



MANAZEL MASHAER  
TRAVEL SERVICES SDN. BHD

10H7M

BREAKFAST



# SWISS ITALY

HARGA **ALL-IN** DARI

RM **9,690**

HARGA NORMAL ~~RM 9,990~~

## Tour Highlights:

Rhine Falls – Lucerne Old Town – Chapel Bridge – Mount Titlis

Blausee – Staubach Falls – Lake Brienz – Zermatt – Serravalle

Lake Como – Duomo Square Milan

TOUR CODE : ZRHMXP10

HOTLINE 03-7890 5994 | [www.manazel.com.my](http://www.manazel.com.my)

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# SWISS ITALY

**10 DAYS 7 NIGHTS**

TWIN / TRIPLE SHARING	ADULT SINGLE	CHILD EXTRA BED	CHILD NO BED	INFANT
RM 9,690	RM 11,190	RM 9,190	RM 8,590	RM 2,500

PACKAGE INCLUSION	PACKAGE EXCLUSION
<ul style="list-style-type: none"> <li>Return International Flight Ticket with Luggage 25Kg</li> <li>7 Nights' Accommodation with twin / triple sharing</li> <li>Meals as stated in itinerary (Breakfast)</li> <li>Transfer, entrance fee and tour as per itinerary</li> <li>Train ticket to Zermatt</li> <li>City Tax</li> <li>English / Bahasa speaking guide</li> <li>Tipping for guide and driver</li> <li>Services of tour leader to ensure smooth operation</li> <li>1 Bottle drinking water daily</li> <li>Services of tour leader to ensure smooth operation</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 (Lunch &amp; Dinner)</li> <li>Optional tour</li> <li>Porterage</li> <li>Travel insurance</li> <li>Other not stated in itinerary</li> </ul>

CATEGORY	CITY	HOTEL
3 Stars	Zurich	Holiday Inn Express Zürich Airport or Similar
3 Stars	Interlaken	Hotel Aeschi Park or Similar
3 Stars	Tasch	Hotel Mountime Tasch or Similar
4 Stars	Milan	Best Western Hotel Major or Similar



# SWISS ITALY

**10 DAYS 7 NIGHTS**

DAY	FROM	TO	FLIGHT NO.	ETD	ETA
DAY 1	KLIA	DOHA	QR 853	2025	2245
DAY 2	DOHA	ZURICH	QR 93	0245	0755
DAY 9	MILAN	DOHA	QR 128	1615	2300
DAY 10	DOHA	KLIA	QR 852	0250	1525

DEPARTURE	ARRIVAL	SEASON	PRICE	REMARKS
22 NOV 2024	01 DEC 2024	WINTER	RM 9,790	
06 DEC 2024	15 DEC 2024	WINTER	RM 9,790	
23 JAN 2025	01 FEB 2025	WINTER	RM 9,790	SCHOOL HOLIDAY
04 FEB 2025	13 FEB 2025	WINTER	RM 9,790	SCHOOL HOLIDAY
06 FEB 2025	15 FEB 2025	WINTER	RM 9,790	SCHOOL HOLIDAY
16 APR 2025	25 APR 2025	SPRING	RM 9,690	
10 MAY 2025	19 MAY 2025	SPRING	RM 9,790	
23 MAY 2025	01 JUN 2025	SUMMER	RM 9,790	
27 JUN 2025	06 JUL 2025	SUMMER	RM 9,790	
18 JUL 2025	27 JUL 2025	SUMMER	RM 9,790	
14 AUG 2025	23 AUG 2025	SUMMER	RM 9,790	
12 SEP 2025	21 SEP 2025	AUTUMN	RM 9,790	SCHOOL HOLIDAY
26 SEP 2025	05 SEP 2025	AUTUMN	RM 9,790	
17 OCT 2025	26 OCT 2025	AUTUMN	RM 9,790	
31 OCT 2025	09 NOV 2025	AUTUMN	RM 9,790	
14 NOV 2025	23 NOV 2025	AUTUMN	RM 9,790	
21 NOV 2025	30 NOV 2025	AUTUMN	RM 9,790	
19 DEC 2025	28 DEC 2025	WINTER	RM 9,790	
27 DEC 2025	05 JAN 2026	WINTER	RM 9,790	



# SWISS ITALY

## 10 DAYS 7 NIGHTS

### DAY 01: DEPARTURE KLIA (MOB)

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

### DAY 02: ARRIVAL ZURICH (MOB)

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

### DAY 03: ZURICH - LUCERNE - ZURICH (B)

- 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 (B)

- Breakfast at Hotel and Check Out
- Drive to Engelberg
- Enjoy journey to **Mount Titlis** (Exclude Entrance Ticket & Cable Car RM 550/Person)
- Proceed to **Kandergrund** to visit beautiful famous **Lake Blausee**
- Overnight at Interlaken

### DAY 05: INTERLAKEN (B)

- 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 - MONTREUX - ZERMATT - TASCH (B)

- Breakfast at Hotel and 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 (B)

- Breakfast at Hotel and 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 (B)

- Breakfast at Hotel
- Depart to Serravalle
- Free Time for Shopping at **Serravalle Designer Outlet**
- Overnight at Milan

### DAY 09: MILAN DEPARTURE (B/MOB)

- Breakfast at Hotel and Check Out
- Free Time for Leisure
- Photo stop at **San Siro Stadium**
- Transfer to Airport
- Take Flight to Kuala Lumpur

### DAY 10: ARRIVAL KUALA LUMPUR (MOB)

- Arrival Kuala Lumpur International Airport

**Note: Package itinerary schedule is subject to change.**

**(MOB - Meals on Board / B - Breakfast / L - Lunch / D - Dinner)**



## **TERMS & CONDITIONS**

### **1) DEPOSIT & FULL PAYMENT**

Upon booking of seat	: Deposit <b>RM 1,000.00</b> per person per booking
90 days before group departure	: 50% of the total payment
45 days before group departure	: Balance of the outstanding payment

If full payment is not received within the stipulated **45 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 **45 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) CANCELTION 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** & maximum 26 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)



**5) CANCELTATION 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 45 days** before group departure date, cancellation fee will be imposed as follow:
  - Special promotion package (Non-refundable of deposit)
  - 60 days or more from the departure date (charge of **RM 350** per person or **15%** of the package price, whichever is higher, will be applied.)
  - 45 – 59 days before the departure date (Non-refundable of deposit)
  - 21 – 44 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.

**6) CANCELTATION 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.



## 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 15 to 30 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) IMPORTANT NOTE

- i. **Deposits are non-refundable and non-transferable.**
- ii. The above rates quoted are subject to change without prior notice.
- iii. 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.
- iv. All flights and hotels are provisional and will be subjected to change until final confirmation.
- v. 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.
- vi. Passport must be valid for more than 6 months from the date of travel.
- vii. Flight seats and room arrangement for hotel are auto assigned.
- viii. **Tour Leader** only will be sent if the group is more than **20 passengers**.
- ix. 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.
- x. 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.
- xi. 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.
- xii. Manazel Al Mashaer Travel Services Sdn Bhd term & conditions will apply.

## 10) 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.**