MANAZEL MASHAER
TRAVEL SERVICES SDN. BHD

GROUP TOUR
SPAIN MOROCCO PORTUGAL (13D10N)

Casablanca - Marrakech - Rabat - Fez - Chefchaoen - Tangier - Granada - Cordoba - Lisbon - Madrid

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)
10 Dec 2026	22 Dec 2026	Winter	QR / EY / EK	RM 10,490	RM 2,500
17 Dec 2026	29 Dec 2026	Winter	QR / EY / EK	RM 10,490	RM 2,500
20 Dec 2026	01 Jan 2027	Winter	QR / EY / EK	RM 10,490	RM 2,500
2027					
12 Jan 2027	24 Jan 2027	Winter	QR / EY / EK	RM 10,390	RM 2,500
23 Jan 2027	04 Feb 2027	Winter	Emirates	RM 10,390	RM 2,500
13 Mar 2027	25 Mar 2027	Spring	QR / EY / EK	RM 10,390	RM 2,500
25 Mar 2027	06 Apr 2027	Spring	QR / EY / EK	RM 10,390	RM 2,500
06 Apr 2027	18 Apr 2027	Spring	QR / EY / EK	RM 10,390	RM 2,500
19 Apr 2027	01 May 2027	Spring	QR / EY / EK	RM 10,390	RM 2,500
14 May 2027	26 May 2027	Spring	QR / EY / EK	RM 10,390	RM 2,500
22 May 2027	03 Jun 2027	Spring	QR / EY / EK	RM 10,390	RM 2,500
25 May 2027	06 Jun 2027	Spring	QR / EY / EK	RM 10,390	RM 2,500
05 Jun 2027	17 Jun 2027	Summer	QR / EY / EK	RM 10,390	RM 2,500
13 Jun 2027	25 Jun 2027	Summer	Emirates	RM 10,390	RM 2,500
19 Jul 2027	31 Jul 2027	Summer	QR / EY / EK	RM 10,390	RM 2,500
14 Aug 2027	26 Aug 2027	Summer	QR / EY / EK	RM 10,390	RM 2,500
25 Aug 2027	06 Sep 2027	Summer	QR / EY / EK	RM 10,390	RM 2,500
14 Sep 2027	26 Sep 2027	Autumn	QR / EY / EK	RM 10,390	RM 2,500
05 Oct 2027	17 Oct 2027	Autumn	QR / EY / EK	RM 10,390	RM 2,500
19 Oct 2027	31 Oct 2027	Autumn	QR / EY / EK	RM 10,390	RM 2,500
02 Nov 2027	14 Nov 2027	Autumn	QR / EY / EK	RM 10,390	RM 2,500
16 Nov 2027	28 Nov 2027	Autumn	QR / EY / EK	RM 10,390	RM 2,500
07 Dec 2027	19 Dec 2027	Winter	QR / EY / EK	RM 10,590	RM 2,500
17 Dec 2027	29 Dec 2027	Winter	QR / EY / EK	RM 10,590	RM 2,500
19 Dec 2027	31 Dec 2027	Winter	QR / EY / EK	RM 10,590	RM 2,500

*Notes : Single Surcharge : Additional RM 2200 | Child With Bed : Same Price As Adult | Child No Bed : Less RM 1000

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ITINERARY

DAY 01 KLIA DEPARTURE

Meal on Board

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

DAY 02 ARRIVAL CASABLANCA – MARRAKECH

Breakfast, Dinner

- Arrival at Casablanca Airport
- Meet & greet with local guide
- Visit **Hassan II Mosque** and **Corniche**
- Proceed to Marrakech
- Overnight in Marrakech

DAY 03 MARRAKECH

Breakfast, Dinner

- Breakfast at Hotel
- Visit **Menara Garden, Koutoubia Mosque, Spicy Pharmacy** & **Jamaa El Fna Square**
- Free Time at **Medina Marrakech**
- Overnight in Marrakech

DAY 04 MARRAKECH – RABAT

Breakfast, Dinner

- Breakfast at Hotel and Check Out
- Proceed to Rabat
- Visit **Oudaya Kasbah**
- Photo stop at **Royal Palace**
- Visit **Mohammed V Mausoleum and Hassan Tower**
- Overnight in Rabat

DAY 05 RABAT – FEZ

Breakfast, Dinner

- Breakfast at Hotel and Check Out
- Proceed to Fez
- Visit **Royal Palace, Karawiyene Mosque** & **Chouara Tannery**
- Visit Medina of **Fez**
- Overnight in Fez

DAY 06 FEZ – CHEFCHAOUEN – TANGIER

Breakfast, Dinner

- Breakfast at Hotel and Check Out
- Proceed to Chefchaouen
- Visit **Spanish Mosque**
- Free Time at **Outa Hammam Square**
- Proceed to Tangier
- Visit **Cape Spartel**
- Overnight in Tangier

DAY 07 TANGIER – TARIFA – GRANADA

Breakfast, Dinner

- Breakfast at Hotel and Check Out
- Ferry Ride across **Strait of Gibraltar to Tarifa**
- Proceed to Granada
- Visit **Granada Mosque**
- Overnight in Granada

DAY 08 GRANADA – CORDOBA – ECIJA

Breakfast, Dinner

- Breakfast at Hotel and Check Out
- Visit **Alhambra Palace, Generalife Garden, Cordoba Mosque, Roman Bridge & Torre Calahorra**
- Proceed to Ecija
- Overnight in Ecija

DAY 09 ECIJA – SEVILLE – ELVAS

Breakfast, Dinner

- Breakfast at Hotel and Check Out
- Proceed to Seville
- Visit **Parque Maria Luisa, Plaza de Espana**
- Photo stop at **Torre del Oro** & **Royal Alcazar**
- Visit **Seville Mosque**
- Overnight in Elvas

DAY 10 ELVAS – LISBON – ELVAS

Breakfast, Dinner

- Breakfast at Hotel
- Proceed to Lisbon
- Visit **Belem Tower, Monument to Discoveries, Praca do Comercio** & **Rossio Square**
- Visit **Lisbon Central Mosque**
- Overnight in Elvas

ITINERARY

DAY 11 — ELVAS – TOLEDO – MADRID

Breakfast, Dinner

- Breakfast at Hotel and Check Out
- Proceed to Toledo
- Visit **Bisagra Gate**, **Toledo Mosque** & **Mirador del Valle**
- Proceed to Madrid
- Panoramic City Tour around Madrid
- Photo stop at **Royal Palace, Plaza de Espana** & **Bernabeu Stadium** (Real Madrid Stadium)
- Visit **Cibeles Fountain** & **Las Ventas Bullring**
- Overnight in Madrid

DAY 12 — MADRID – DEPARTURE

Breakfast

- Breakfast at Hotel and Check Out
- Shopping Time at **Las Rozas Village**
- Proceed to Madrid Airport
- Take flight back to Kuala Lumpur

DAY 13 — KUALA LUMPUR ARRIVAL

Meal On Board

- Arrival Kuala Lumpur International Airport

Note: Package itinerary schedule is subject to change.

Flight Details Qatar Airways (QR)

DAY	FROM	TO	FLIGHT NO	ETD	ETA	DURATION
Day 1	K. Lumpur	Doha	QR 4990	2100	2330	7H 25M
Day 2	Doha	Casablanca	QR 4567	0135	0730	8H 25M
Day 11	Madrid	Doha	QR 148	0905	1650	6H 35M
Day 11	Doha	K. Lumpur	QR 844	1915	0750+1	7H 20M

Flight Details Emirates (EK)

DAY	FROM	TO	FLIGHT NO	ETD	ETA	DURATION
Day 1	K. Lumpur	Dubai	EK 343	0215	0505	6H 50M
Day 2	Dubai	Casablanca	EK 751	0730	1240	8H 25M
Day 11	Madrid	Dubai	EK 144	2210	0715	7H 45M
Day 11	Dubai	K. Lumpur	EK 342	1025	2150	7H 25M

Flight Details Etihad Airways (EY)

DAY	FROM	TO	FLIGHT NO	ETD	ETA	DURATION
Day 1	K. Lumpur	Abu Dhabi	EY 487	2155	0050	6H 55M
Day 2	Abu Dhabi	Casablanca	EY 757	0205	0720	7H 41M
Day 11	Madrid	Abu Dhabi	EY 102	1045	1940	6H 55M
Day 11	Abu Dhabi	K. Lumpur	EY 488	2100	0825+1	7H 25M

**Flight details are subject to change*

TRAVEL DETAILS

Package Inclusion

- Return International Economy Flight Ticket With 25kg/30kg Luggage
- 10 Nights' Accommodation with Twin / Triple Sharing
- Meals As Stated in Itinerary (Breakfast & Dinner)
- Entrance Fee and Tour as Per Itinerary
- Alhambra Ticket - Subject to Availability
- One Way Ferry Ticket Tangier / Tarifa
- Air Conditioned / Heated Bus
- 1 Bottle Drinking Water Daily
- Services Of Tour Leader to Ensure Smooth Operation
- Tipping For Guide and Driver

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

Route Map



Season

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

Currency

United Stated Dollar (EUR) **1 = MYR 4.95***

Moroccan Dirham (MAD) **10 = MYR 4.45***

	City	Hotel	Night
4 Stars	Marrakech	Hotel Ayoub & Spa	2 Nights
3 Stars	Kenitra	Relax Hôtel Kenitra	1 Night
4 Stars	Fez	Royal Mirage Hotel Fes	1 Night
3 Stars	Tangier	Hotel Tanger Med	1 Night
3 Stars	Loja	Hotel Abades Loja	1 Night
3 Stars	Ecija	B&B Hotel Écija	1 Night
3 Stars	Evora	Hotel Estremoz	2 Nights
3 Stars	Madrid	B&B HOTEL Madrid Fuenlabrada	1 Night

Hotel is subject to change to similar category

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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 **18 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 **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.