MANAZEL MASHAER
TRAVEL SERVICES SDN. BHD

GROUP TOUR
JELAJAH SWITZERLAND (9D6N)

Brunnen – Engelberg – Titlis – Lucerne – Lauterbrunnen – Interlaken –
Leysin – Zermatt – Sion – Berne – Zurich – Schaffhausen

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)
16 Dec 2026	24 Dec 2026	Winter	QR / EY	RM 10,190	RM 2,000
24 Dec 2026	01 Jan 2027	Winter	QR / EY	RM 10,190	RM 2,000
2027					
17 Jan 2027	25 Jan 2027	Winter	QR / EY	RM 9,890	RM 2,000
28 Jan 2027	05 Feb 2027	Winter	Emirates	RM 9,890	RM 2,000
14 Mar 2027	22 Mar 2027	Spring	QR / EY	RM 9,890	RM 2,000
27 Mar 2027	04 Apr 2027	Spring	QR / EY	RM 10,190	RM 2,000
10 Apr 2027	18 Apr 2027	Spring	QR / EY	RM 10,190	RM 2,000
24 Apr 2027	02 May 2027	Spring	QR / EY	RM 10,190	RM 2,000
01 May 2027	09 May 2027	Spring	QR / EY	RM 10,190	RM 2,000
28 May 2027	05 Jun 2027	Spring	QR / EY	RM 10,190	RM 2,000
06 Jun 2027	14 Jun 2027	Summer	Emirates	RM 10,190	RM 2,000
10 Jul 2027	18 Jul 2027	Summer	QR / EY	RM 10,190	RM 2,000
15 Aug 2027	23 Aug 2027	Summer	QR / EY	RM 10,190	RM 2,000
29 Aug 2027	06 Sep 2027	Summer	QR / EY	RM 10,190	RM 2,000
15 Sep 2027	23 Sep 2027	Autumn	QR / EY	RM 10,190	RM 2,000
02 Oct 2027	10 Oct 2027	Autumn	QR / EY	RM 10,190	RM 2,000
24 Oct 2027	01 Nov 2027	Autumn	QR / EY	RM 10,190	RM 2,000
13 Nov 2027	21 Nov 2027	Autumn	QR / EY	RM 9,890	RM 2,000
20 Nov 2027	28 Nov 2027	Autumn	QR / EY	RM 9,890	RM 2,000
02 Dec 2027	10 Dec 2027	Winter	QR / EY	RM 10,390	RM 2,000
18 Dec 2027	26 Dec 2027	Winter	QR / EY	RM 10,390	RM 2,000
23 Dec 2027	31 Dec 2027	Winter	QR / EY	RM 10,390	RM 2,000

*Notes : Single Surcharge : Additional RM 1500 | Child With Bed : Less RM 1000

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ITINERARY

DAY 01 KUALA LUMPUR DEPARTURE

Meal on Board

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

DAY 02 ARRIVAL ZURICH – LUZERN – BRUNNEN

Breakfast, Dinner

- Arrival at Zurich Airport
- Meet & greet with local driver
- Proceed to Lucerne
- Visit **Chapel Bridge** & **Lion Monument**
- Free Time at **Lucerne Old Town** and **Lucerne Lake**
- Visit **Xhamia Mëshira Luzern Mosque**
- Shopping Time at **Bucherer Shop**
- Overnight in Brunnen

DAY 03 BRUNNEN – ENGELBERG – TITLIS

Breakfast, Dinner

- Breakfast at Hotel
- Proceed to Engelberg
- Experience Round Trip Cable Car Ride to **Mount Titlis**
- Proceed to Lucerne
- Free Time at Own Leisure
- Overnight in Brunnen

DAY 04 LAUTERBRUNNEN – INTERLAKEN – LEYSIN

Breakfast, Dinner

- Breakfast at Hotel & Check Out
- Proceed to Lauterbrunnen
- Visit **Lauterbrunnen Valley**
- Photo Stop at **Staubbach Waterfall**
- Proceed to Interlaken
- Free Time at Interlaken City
- Proceed to Leysin
- Overnight in Leysin

DAY 05 LEYSIN – ZERMATT – SION

Breakfast, Dinner

- Breakfast at Hotel & Check Out
- Proceed to Tasch
- Shuttle Train Ride to **Zermatt**
- Free Time and Walking Tour around Zermatt
- Shuttle Train Ride back to Taesch
- Overnight in Sion

DAY 06 SION – BERNE – ZURICH

Breakfast, Dinner

- Breakfast at Hotel & Check Out
- Proceed to Berne
- Visit **Clock Tower, Einstein House, Bear Pit and Town Hall**
- Overnight in Zurich

DAY 07 ZURICH – SCHAFFHAUSEN

Breakfast, Dinner

- Breakfast at Hotel
- Proceed to Schaffhausen
- Visit **Rhine Falls**
- Return to Zurich
- Visit **Bahnhofstrasse, Limmatquai, Rathaus Zurich & Zurich Lake and Old Guildhalls**
- Overnight at Zurich

DAY 08 ZURICH – DEPARTURE

Breakfast

- Breakfast at Hotel & Check Out
- Proceed to Zurich Airport
- Take flight back to Kuala Lumpur

DAY 09 ARRIVAL KUALA LUMPUR

Meal on Board

- Arrival at Kuala Lumpur International Airport

Note: Package itinerary schedule is subject to change.

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TRAVEL DETAILS

Flight Details Qatar Airways (QR)						
DAY	FROM	TO	FLIGHT NO	ETD	ETA	DURATION
Day 1	K. Lumpur	Doha	QR 4990	2115	2340	7H 25M
Day 2	Doha	Zurich	QR 93	0240	0700	6H 20M
Day 8	Zurich	Doha	QR 96	1540	2325	5H 45M
Day 9	Doha	K. Lumpur	QR 4991	0130	1355	7H 25M

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	Zurich	EK 87	0840	1320	7H 05M
Day 8	Zurich	Dubai	EK 86	2200	0610	7H 05M
Day 9	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+1	6H 55M
Day 2	Abu Dhabi	Zurich	EY 143	0215	0710	6H 55M
Day 8	Zurich	Abu Dhabi	EY 144	1110	1935	6H 25M
Day 8	Abu Dhabi	K. Lumpur	EY 488	2100	0825+1	7H 25M

**Flight details are subject to change*

Category	City	Hotel	Night
3 Stars	Brunen	Restaurant & Hotel City Brunnen	2 Nights
3 Stars	Leysin	Alpine Classic Hotel Leysin	1 Night
3 Stars	Sion	Moxy Sion	1 Night
3 Stars	Zurich	B&B HOTEL Zurich East Wallisellen	2 Nights

Hotel is subject to change to similar category

TRAVEL DETAILS

Package Inclusion	Package Exclusion
• Return International Economy Flight Ticket with Luggage 25/30Kg • 6 Nights' Accommodation with Twin / Triple Sharing • Meals As Stated in Itinerary (Breakfast & Dinner) • Transfer, Entrance Fee and Tour as Per Itinerary • Train Ticket to Zermatt & Mt. Titlis Cable Car • 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	• Personal Expenses; Mini Bar, Laundry, Tel Bills, Etc. • Excess Luggage • Extra Meals and Drinks (Lunch) • Optional Tour • Porterage • Other Not Stated in Itinerary • Travel Insurance * For Ages 65 and Above

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
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.