MANAZEL MASHAER
TRAVEL SERVICES SDN. BHD

GROUP TOUR
GENTING DREAM + BATAM (4D3N)

Port Klang - Genting Dream Cruise - Singapore - Batam

PACKAGE INCLUDE CRUISE & PORT CHARGES

Package Price are Per Person in Ringgit Malaysia (RM)

DEPARTURE DATE	ARRIVAL DATE	SEASON	VESSEL	ADULT TWIN (INTERIOR CABIN)	ADULT TWIN (BALCONY CABIN)
19 Nov 2026	22 Nov 2026	Weekend	GDR/BUS	RM 1,990	RM 2,190
31 Dec 2026	03 Jan 2027	New Year	GDR/BUS	RM 2,090	RM 2,290
2027					
07 Jan 2027	10 Jan 2027	New Year	GDR/BUS	RM 1,990	RM 2,190
04 Feb 2027	07 Feb 2027	Weekend	GDR/BUS	RM 2,090	RM 2,290
01 Apr 2027	04 Apr 2027	Weekend	GDR/BUS	RM 1,990	RM 2,190

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

Package Inclusion

- 1 Way Genting Dream Cruise (PKL – Sin)
- 2 Way Ferry Ticket (Singapore – Batam – Johor Bahru)
- 1 Night Accommodation with twin sharing Cabin on Genting Dream Cruise
- 2 Nights' Accommodation with twin sharing at Batam
- Half board Meals as stated in itinerary (Breakfast & Lunch/Dinner)
- Transfer, bus fee, entrance fee and tour as per itinerary
- Port Charges
- Seaport Tax (Johor & Batam)
- Escort Bahasa / English speaking guide
- Tipping for guide and driver
- Services of tour leader to ensure smooth operation

Package Exclusion

- Personal expenses; mini bar, laundry, tel bills, etc.
- Excess luggage
- Extra meals and drinks
- Optional tour
- Porterage
- Travel insurance
- Other not stated in itinerary
- Gratuity Charges (Pay Onboard Upon Checkout)

Category	City	Hotel	Night
Cruise	Singapore	Genting Dream Cruise	1 Night
3 Stars	Batam	The Hill Batam Hotel Nagoya	2 Nights

Hotel is subject to change to similar category

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ITINERARY

DAY 01 PORT KLANG – GENTING DREAM CRUISE

Dinner

- Assemble at **Port Klang Cruise Terminal**
- Check in for **Genting Dream Cruise**
- Cruise Start Sailing to Singapore
- Free & Easy onboard Cruise
- Join Cruise Activities at Own Leisure
- Buffet Dinner at **The Lido Restaurant (Deck 16)**
- Overnight onboard Genting Dream Cruise

DAY 02 SINGAPORE – BATAM

Breakfast, Dinner

- Buffet Breakfast at **The Lido Restaurant (Deck 16)**
- Collect Passport at Reception Lobby (Deck 6)
- Prepare for Check Out and Disembark from Cruise
- Assemble at **Marina Bay Cruise Centre Singapore**
- Proceed to Singapore Ferry Terminal
- Ferry Ride to **Batam**
- Free Time at Own Leisure
- Overnight in Batam

DAY 03 BATAM CITY TOUR

Breakfast, Lunch

- Breakfast at Hotel
- Photo Stop at **Welcome to Batam Signboard / Grand Mosque Batam & Zheng He Mosque**
- Visit **Barelang Bridge, Masjid Sultan Mahmud Riayat Syah, Layer Cake Factory** and **Shopping at Annisa Aulia / Batamia** (oleh-oleh store)
- Free Time at **Batam Shopping Mall**
- Free Time at Own Leisure
- Overnight in Batam

DAY 04 BATAM – JOHOR BAHRU – PORT KLANG

Breakfast, Lunch

- Breakfast at hotel & Check Out
- Free Time at **Penuin Market / Coffee Shop / Shopping Mall**
- Proceed to Batam Jetty Terminal
- Ferry Ride to Johor Bahru
- Continue Journey by Bus to Port Klang
- Arrival at Port Klang Cruise Terminal

Note: Package itinerary schedule is subject to change.

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.