

TERMS AND CONDITIONS

1. Deposit & Tours Payments

- All deposit must be fully paid upon confirmation of tour in accordance to the table below.
- If full payment is not received within the stipulated 40 days before departure, Nusatra at its sole discretion reserves the right to forfeit the deposit and cancel the the booking. Refer to item 6 on the policies affecting such cancellation.

Package Price	Deposit Amount	Payable Deadline	Full Payment Deadline	Refund Value	Admin Charges
Below RM1,999	RM500	5 working days after booking is confirmed	30 Days Before Departure Where Booking is confirmed within 45 Days Before Departure, full payment will be expected within 3 Working Days After Booking is Confirmed.	RM300	RM200
RM2,000 – RM3,999	RM500			RM300	RM200
RM4,000 – RM5,999	RM1,000			RM700	RM300
RM6,000 – RM7,999	RM1,000			RM700	RM300
RM8,000 & Above	RM1,000			RM700	RM300

Notes:

- All deposits paid is non-refundable unless it is cancelled beyond 45 days prior to departure and subjected to admin fees.
- Exemption to the case includes Death, Hospitalization, Medical Reasons with Medical Letter from Hospitals (Letter from General Practitioners is not permitted). The context of the deposit clause and refund policy must be read together with the Cancellation Policy.

2. Cancellation & Cancellation Fees

- Cancellation of booking by Tour Members must be made in writing or email to avoid of any miscommunication.
- In the event if cancellation is done 45 days or more before the departure date, the deposit will be refunded less the stipulated administrative charges. (Please refer item 5 referenced to the Admin Charged)
- In the event that the booking is cancelled, the applicable charges and forfeiture as per below shall be imposed.
- Request for refund for tour bookings that is eligible for refund will be processed by Nusatra within 60 days from the date of the refund request.

Cancellation Charges / Fees		
Period	Cancellation Charges	Notes
45 days or more prior to departure	Refund of Deposit	Refund subject to the applicable administration fees
30 – 44 days before departure	Forfeiture of Deposit	n/a
21 – 29 days before departure	50% of Tour Fare	
15 – 20 days before departure	75% of Tour Fare	
Below 15 days before departure	100% of Tour Fare	

3. Flight Timing and On Time Performance

- Flight timing and schedules are not guaranteed and do not form part of the contract. All flight schedules is subjected to change or cancellation by the Airlines or Regulatory Body of the country. Nusatra shall use its best effort to rearrange the Tour or flight enabling the Member to proceed with the Tour.
- Pursuance to item 2 (a), Nusatra shall not be held liable or responsible for any cancellation or additional charges resulted from such change or cancellation of the flight schedule by the Airline or Regulatory Body.

4. Cancellation of Groups Tours and Series Group Tours

- Nusatra reserves the right to cancel the group due to the following reasons.
 - Act of God, War, Strike, Riot or order from the Government of Malaysia and the Destined Government.
 - Insufficient number of passengers to form a minimum group size 15 passengers.
- Should item 4 (a) i & ii arises, Nusatra shall recommend an alternative tour preferably to the same destination or other tours with similar tour price. Should the passenger decide not to accept the alternative arrangements, all money paid will be refunded to the passengers, provided always that the same refund is being honoured by the relevant suppliers.
- Should items 4 (a) i be effected, the refund of the Tour Price to Tour Members will be in accordance to the Terms and Conditions imposed by the Airlines and/or ground suppliers or the hotels.
- The decision by Nusatra shall be final and conclusive and it is agreed that Nusatra shall not be held liable for any cost arising from such cancellation other than a refund of an appropriate amount determined by Nusatra to the Tour Member.