MANAZEL MASHAER
TRAVEL SERVICES SDN. BHD

GROUP TOUR
SURABAYA BROMO MALANG (5D4N)

Surabaya - Bromo - Malang - Semeru Lava Tour

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)
18 Dec 2026	22 Dec 2026	School Holiday	Malaysia Airlines	RM 2,590	RM 500
28 Jan 2027	01 Feb 2027	Weekend	Malaysia Airlines	RM 2,490	RM 500
26 Mar 2027	30 Mar 2027	Weekend	Malaysia Airlines	RM 2,690	RM 500
14 Apr 2027	18 Apr 2027	Weekend	Malaysia Airlines	RM 2,590	RM 500
20 May 2027	24 May 2027	Weekend	Malaysia Airlines	RM 2,690	RM 500
27 May 2027	31 May 2027	Weekend	Malaysia Airlines	RM 2,690	RM 500
02 Jun 2027	06 Jun 2027	Weekend	Malaysia Airlines	RM 2,590	RM 500
15 Jul 2027	19 Jul 2027	Weekend	Malaysia Airlines	RM 2,590	RM 500
11 Aug 2027	15 Aug 2027	Weekend	Malaysia Airlines	RM 2,590	RM 500
28 Aug 2027	01 Sep 2027	Weekend	Malaysia Airlines	RM 2,690	RM 500
01 Sep 2027	05 Sep 2027	Weekend	Malaysia Airlines	RM 2,690	RM 500
15 Sep 2027	19 Sep 2027	Weekend	Malaysia Airlines	RM 2,690	RM 500
27 Oct 2027	31 Oct 2027	Weekend	Malaysia Airlines	RM 2,690	RM 500
18 Nov 2027	22 Nov 2027	Weekend	Malaysia Airlines	RM 2,690	RM 500
08 Dec 2027	12 Dec 2027	School Holiday	Malaysia Airlines	RM 2,690	RM 500
15 Dec 2027	19 Dec 2027	School Holiday	Malaysia Airlines	RM 2,690	RM 500
23 Dec 2027	27 Dec 2027	School Holiday	Malaysia Airlines	RM 2,690	RM 500

*Notes : Single Surcharge : Additional RM 300 | Child With Bed : Same Price As Adult | Child No Bed : Less RM 400

Flight Details Malaysia Airlines (MH)

DAY	FROM	TO	FLIGHT NO	ETD	ETA	DURATION
Day 1	K. Lumpur	Surabaya	MH 871	0725	0910	2H 45M
Day 5	Surabaya	K. Lumpur	MH 870	1000	1340	2H 40M

**Flight details are subject to change*

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ITINERARY

DAY 01 KLIA – SURABAYA – BROMO

Meal On Board, Lunch, Dinner

- Assemble at Kuala Lumpur International Airport
- Take flight to Juanda International Airport
- After landing meet and greet with your guide
- Visit **Masjid Raya Surabaya**
- Proceed to Bromo
- Overnight in Bromo

DAY 02 BROMO – TUMPAK SEWU – SEMERU – MALANG

Breakfast, Lunch, Dinner

- **03:00** Morning, Proceed to **Mt. Bromo** to view Sunrise by Jeep.
- Panoramic view of **Teletubbies & Savanna Hill** (Optional Pony Ride)
- Back to hotel
- Breakfast at hotel & checkout
- Proceed to Tumpak Sewu
- Visit **Waterfall Tumpak Sewu & Semeru Safari Lava Tour** (3 Hours)
- Proceed to **Malang**
- Overnight in Malang

DAY 03 MALANG – SURABAYA

Breakfast, Lunch, Dinner

- Breakfast at hotel & checkout
- Visit **Waterfall Coban Rondo**
- Visit **Apple Plantation** and shopping **Apple Strudle**
- Visit **Taman Bunga Santera De Laponte**
- Proceed to **Surabaya**
- Shopping at **Sidoarjo Sulaman**
- Visit **Leather Industry at Tanggulangin** (Bag, Shoes & Jackets)
- Overnight in Surabaya

DAY 04 SURABAYA

Breakfast, Lunch, Dinner

- Breakfast at hotel
- Visit **Sunan Ampel Mosque** (One of Wali Songo), **Sampoerna Museum** and **Submarine Museum**
- Shopping at **Jambatan Merah Plaza (JMP) & Mirota Souvenir Centre**
- Overnight in Surabaya

DAY 05 SURABAYA

Breakfast, Meal On Board

- Breakfast at hotel & checkout
- Transfer to Airport Juanda International Airport
- Take Flight to Kuala Lumpur International Airport
- Arrival at Kuala Lumpur

Note: Package itinerary schedule is subject to change.

TRAVEL DETAILS

Package Inclusion	Package Exclusion
• Return International Economy Flight Ticket with Luggage 30/20Kg • 4 Nights' Accommodation with Twin / Triple Sharing • Halal Meals as Stated in Itinerary (Breakfast, Lunch, Dinner) • Transfer, Entrance Fee and Tour as Per Itinerary • Jeep Tour To Bromo by Sunrise • Semeru Lava Tour • Drinking Water 1 Bottles Per Day • Escort English / Indonesia Speaking Guide • Tipping For Guide and Driver • Services Of Tour Leader to Ensure Smooth Operation • 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 • Optional Tour • Porterage • Other Not Stated in Itinerary • Travel Insurance * For Ages 65 and Above

Currency

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

Indonesian Rupiah (IDR) **1,00,000 = MYR 285**

Route Map



Category	City	Hotel	Night
3 Stars	Surabaya	Fave Hotel Surabaya	2 Nights
3 Stars	Tumpak Sewu	Tumpak Sewu Homestay	1 Night
3 Stars	Bromo	Nadia Bromo	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 500.00** 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 **15 paying passengers**.

ii. These packages are under **Series Group Departures,** if the group are below of our minimum **15 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 **15 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.