MANAZEL MASHAER
TRAVEL SERVICES SDN. BHD

GROUP TOUR
SWISS ITALY (10D7N)

Rhine Falls - Lucerne Old Town - Chapel Bridge - Mount Titlis - Blausee - Staubach Falls - Lake Brienz - Zermatt - Serravalle - Lake Como - Duomo Square Milan

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)
12 Nov 2026	21 Nov 2026	Autumn	QR/EY	RM 9,490	RM 2,000
12 Dec 2026	21 Dec 2026	Winter	Emirates	RM 9,690	RM 2,000
20 Dec 2026	29 Dec 2026	Winter	QR/EY	RM 9,690	RM 2,000
2027					
02 Jan 2027	11 Jan 2027	Winter	QR/EY	RM 9,690	RM 2,000
22 Jan 2027	31 Jan 2027	Winter	Emirates	RM 9,690	RM 2,000
12 Mar 2027	21 Mar 2027	Spring	QR/EY	RM 9,690	RM 2,000
26 Mar 2027	04 Apr 2027	Spring	Emirates	RM 9,690	RM 2,000
15 Apr 2027	24 Apr 2027	Spring	Emirates	RM 9,690	RM 2,000
23 Apr 2027	02 May 2027	Spring	QR/EY	RM 9,690	RM 2,000
22 May 2027	31 May 2027	Spring	QR/EY	RM 9,690	RM 2,000
26 May 2027	04 Jun 2027	Spring	QR/EY	RM 9,690	RM 2,000
05 Jun 2027	14 Jun 2027	Summer	QR/EY	RM 9,690	RM 2,000
25 Jun 2027	04 Jul 2027	Summer	Emirates	RM 9,690	RM 2,000
23 Jul 2027	01 Aug 2027	Summer	QR/EY	RM 9,690	RM 2,000
14 Aug 2027	23 Aug 2027	Summer	QR/EY	RM 9,690	RM 2,000
28 Aug 2027	06 Sep 2027	Summer	QR/EY	RM 9,690	RM 2,000
10 Sep 2027	19 Sep 2027	Autumn	QR/EY	RM 9,690	RM 2,000
08 Oct 2027	17 Oct 2027	Autumn	QR/EY	RM 9,690	RM 2,000
24 Oct 2027	02 Nov 2027	Autumn	QR/EY	RM 9,690	RM 2,000
05 Nov 2027	14 Nov 2027	Autumn	QR/EY	RM 9,690	RM 2,000
19 Nov 2027	28 Nov 2027	Autumn	QR/EY	RM 9,690	RM 2,000
05 Dec 2027	14 Dec 2027	Winter	QR/EY	RM 9,890	RM 2,000
16 Dec 2027	25 Dec 2027	Winter	QR/EY	RM 9,890	RM 2,000
22 Dec 2027	31 Dec 2027	Winter	QR/EY	RM 9,890	RM 2,000

*Notes : Single Surcharge : Additional RM 1700 | Child With Bed : Same Price As Adult | Child No Bed : Less RM 1000

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ITINERARY

DAY 01 DEPARTURE KLIA

Meal on Board

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

DAY 02 ARRIVAL ZURICH

Meal on Board

- Arrival at Zurich Airport
- After landing, meet and greet with your driver
- Drive to **Neuhausen am** to visit **Rhine Falls** (Optional Boat Tour CHF 25/Person)
- Proceed to **Lindt Chocolate Factory Outlet**
- Free Time at **Bahnhofstrasse** (Zurich's Shopping Boulevard)
- Overnight at Zurich

DAY 03 ZURICH - LUCERNE - ZURICH

Breakfast

- Breakfast at hotel
- Depart to Lucerne
- Visit **Lucerne Old Town** and **Chapel Bridge**
- Free time for shopping at **Casagrande**
- Overnight at Zurich

DAY 04 ZURICH - ENGELBERG - INTERLAKEN

Breakfast

- Breakfast at hotel & check out
- Drive to Engelberg
- Enjoy journey to **Mount Titlis** (Exclude Entrance Ticket & Cable Car)
- Proceed to **Kandergrund** to visit beautiful famous **Lake Blausee**
- Overnight at Interlaken

DAY 05 INTERLAKEN

Breakfast

- Breakfast at hotel
- Panoramic tour of **Interlaken City**
- Proceed to **Lauterbrunnen** to visit **Staubach Waterfall**
- Free time at Grindelwald
- Visit **Lake Thun** and **Lake Brienz** (Crash Landing on You shooting scene)
- Overnight at Interlaken

DAY 06 INTERLAKEN - ZERMATT - TASCH

Breakfast

- Breakfast at hotel & check out
- Proceed to **Montreux City**
- On arrival in Tasch, take a panoramic train ride to Zermatt
- Free time at **Zermatt Village**
- Back to Tasch
- Overnight at Tasch

DAY 07 TASCH - COMO - MILAN

Breakfast

- Breakfast at hotel & check out
- Drive to **Como City** and visit **Lake Como**
- Proceed to Milan
- Visit **Duomo Square, Gothic Cathedral, La Scala Opera, Castello Sforzeco** and **Duke of Milan**
- Free time at **Galleria Vittorio Emanuele II**
- Overnight at Milan

DAY 08 MILAN - SERRAVALLE

Breakfast

- Breakfast at hotel
- Depart to Serravalle
- Free time for shopping at **Serravalle Designer Outlet**
- Overnight at Milan

DAY 09 MILAN DEPARTURE

Breakfast

- Breakfast at hotel & check out
- Free time for leisure
- Photo stop at **San Siro Stadium**
- Transfer to Airport
- Take Flight to Kuala Lumpur

DAY 10 ARRIVAL KUALA

Meal On Board

- Arrival Kuala Lumpur International Airport

Note: Package itinerary schedule is subject to change.

TRAVEL DETAILS

Flight Details Qatar Airways (QR)						
DAY	FROM	TO	FLIGHT NO	ETD	ETA	DURATION
Day 1	K. Lumpur	Doha	QR 853	2025	2245	7H 45M
Day 2	Doha	Zurich	QR 93	0245	0755	6H 22M
Day 9	Milan	Doha	QR 128	1615	2300	5H 36M
Day 10	Doha	K. Lumpur	QR 852	0250	1525	6H 53M

Flight Details Emirates (EK)						
DAY	FROM	TO	FLIGHT NO	ETD	ETA	DURATION
Day 1	K. Lumpur	Dubai	EK 343	0125	0445	6H 50M
Day 2	Dubai	Zurich	EK 87	0825	1225	7H 05M
Day 9	Milan	Dubai	EK 92	2120	0630	6H 55M
Day 10	Dubai	K. Lumpur	EK 342	1040	2155	7H 25M

Flight Details Etihad Airways (EY)						
DAY	FROM	TO	FLIGHT NO	ETD	ETA	DURATION
Day 1	K. Lumpur	Abu Dhabi	EY 487	2140	0040+1	7H 10M
Day 2	Abu Dhabi	Zurich	EY 143	0225	0700	6H 55M
Day 9	Milan	Abu Dhabi	EY 82	1120	1920	6H58M
Day 9	Abu Dhabi	K. Lumpur	EY 488	2050	0810+1	7H 5M

**Flight details are subject to change*

Package Inclusion

- Return International Economy Flight Ticket with Luggage 25Kg
- 7 Nights' Accommodation with Twin / Triple Sharing
- Meals As Stated in Itinerary (Breakfast)
- Transfer, Entrance Fee and Tour as Per Itinerary
- Train Ticket to Zermatt
- City Tax
- English / Bahasa Speaking Guide
- Tipping For Guide and Driver
- Services Of Tour Leader to Ensure Smooth Operation
- 1 Bottle Drinking Water Daily
- Travel Insurance Berjaya Sompo (Pay & Claim)
  * Coverage Applicable for Ages 64 and Below

Package Exclusion

- Personal Expenses; Mini Bar, Laundry, Tel Bills, Etc.
- Excess Luggage
- Extra Meals and Drinks (Lunch & Dinner)
- Optional Tour
- Porterage
- Other Not Stated in Itinerary
- Travel Insurance
  * For Ages 65 and Above

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TRAVEL DETAILS

Category	City	Hotel	Night
3 Stars	Zurich	Holiday Inn Express Zürich Airport	2 Nights
3 Stars	Interlaken	Hotel Aeschi Park	2 Nights
3 Stars	Tasch	Hotel Mountime Tasch	1 Night
3 Stars	Milan	Best Western Hotel Major	2 Nights

Hotel is subject to change to similar category

Season

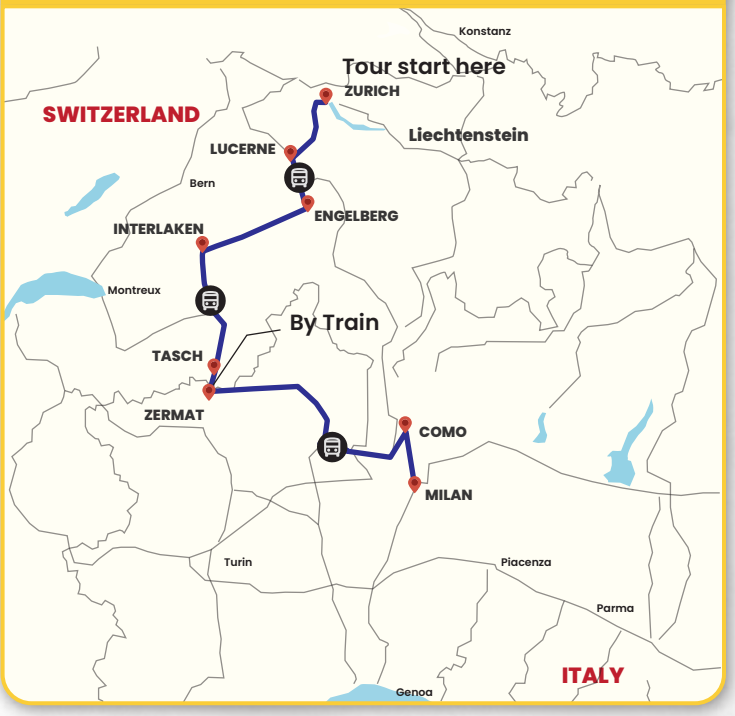
- Spring **Mar - May**
- Summer **Jun - Aug**
- Autumn **Sep - Nov**
- Winter **Dec - Feb**

Currency

Euro (EUR) **1 = MYR 4.83***

Swiss Franc (CHF) **1 = MYR 5.00***

Route Map



Optional Tour (Per Person)	Rate
Mount Titlis	**CHF 100 - 110**
Rhine Falls Boat Tour	**CHF 25**

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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.