MANAZEL MASHAER
TRAVEL SERVICES SDN. BHD

GROUP TOUR
BALKAN 5 COUNTRIES (9D7N)

North Macedonia - Albania - Montenegro - Croatia - Bosnia & Herzegovina

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)**
08 Dec 2026	16 Dec 2026	Winter	Turkish Airlines	RM 8,890	RM 2,500
2027					
27 Jan 2027	04 Feb 2027	Winter	Turkish Airlines	RM 8,890	RM 2,500
12 Mar 2027	20 Mar 2027	Spring	Turkish Airlines	RM 8,890	RM 2,500
13 Apr 2027	21 Apr 2027	Spring	Turkish Airlines	RM 8,890	RM 2,500
08 May 2027	16 May 2027	Spring	Turkish Airlines	RM 8,890	RM 2,500
22 May 2027	30 May 2027	Spring	Turkish Airlines	RM 8,890	RM 2,500
25 May 2027	02 Jun 2027	Spring	Turkish Airlines	RM 8,890	RM 2,500
05 Jun 2027	13 Jun 2027	Summer	Turkish Airlines	RM 8,890	RM 2,500
02 Jul 2027	10 Jul 2027	Summer	Turkish Airlines	RM 8,890	RM 2,500
12 Aug 2027	20 Aug 2027	Summer	Turkish Airlines	RM 8,890	RM 2,500
27 Aug 2027	04 Sep 2027	Summer	Turkish Airlines	RM 8,890	RM 2,500
16 Sep 2027	24 Sep 2027	Autumn	Turkish Airlines	RM 8,890	RM 2,500
07 Oct 2027	15 Oct 2027	Autumn	Turkish Airlines	RM 8,890	RM 2,500
22 Oct 2027	30 Oct 2027	Autumn	Turkish Airlines	RM 8,890	RM 2,500
05 Nov 2027	13 Nov 2027	Autumn	Turkish Airlines	RM 8,890	RM 2,500
19 Nov 2027	27 Nov 2027	Autumn	Turkish Airlines	RM 8,890	RM 2,500
04 Dec 2027	12 Dec 2027	Winter	Turkish Airlines	RM 9,090	RM 2,500
18 Dec 2027	26 Dec 2027	Winter	Turkish Airlines	RM 9,090	RM 2,500
23 Dec 2027	31 Dec 2027	Winter	Turkish Airlines	RM 9,090	RM 2,500

*Notes : Single Surcharge : Additional RM 1500 | Child With Bed : Same Price As Adult | Child No Bed : Less RM 700

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ITINERARY

DAY 01 DEPARTURE KLIA

Meal on Board

- Assemble at Kuala Lumpur International Airport
- Overnight at Zagreb

DAY 02 ZAGREB – BIHAĆ

Breakfast, Lunch, Dinner

- Breakfast at hotel and check out
- Visit **Una National Park** (Summer Season)
- Enjoy **Zagreb City Tour**
- Photo stop at **Ban Jelacic Square, Zagreb Cathedral & Islamic Center & Mosque**
- Photo stop at **Parliament Building & St. Mark's Church**
- Free Time at **Dolac Market**
- Overnight at Bihać

DAY 03 BIHAĆ – JAJCE – TRAVNIK – SARAJEVO

Breakfast, Lunch, Dinner

- Breakfast at hotel and check out
- Photo stop at Jajce
- View the **Pliva Waterfall & Pliva Lakes**
- Visit the **Traditional Wooden Watermills & Malaysian Mosque in Turbe Village**
- Visit **Sulejmanija Mosque, Stari Grad (Old Town) & Ibrahim Pasha Madrasa**
- Overnight at Sarajevo

DAY 04 SARAJEVO

Breakfast, Lunch, Dinner

- Breakfast at hotel
- Visit **Vrelo Bosne & Tunnel of Hope (War Tunnel)**
- Explore **Baščaršija Old Bazaar**
- Visit **Gazi Husrev-beg Mosque & View Latin Bridge**
- Visit **Sebilj Fountain & View Sarajevo City Hall (Vijećnica)**
- Optional Activity:
  Horse Carriage Ride – EUR20/person
- Overnight at Sarajevo

DAY 05 SARAJEVO – MOSTAR – BLAGAJ – TREBINJE

Breakfast, Lunch, Dinner

- Breakfast at hotel and check out
- Visit the **Iconic Stari Most (Old Bridge)**
- Explore Old Bazaar
- Visit **Koski Mehmed Pasha Mosque**
- Enjoy a relaxing walk along the beautiful **Buna River**
- Overnight at Trebinje

DAY 06 TREBINJE – DUBROVNIK – KOTOR – SHKODER

Breakfast, Lunch, Dinner

- Breakfast at hotel and check out
- Visit **Kotor Old Town**
- Explore **Stradun** (Placa Street)
- View **Rector's Palace** & Visit **Onofrio's Fountain**
- View **Dubrovnik Cathedral, Church of St. Blaise, Dubrovnik City Walls & Dubrovnik**
- View **St. Tryphon's Cathedral & Kotor City Walls**
- Visit **Clock Tower**
- Explore **Square of Arms**
- Overnight at Shkoder

DAY 07 SHKODER – TIRANA – OHRID

Breakfast, Lunch, Dinner

- Breakfast at hotel and check out
- Visit **Skanderbeg Square & Et'hem Bey Mosque**
- View the **Pyramid of Tirana & National History Museum**
- Explore **Old Bazaar of Ohrid**
- Visit **Ali Pasha Mosque, Old Chinar Tree & Pearl Shop**
- View **Fortress of Samuil, Church of St. Sophia & St. Jovan Kaneo**
- Overnight at Ohrid

DAY 08 OHRID – SKOPJE – DEPARTURE

Breakfast, Lunch

- Breakfast at hotel and check out
- Visit **Kale Fortress & Stone Bridge**
- Explore **Macedonia Square**
- View the **Alexander the Great Statue & Fountain**
- View **Daut Pasha Hammam & Mustafa Pasha Mosque**
- Explore **Old Bazaar**
- Visit **Mother Teresa Memorial House & Old Railway Station**
- Transfer to airport

DAY 09 ARRIVAL KUALA LUMPUR

Meal On Board

- Arrival Kuala Lumpur International Airport

Note: Package itinerary schedule is subject to change.

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TRAVEL DETAILS

Package Inclusion	Package Exclusion
• Return International Economy Flight Ticket With 30kg Luggage • 7 Nights' Accommodation with Twin/Triple Sharing • Meals As Stated in Itinerary (Breakfast, Lunch & Dinner) • Entrance Fee and Tour as Per Itinerary • Air Conditioned / Heated Bus • Complimentary Premium Bag Pack Manazel • Services Of Professional Tour Leader to Ensure Smooth Operation • Escort English Speaking Guide • 1 Bottle Drinking Water Daily • Tipping for Guide and Driver • Travel Insurance Berjaya Sompo (Pay & Claim) * Coverage Applicable for Ages 64 and Below	• Personal Expenses; Mini Bar, Laundry, Tel Bills, Etc. • Extra Meals and Drinks • Optional Tour • Porterage • Other Not Stated in Itinerary • Visa for non-Malaysian • Travel Insurance * For Ages 65 and Above

Category	City	Hotel	Night
4 Stars	Ohrid	Imperial Hotel & Spa	1 Night
4 Stars	Shkoder	Hotel Rozafa	1 Night
4 Stars	Trebinje	Hotel Central Park	1 Night
4 Stars	Sarajevo	Hollywood Hotel Sarajevo	2 Nights
4 Stars	Bihac	Hotel Safir Bihać	1 Night
4 Stars	Zagreb	Hotel Diplomat	1 Night

Hotel is subject to change to similar category

Flight Details Turkish Airlines (TK)

DAY	FROM	TO	FLIGHT NO	ETD	ETA	DURATION
Day 1	K. Lumpur	Istanbul	TK 63	0945	1535	10H 35M
Day 1	Istanbul	Zagreb	TK 1055	1830	1940	2H 10M
Day 8	Skope	Istanbul	TK 1006	2015	2245	1H 30M
Day 9	Istanbul	K. Lumpur	TK 60	0140	1715	10H 35M

*Flight details are subject to change

TRAVEL DETAILS

Season

Spring **Mar - May**

Summer **Jun - Aug**

Autumn **Sep - Nov**

Winter **Dec - Feb**

Currency

United Stated Dollar (USD) **1 = MYR 4.5***

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

Route Map



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.