



OTTW HOLIDAYS SDN BHD

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參團及公司旅游細則/協議/責任及規則與條例(旅客應乘購旅游保險)

A) 交團款手續: 團員在報名出境團時每個人需付團費的30%訂金(乘搭廉價航空除外50%-訂金報名費) -出境團在報名低接團時, 報名訂金費用, 必須先付清團費, 此報名費不能退回或轉讓給他人(如機票已經開票或酒店已經付款預訂), 團費餘額(出國團)需在團出發前一個月前還清。團員參與(本地團-馬來西亞團)在一個月前團報名者, 必須付全額團費的50%團費費用, 在出發前-02個星期前的報名者必須付全額團費費用, 更具全部報名者在付完全額團費費用, 最遲必須在出發前03個星期還清全額團費。

B) 臨時取消辦法/退款方式: 團員已經報名後, 而通知臨時取消者, 則需付手續費/負起責任如下:

- 1) 出境團出發前03個月前通知者: 必須有個人的充分理由下(有意外/死亡證明/有個人醫生證明書)證明個人不能前行旅遊, 方能退回團費訂金的80%訂金費用-必須在機票沒有開票前的情況下退款-如機票已經開票的情況下, 另做別論, 如沒有很充分的理由證明, 訂金將會作廢。
- 2) 出境團出發02個月前通知取消者將收取RM500訂金手續費用-必須在機票沒有開票的情況下, 才能實行此收取費用-不然將會收取公司手續費(團費的20%)為準, 如機票已經確認開票, 收取此手續費用會另外增加費用(視機票開票後的價格做收取增加費用為準)。
- 3) 出境團出發前01個月通知取消者, 訂金費用全部不能退回及將會作廢, 如果機票已經開票, 則需另付全程旅遊費的80%費用。
- 4) 出境團出發01個月裡面(30天裡面)通知取消者, 訂金費用全部不能退回, 訂金將會作廢, 如機票已經開票, 需付全程旅遊費用的100%。
- 5) 參與本地團(馬來西亞)低接團費~在報名前必須付清團費費用, 此報名費用不能退回或轉讓給他人(如機票已經開票或酒店已經付款)本地團, 如果沒在預期03個星期前的時間日期還清團款, 如有任何耽誤個人利益及旅遊保險收保期或房間保留權利流失及損失, 個人自負, 公司一概不負責。
- 6) 本地團, 出發前01個月前通知, 不想前往或有個人因素, 必須有個人的充分理由下(有意外/死亡證明/有個人醫生證明書)證明個人不能前行旅遊, 方能退回團費訂金的50%訂金費用-必須在機票沒有開票前的情況下退款(如有)-如機票已經開票的情況下, 另做別論, 如沒有很充分的理由證明, 訂金將會作廢。本地團出發01個月裡面(30天裡面~最遲-3個星期出發前, 必須付完剩餘團費, 沒依照程序者, 全部團費的預訂將不收保障證明)01個月裡面通知取消者, 訂金費用全部不能退回, 訂金將會作廢, 如機票已經開票, 需付全程旅遊費用的100%。

C) 參團旅游機票需知: 本旅游機票屬於特殊的機票(團體機票)一旦團員報名了, 公司將會訂上機票(留了機位)由於是固定的航空公司訂票及發票, 在機票已經開票/還沒開票的情況下, 此機票是不可以補簽, 不可以轉讓, 不可以更改路線, 不可以換票以及無退款之價值, 凡有任何更改者便屬無效, 凡是任何更改機票而照成額外損失以及不便之處, 本公司絕對不負責, 團員個人必須承擔額外費用。

D) 團員報名前需知護照手續及出國時護照查詢確認: 團員本身需知道及自備確認查詢自己有最少-06個月的出國期限及有效的護照期或身份證明, 或者需要做其他旅行證件及旅遊簽證(在出發前往不同的國家簽證及地區簽證)公司只是幫忙申請如需要的國家簽證而已, 如因個人耽誤了簽證或續簽旅遊護照問題, 必須自己負責承擔後果損失費用, 還有團員必須查詢出國前是否欠下政府的個人稅務事項, 如有欠下此稅務而引發不能出關出國事情, 一切後果團費損失費用-團員必須自己承擔。

E) 旅客需知團費-沒包括注意以下事項:

~**國際機場稅**(旅游公司可以更具國際油價的變動而改變團費的費用, 如果有額外的機票因國際油價起價加費, 本公司一概不負責, 團員需要各自承擔有關的國際油價的變動起價了的費用)。

- 團上的個人平安的旅游保險費及行李保險費, (有意增加此項保險者, 本公司可協助辦理或購買)。
- 跟團入住的酒店是不包含-行李生服務費, 酒類, 汽水, 洗衣, 電話等私人開銷費用及酒店侍役賞金。
- 跟團時, 旅游公司不承擔的費用-因交通延阻, 罷工, 台風, 火患, 氣候, 水災, 地震, 海嘯, 疫情, 因疫情住院, 旅途中因個人或環境因素死亡, 病毒及戰爭或其他環境而影響的情況及不在本公司控制範圍內所引致之額外費用。
- 團員延期逗留者之酒店及機場接送以及團員如在旅途中突然退出或不參予任何團體活動(如膳食或觀光及團購物), 均當作自動放棄論, 賠償團購物損失, 所繳交額外費用概不退还及個人生命安全需個人承擔。
- 游轮旅客及航空團體旅客要求退團, 請遵循游轮及航空公司的另行條例規定。
- 團員遊覽車團體基本人數以20人以上為標準(報名截止日期為出發前14日), 如遇人數不足或可能變化之情況, 本公司有權作適當調整出發日期以及配合環境之下需要更改團費價格。團員不得借故異議反對。

- 团员搭乘飞机的团体，基本人数 16 位 (报名截止日期为出发前 21 日)。如遇人数不足或可能变化之情况，本公司有权作适当调整出发日期以及配合环境之调整团费价格之需要。团员不得借故異議反对。
- 团员搭乘游轮的旅客，不受基本人数限制 (报名截止日期为出发 45 日)。

公司责任：任何旅客若妨碍或损害领队或团体之正常旅遊活动及團員及公司的利益，直接或间接破坏团体之和諧，本公司领队有权视具体情况而取消其随团之资格，其未完成之部分旅程余款將概不退还，如果任何团员有涉及任何危險/販毒/吸毒事故或该旅客离团后之一切行为及行动安全，本公司一概不负任何法律责任及維護責任。本公司或其代理航空公司机票，交通运输，酒店以及其他有关的机构代理人，一概不负责任，而且更具航空公司交通运输以及酒店所发出的机票或单据，证件通知书以及通函所列名的细则为解决更具而与本公司及代理无关。》本公司主办之观光团，沿途所采用各种交通工具之机构均订有不同的条例以保障旅客本身及其行李之安全。》故凡委托或参加本公司办理之观光旅游团者，如遇有交通延期，行李遗失，意外伤亡及财物损失等事情，当根据各有关国家，交通，酒店机构所订之条例处理，一概均与本公司无涉。有关酒店，膳食及观光行程问题将依照本章程办理为

****在團員已經收到公司之收據後，並且經阅读以上之旅遊條約後，确认及承認公司以上之旅遊協議書之约定證明**。**

Company travel rules/agreements/liability issues & Term and condition(travelers should purchase travel insurance)

- A) Tour Payment procedures: Each Travel member of the outbound group needs to pay a 30% deposit of the group fee (except 50% for taking low-cost airlines) when registering. (The outbound ground booking fee must be full paid upon booking,) The balance of the fee (for overseas tour groups) needs to be full paid one month before the departure date. Tour member participation (local group-Malaysia tour) Those who sign up for the Tour fee one month ago must pay 50% of the full group fee. Those who sign up before 02 weeks before departure date, must pay the full payment tour fee, All the Tour member full payment must be paid off at the latest 03 weeks before departure.
- B) **B) Tour Temporary cancellation method/refund method:** After the member has signed up, and the temporary cancellation is notified, the handling fee/responsibility is as follows:
- 1) Those who notify 03 months before the departure of the outbound travel group: There must be sufficient reasons for the individual (with accident/death certificate/personal doctor's certificate) to prove that the individual cannot travel forward before returning the 80% deposit of the group fee Fees - must be refunded before the ticket is invoiced-issued - if the ticket has been invoiced-issued, it will be another matter), if there is no very good reason to prove, the deposit will be void. 2) Those who notify the cancellation 02 months before departure of the outbound group will be charged a deposit fee of RM500 - this fee can only be implemented if the ticket has not been invoiced - otherwise, a company fee (20% of the group fee) will be charged. , If the ticket has been confirmed to be issued, the fee will be additionally charged (depending on the price of the ticket after the ticket is issued).
 - 3) If the outbound tour group is notified of cancellation 01 months before departure, the deposit fee cannot be refunded, and the deposit will be void. If the ticket has already been issued, 80% of the full travel fee must be paid.
 - 4) If the cancellation is notified within 01 months (within 30 days) of the departure of the outbound travel group, all the deposit fees cannot be refunded, and the deposit will be invalid.
 - 5) Participate in a local tour group (Malaysia) joined with ground tour ~ must be full paid before registration. This registration fee cannot be returned or transferred to others (for example, the ticket has been invoiced or the hotel has been paid) for the local tour group, If the tour payment is not paid off at the 03 week expected time and date, if there is any delay in personal interests and travel insurance coverage period or room reservation loss and loss, the tour member individual is responsible, the company Not responsible at all.
 - 6) For local travel groups, if you are notified 01 months before departure, if you do not want to go or have personal factors, you must have sufficient reasons for the individual (with accident/death certificate/with personal doctor's certificate) to prove that the individual cannot travel before returning to the group. 50% of the deposit fee - must be refunded before the ticket is invoiced (if any - if the ticket has been invoiced-issued, it will be another matter), if there is no very good reason to prove, the deposit will be void. Within 01 months of the local travel group departure (within 30 days ~ at the latest -3 weeks before departure, the remaining group fees must be paid. If the procedure is not followed, the reservation of all group fees will not receive a guarantee certificate) within 01 months, notify the cancellation of cancellation If the flight ticket has already been issued, 100% of the total travel cost will be paid
- C) Notes on air tickets for group travel:** This travel air ticket is a special air ticket (group air ticket). Once the group members sign up, the company will book the air ticket (reserved seat). Because it is a fixed airline booking and invoice, the air ticket will In the case that the ticket has been issued / has not been issued, the ticket cannot be reissued, transferable, route change, ticket exchange and non-refundable. Any changes will be invalid, and any changes will be invalid. The company is absolutely not responsible for the additional loss and inconvenience caused by the air ticket, and the group members must bear the additional expenses

D) Passport procedures for travel registration:

Before registering, Tour members need to know the passport procedures and check and confirm the passport when going abroad: the members themselves need to know and prepare their own confirmation to check that they have at least 06 months of going abroad and a valid passport or identity certificate, or need to do other travel documents and tourist visas (Visas and regional visas for different countries) The company only helps to apply for the necessary country visas. If you delay the visa or renew the tourist passport, tour member must be responsible for the consequences of the cost), and the group members must check whether they are abroad before going abroad. Personal tax matters owed to the government, if you owe this tax and you cannot go out of the country, all the consequences of the loss of the tour fee will be borne by the tour members themselves.

E) Passengers need to know the tour fee -: does not include the following matters:

1)~International airport tax (tour companies can change the cost of the group fee according to the changes in international oil prices. If there are additional air tickets due to the starting price of the international oil price, the company is not responsible for it, and the group members need to bear the relevant starting price changes in the international oil price. costs).

2)Personal safe travel insurance and luggage insurance on the group, (For those who intend to increase this insurance, our company can assist in handling or purchasing).

3)The hotel you stay with the group does not include - the service fee of the bellman, alcohol, soft drinks, laundry, telephone and other personal expenses and the hotel waiter's bounty. When traveling with a group, the travel company does not bear the expenses-due to traffic delays, strikes, typhoons, fires, weather, floods, earthquakes, tsunamis, epidemics, hospitalization, viruses, Death due to personal reasons or environmental factors during the trip, wars or other circumstances that are not within the control of the company additional costs incurred.

4)Hotel and airport transfers for group members who have extended their stay, as well as group members who suddenly withdraw during the trip or do not participate in any group activities (such as meals, sightseeing and group shopping), will be deemed to have given up automatically and will be compensated for the loss of group shopping. Fees are non-refundable and personal safety is borne by the individual.

5)If cruise passengers and airline group passengers request to cancel the group, please follow the separate regulations of cruise ships and airlines. The basic size of the tour bus group is more than 20 people (the deadline for registration is 14 days before departure). If the number of people is insufficient or may change, the company reserves the right to make appropriate adjustments to the departure date and to change the group according to the circumstances. Tour fee price. Members of the group shall not dissent under the pretext of dissent.

6)The basic number of travel group members is 16 (the registration deadline is 21 days before departure). If the number of people is insufficient or may change, the company reserves the right to make appropriate adjustments to the departure date and to adjust the price of the tour to meet the needs of the environment. Members of the group shall not dissent under the pretext of dissent.

7)Travel Group members traveling on cruise ships are not limited by the basic number of people (the registration deadline is 45 days after departure).

Company Travel Operation -responsibility: If any traveler obstructs or damages the normal travel activities of the tour leader or the group and the interests of the members and the company, directly or indirectly destroys the harmony of the group, the tour leader of the company has the right to disqualify him from accompanying the tour according to the specific circumstances. The remaining part of the journey will not be refunded. If any member of the tour is involved in any danger/drug-trafficking/drug-addicting accident or the passenger's behavior and safety after leaving the tour, the company will not be responsible for any legal responsibility and maintenance. The company or its agency airline ticket, transportation, hotel and other related agency agents are not responsible at all, and moreover, the airline transportation and the air tickets or documents, certificate notices and circulars issued by the hotel are exemplified. The rules of the name have nothing to do with the company and the agent for the purpose of solving the problem. » For the tour groups sponsored by the company, the various means of transport used along the way have different regulations to ensure the safety of the passengers themselves and their luggage. » Therefore, for those who entrust or participate in the sightseeing tour group handled by the company, in case of traffic delay, luggage loss, accidental casualty and property loss, etc., they should be handled in accordance with the regulations set by the relevant countries, transportation, and hotel organizations. Nothing to do with the company - hotel, meals and sightseeing itinerary issues will be handled in accordance with this charter,

*After the travel group member has received the company's receipt, and has read the above travel agreement and confirmed and recognized the company's above this travel agreement**.