysia Airlines	RM 2,990	RM 600
29 Aug 2026	02 Sep 2026	Autumn	Malaysia Airlines	RM 3,190	RM 600
30 Aug 2026	03 Sep 2026	Autumn	Air Asia	RM 2,990	RM 600
01 Sep 2026	05 Sep 2026	Autumn	Malaysia Airlines	RM 3,090	RM 600
12 Sep 2026	16 Sep 2026	Autumn	Malaysia Airlines	RM 3,090	RM 600
23 Sep 2026	27 Sep 2026	Autumn	Malaysia Airlines	RM 3,090	RM 600
07 Oct 2026	11 Oct 2026	Autumn	Malaysia Airlines	RM 3,090	RM 600
14 Oct 2026	18 Oct 2026	Autumn	Malaysia Airlines	RM 3,090	RM 600
21 Oct 2026	25 Oct 2026	Autumn	Malaysia Airlines	RM 3,090	RM 600
05 Nov 2026	09 Nov 2026	Autumn	Malaysia Airlines	RM 3,190	RM 600
18 Nov 2026	22 Nov 2026	Autumn	Malaysia Airlines	RM 3,090	RM 600
05 Dec 2026	09 Dec 2026	Winter	Malaysia Airlines	RM 3,190	RM 600
06 Dec 2026	10 Dec 2026	Winter	Malaysia Airlines	RM 3,190	RM 600
10 Dec 2026	14 Dec 2026	Winter	Malaysia Airlines	RM 3,190	RM 600
11 Dec 2026	15 Dec 2026	Winter	Malaysia Airlines	RM 3,190	RM 600
19 Dec 2026	23 Dec 2026	Winter	Malaysia Airlines	RM 3,190	RM 600
23 Dec 2026	27 Dec 2026	Winter	Malaysia Airlines	RM 3,190	RM 600
26 Dec 2026	30 Dec 2026	Winter	Malaysia Airlines	RM 3,190	RM 600

\*Notes : Single Surcharge : Additional RM 300 | Child With Bed : Same Price As Adult | Child No Bed : Less RM 600

# TRAVEL ITINERARY

## DAY 01: KLIA – HANOI – SAPA

Meal on Board, Lunch, Dinner

- Assemble at Kuala Lumpur International Airport
- Take flight to Noi Bai International Airport
- After landing, meet and greet with your guide
- Proceed to Sapa
- Free time at **Sapa Town** (A famous market in Northwest Vietnam)
- Overnight in Sapa

## DAY 02: SAPA – CAT CAT – Y LINH HO – SAPA

Breakfast, Lunch, Dinner

- Breakfast at hotel
- Transfer to **Sapa Train Station**
- Take cable car to **Fansipan Mountain** (Highest Mountain in Vietnam)
- Free Time at Fansipan
- On Evening, Walking to **Cat Cat Village**
- Photo stop at **Beautiful Waterfall** and **Hydroelectric Station**
- Overnight in Sapa

## DAY 03: SAPA – HANOI

Breakfast, Lunch, Dinner

- Breakfast at hotel & check out
- Transfer to Hanoi
- Pass by **Long Bien Bridge** (A historic cantilever bridge across the Red River)
- Enjoy **Vietnam Coffee** (Own expenses) and free time at **Hanoi Train Street**
- Walking tour at **36 Old Quarters of Hanoi** and **Hanoi Al-Noor Mosque**
- Free time for shopping at **Dong Xuan Market**
- Free time at **Hoan Kiem Lake** and **Pasar Malam** (Weekend)
- Overnight in Hanoi

## DAY 04: HANOI – HALONG – HANOI

Breakfast, Lunch, Dinner

- Breakfast at hotel
- Proceed to **Halong Bay** (Awarded by UNESCO as a natural heritage)
- Shopping at **Silk & Coffee Shop**
- Half day boat trip to view **Multi-shaped Rocks** (Dog Rock and Chicken Kissing Rock)
- Stop at **Floating Fishing Village** in Ha Long Bay
- Visit **Dramatic Caves** (Thien Cung Cave)
- Shopping at **Bamboo Product Shop**
- Back to Hanoi
- Overnight in Hanoi

## DAY 05: HANOI – KLIA

Breakfast, Meal on Board

- Breakfast at hotel & checkout
- Transfer to Airport
- Take flight to Kuala Lumpur International Airport

Note: Package itinerary schedule is subject to change.

## TRAVEL DETAILS

Category	City	Hotel	Night
3 Stars	Sapa	Nghiêng Sapa Hotel	2 Nights
3 Stars	Hanoi	Lakeside Palace Hotel	2 Nights

Hotel is subject to change to similar category

### Time Different

Malaysia **GMT +8**

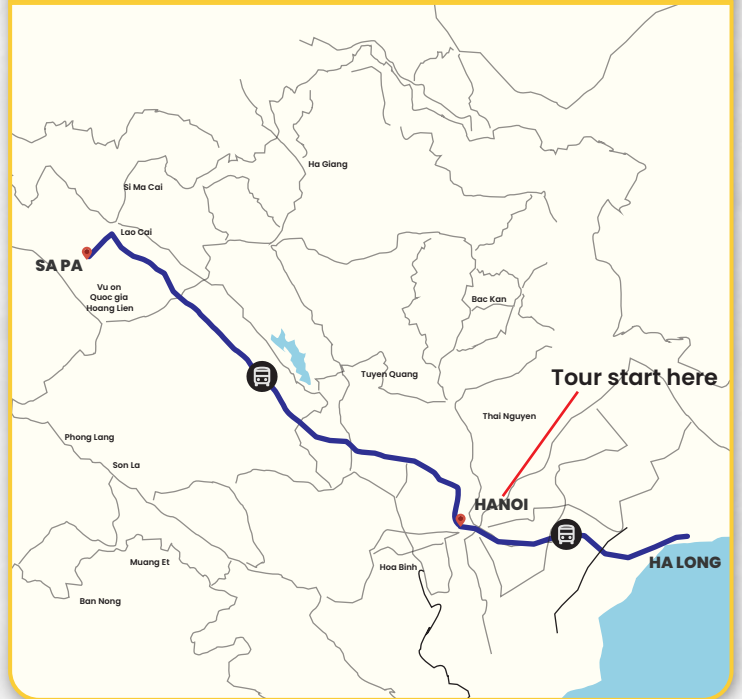
Vietnam **GMT +7**

### Currency

United States Dollar (USD) **1 = MYR 4.5\***

Vietnamese Dong (VND) **10000 = MYR 1.80\***

### Route Map



## 1) DEPOSIT & FULL PAYMENT

Upon booking of seat	: Deposit <b>RM 500.00</b> 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**

<b>Public Bank</b>	: 3239 9312 01 (Tour)
<b>Maybank</b>	: 5640 7061 5954 (Tour)
<b>Maybank</b>	: 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) 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 **18 paying passengers**.
- ii. These packages are under **Series Group Departures**, if the group are below of our minimum **18 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 **18 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.**