

COMBO- 05N/06D

MALAYSIA (2N) + SINGAPORE (3N)

RS 64,750/-PP+4.35%GST

Day 01:- - KUALA LUMPUR- GENTING (Indoor Theme park)

On arrival at Kuala Lumpur proceed to Genting Highland. Enjoy **Indoor Theme Park** for various rides like Space Shot, Go-Karting, Jurassic Park, Merry Go Round, Space Mountain, Mini Train Ride, Flume ride and Flying Dragon etc.

Evening try your luck at famous Casino in the evening. Dinner will be served at Indian Restaurant. Overnight at your Hotel in Genting. **(Meal: D)**

(Please Note: Pack a separate handbag for Genting Highlands. Light woollens are required at Genting. Casino dress code is formals, Men - Trouser, Collar Shirt / T-shirt, Shoes; Women - Saree, Punjabi or western formal).

DAY 02:-KUALA LUMPUR (Kul City tour + Batu Caves)

After Breakfast, Proceed for Kuala Lumpur **City Orientation Tour** - Enroute we will do Batu Caves King's Palace, Petronas Twin Tower (Photo Stop), KL Tower (Photo Stop), National Monument & Merdeka Square. Visit Swiss Watch Factory Outlet and Chocolate factory outlets. Evening, free for shopping. Dinner will be served at Indian Restaurant. Overnight at your Hotel in Kuala Lumpur **(Meal: B + D)**

DAY 03:- KUALA LUMPUR - SINGAPORE (Night Safari)

After Breakfast transfer to Singapore by AC Coach expected time 5.30 Hours. Free time for Lunch. After Lunch Check in to hotel. (Standard Check in time is 1400 hrs). Day free for leisure. Evening, visit world's first Night Safari with Tram ride, Animal Show & Fire Show. Dinner will be served at Indian Restaurant. Overnight at your Hotel **(Meal: + D)**

Day 04:- SINGAPORE (City Tour + Sentosa Island)

After breakfast, proceed for **Singapore City Tour** – Merlion Park, Singapore River, Chinese Temple, MRT Ride, and Orchard Street & Singapore Gems Factory Outlet. Afternoon visit **Sentosa Island** by Cable Car, Underwater World, Dolphin Show & 'Song of the Sea' (Musical Fountain Show). Dinner will be served at Indian Restaurant. Overnight at your Hotel **(Meal: B + D)**

Day 05:- SINGAPORE (Universal Studio Optional)

After breakfast, proceed for memorable experience of lifetime at Singapore's latest attraction, Universal Studio Asia's first Hollywood movie theme park featuring 24 movie based attractions. Evening, free time for shopping / relaxation. Overnight at your Hotel **(Meal: B + D)**

DAY 06 :- SINGAPORE TO MUMBAI

After breakfast at the hotel. Check out from your hotel and transfer to the Airport to board the flight for India. Arrive India with happy memories!!! Tour End. **(Meal: B)**

HAPPY MEMORIES!!!!!!

INCLUSIONS:-

- RETURN AIRFARE + TAXES
- VISA CHARGES
- BREAKFAST & DINNER
- COACH FROM SIN-KUL// KUL-SIN
- ALL TRANSFERS (SIC)

ACCOMMODATION:-

- 3 NIGHTS SINGAPORE @ GRAND IMPERIAL OR SIMILAR
- 1 NIGHT GENTING @ FIRST WORLD OR SIMILAR
- 1 NIGHTS IN KUALA LUMPUR @ PEARL INTERNATIONAL OR SIMILAR

SIGHTSEEING

- SINGAPORE – SENTOSA ISLAND+CITY TOUR+NIGHT SAFARI
- GENTING – GENTING INDOOR THEME PARK + ONE WAY CABLE CAR RIDE
- KUALA LUMPUR – CITY TOUR + BATU CAVES

TOUR COST- COMBO -05N/06D

Rs 64,750/+4.35%GST

TERMS & CONDITIONS

Scope of Activity.

We are basically travel and holiday organizers only. We do not control or operate any airline or any other mode of transport like shipping, railway, motor, buses, coaches, etc. or any hotel or restaurant, other facility or services mentioned in this brochure. We also do not own or control any Hotel, Restaurant, Transport or other facility or the services mentioned in this brochure. We take utmost care in selecting all the ingredients for making your holiday a comfortable one. We only select but do not have any control in running them. Thus, we are not responsible for any injury, loss, personal harm, death or damage that may be caused to any person or property which may be caused by the act or default of the management or employees of any independent contractor and arising outside our normal selection and inspection process. It is imperative that all the passengers who are joining any of our tours, shall abide by and strictly comply and observe all the terms and conditions laid down herein

Jurisdiction

All disputes pertaining to the tour and travel, travel related services conducted by the Company and any claim arising there-under shall be subjected to Mumbai. Jurisdiction only.

Meals

There is a pre-set menu for meals as per the tour program. Packed meals would be served at some places. Unlike an airline, we cannot process a special meal, nor can we guarantee a special diet for any particular guest, except to the extent mentioned in the brochure and preferred by you. We, however, reserve the right to change the meal arrangements if circumstances make it necessary for us to do so. In the event of the tour participant missing any meal due to any reason, no claim can be made by the participant thereafter, for the meal he/she has missed and not utilized.

Hotels/Rooms

Air-conditioning, central heating and other facilities are solely at the hotelier's discretion, depending upon factors such as weather conditions, local systems, tour type, etc. Accommodation is generally provided on Twin sharing bases. Triple rooms are not larger than twin rooms and the third bed is often a roll-away mattress put in a twin bedded room

Single person will have to pay single occupancy charges. If single person seeks for a partner and the partner is available, twin sharing charges will be applicable. In case any of the partners gets cancelled the other person will have to pay single occupancy charges. Single person not willing to pay single occupancy charges will have to share a room with two or three co-passengers, subject to availability or else has to wait till the willing person books the tour.

For all tours, accommodations in the hotels are made in standard rooms only (as per the tour itinerary). Guests will have to abide by the check-in and check-out time of the respective hotels. Early arrivals and late departures should be adjusted by the guests themselves as per the respective check-in and check-out timings for which additional cost may be applicable

All baggage and personal effects shall be at all times and in all circumstances, the responsibility of passengers. Neem Holidays will not be responsible or liable for any loss of such baggage and personal effects during the tour. Laundry, telephone, mini bar, alcohol, beverages and food not on the menu, optional excursions, excess baggage fees, shopping, paid toilet, are all items of a personal nature. These additional items will be charged separately to the Guest before leaving the hotel, ship/cruise or restaurant by the concerned authority. Such charges for additional items are payable by passengers alone and the Company will not be liable for the same.

Coaches / Buses

All baggage and personal effects are at all times and in all circumstances your responsibility. We will not be responsible or liable in case of loss of any items from the coach. Any damages caused by you to the coach during the travel shall be payable by you and the company will not be liable for the same

World Tours

We use air-conditioned/air-cool luxury coaches. The coaches may be equipped with an emergency washroom, however this facility is not to be used in lieu of the rest rooms at our frequent comfort stops/in case to use this facility, you need to pay tips to the driver directly. For Kenya we use Non-AC Combi.

Itinerary Changes and unavailability of Sights

We may often operate more than one coach per departure date. For the comfort and convenience of the guests, we may sometimes change the direction, or slightly amend the itinerary, including the flight/train/coach routing. The said changes shall be intimated to you, prior to the start of

the tour or on tour. In the event that a passenger/joining passenger misses out on any part of the sightseeing tour or any such tour due to delay on his part, he will not be entitled to claim refund for the same. During local or national holidays certain facilities such as museums and restaurants, sightseeing tours and shopping may be limited or not available for which there shall be no complaints and/or claiming of refunds

All itineraries are well planned. Airline companies may change their flight schedule depending on varying economic conditions and demand. Such changes in the airline schedules may indirectly impact our tour itineraries, accordingly the company reserves right to change its schedule due to circumstances beyond its control. Such changes shall also cause variation by way of alterations / additions in the tour program

Payments

The registration amount paid at the time of booking, is a non-refundable and interest free amount. All the payments shall be paid in accordance with the procedure laid down in the brochure under the heading "How to book your Tour" in the World Showcase. If guests fails to pay the final payment as per the instructions we reserve the right to cancel the reservation. In the case of billing errors, we reserve the right to re-invoice with correct pricing. In case of dishonored cheques, passengers will have to pay INR.150/- for every such dishonour. A cheque dishonoured is an offence under the Negotiable Instruments Act and the Company reserves its right to take necessary legal action as may be advised. The bookings will be processed only after the registration amount is paid in full

Tour Price

The price quoted in our proposal or brochure has been calculated as per the rates prevailing at the time of printing of such proposal or brochure. The Company reserves the right to amend/alter the price published in such proposal or brochure in case of supplier rate fluctuations, currency fluctuations due to changes in the various cross rates of exchange, changes in various taxes, visa fees and/or fuel costs, before the date of departure. Any such increase in price must be paid for in full before tour departure by the guest. In such exceptional cases any increase in price during the tour must be paid in full by the guest during tour.

Deviations

If any guest wishes to deviate from the tour itinerary, the changes will be made subject to availability. For such deviation, the guest has to pay the additional supplementary cost in full before the tour departure, which may affect the guest's tour price

Visa

All passengers traveling on Neem Holidays Tours must be in possession of a valid visa. It is at the sole discretion of the Consulate/Authorities to ask for original documents/personal interview of the passengers at any time. However, as granting or rejecting visa is the sole prerogative of the concerned Consulate/Authorities even after submitting all relevant documents, the Company will not be held responsible for the same. In case the Visa application is rejected by the concerned embassy/consulate or authorities, due to incomplete/delayed documents furnished by the passengers or due to any other reason whatsoever, or there are errors in the date of visa granted or scanned photographs on the visa, the Company shall not be liable or responsible for the same. All costs and charges in respect of the said application for the visa, shall be borne by the passenger.

If the passenger needs to cancel a tour due to rejection of visa or rejection of entry into the country, the cancellation charges of the Company will be applicable and shall be payable by the passenger. There will be no refund if the passenger, or any member of his party, is unable to travel due to the said reasons. Any fines, penalties or any such payments arising due to not meeting with the requirements of any airport or government authority in respect of Passport or Visa documents, then it will be sole responsibility of Guest.

Transfer of tour

A transfer from the originally booked tour to another tour will be treated as cancellation of earlier tour and a fresh booking of another tour will have to be made. Transfer is applicable within Indian/ World tours only. All cancellation charges stated in the World Showcase will apply. Cancellation charges will be charged as per actual tour cost & not on a discounted tour price. Tour price and discounts available on the date of fresh booking will be applicable.

Discounts/Benefits

The Company reserves the right to amend, alter, vary or withdraw any of the discounts/benefits without prior intimation. The discount/ benefit are valid for limited number of seats and limited period for limited dates only. The discounts/benefits given to the guests will be at the sole

discretion of the company and may vary from guest to guest and for bookings done on different dates for the same tour. To avail of any discounts/benefits, guests must pay the full registration amount at the time of booking itself

Cancellation

All bookings for airlines/hotel accommodation/ground transportation are pre-blocked well in advance. We are liable to pay penalties to all our suppliers/vendors if these services are not released within the mentioned time frame. If the guests desire to cancel the tour due to any reason, they shall make an application in writing to that effect, along with the original receipt issued by the Company. Such cancellation will attract the cancellation charges given below: The Company reserves the right to cancel any tour prior to its departure without assigning any reason. The tour price paid by the prospective guests shall be returned by the Company by 'A/C payee' cheque against receipt only, and no compensation and/or interest shall be paid in any case. Cancellation charges for any ticket / Air reservation are applicable as per the rules of airlines/railways. Air ticket cancellation charges for special fares if paid by the guest are NON-REFUNDABLE. Any refund payable will be returned to the guests after receipt of the refund from respective airlines/railways after deducting the processing charges.

Refund

Refunds if any, for amendments and/or cancellations will be paid directly to the guests strictly by 'A/C payee' cheque, in Indian Rupees at the prevailing rate of exchange within 45 days, as per Reserve Bank of India Rules and Regulations, irrespective of whether the tour payments were in part or whole in foreign currency. No refund will be payable, for any unused portion of the tour, due to whatsoever reason. No refund will be made in cash.

CANCELLATION -

- 60-46 DAYS ---25% CANCELLATION
- 30-15 DAYS ---50% CANCELLATION
- 14-07 DAYS ---75% CANCELLATION
- 07-01 DAYS -100% CANCELLATION
- 100% ON TOUR

Guest's signature on the booking form or payment of the registration amount shall mean acceptance in totality of the 'Terms and Conditions' contained herein by the guest(s). In case of one or more, but not all guest(s) signing the 'Booking Form', it shall be deemed that the others have duly authorised the concerned signing passenger/s.

There is no contract between the Company and guest(s) until the Company has received the initial registration deposit in accordance with the procedures in the brochure. The initial deposit just ensures a seat or participation on the tour but does not entitle any services such as air tickets, visas, hotel accommodations, until the full payment has been received. The full payment must be received in accordance with the procedures laid down in this brochure. If full payment is not paid in time, the Company reserves the right to cancel the booking with subsequent loss of deposit and apply the cancellation charges as mentioned herein.

City tour includes panoramic view of sightseeing places as mentioned in tour program. Unless specially mentioned from inside, it stands as panoramic view or photostop.

Other Conditions:

Passenger's signature on the booking form or paying the registration amount shall mean acceptance in totality of the 'Terms and Conditions' contained herein by the passenger/s. In case of one or more, but not all passengers signing the 'Booking Form', it shall be deemed that the others have duly authorised the concerned signing passenger/s.

There is no contract between the Company and passenger(s) until the Company has received the initial registration deposit in accordance with the procedures in the brochure. The initial deposit just ensures a seat or participation on the tour but does not entitle any services such as air tickets, visas, hotel accommodations, until the full payment has been received. The full payment must be received in accordance with the procedures laid down in this brochure. If full payment is not paid in time, the Company reserves the right to cancel the booking with subsequent loss of deposit and apply the cancellation charges as mentioned herein.

The Company reserves the right at any time and for any reason

- To cancel the application of any of the prospective guest without assigning any reason after acceptance of the deposit, but prior to commencement of the tour. In the event of the Company terminating the contract, the Company may refund the deposit without payment of any interest
- To amend, alter, vary or withdraw any tour, holiday, excursion, flight routing or facility it has advertised or published or, to substitute a hotel or air/rail/bus journey or independent contractor of similar class for reasons which may be deemed fit and proper by the Company. The guest shall not be entitled to raise any dispute regarding the same;
- To amend, alter, vary or withdraw the discounts/benefits or the priority booking of bus seats given, if the minimum registration amount is not paid at the time of booking or if cheque is dishonored.
- If there is not enough guests for any particular tour and the Company decides to operate the tour with available participation below the stipulated number or if the passenger(s) are required to travel as 'Individual Travelers', the Company reserves the right to collect additional amount from the guests. Passenger(s) traveling as individual travelers in such cases will not be provided certain services including that of tour escorts, group activities, meals and the passenger(s) may travel with some amendments, such as seat in coach airport transfers which are at fixed times, etc

Liability

The liability of the Company is restricted to the making of reservation in accordance with the guest(s) requirements. The liability of the Company will cease on the issue of a ticket, reservation and travel document to the guest. Company is not liable for any loss of person or property caused or damaged or suffered by the guest on account of deficiency in services by any independent contractor. Any gesture of courtesy extended by the Company to the passenger to minimize such loss or damage will not constitute an admission of such liability or a waiver. The Company shall in no circumstances whatsoever be liable to the guest or any other person traveling for any loss or expense incurred due to:

Loss of Property or Life:

- Any death, personal injury, sickness, accident, loss, delay, discomfort, increased expenses, consequential loss and/or damage or any damage to baggage or personal effects howsoever caused;
- train/flight delays, rescheduling/cancellation of train/flights, inter-connection occurring due to airline problem and/or any change in train/flight schedule or meals not being served; Neem Holidays is also not responsible for any alternate arrangements and the guest has no right to claim any loss or consequences arising due to the same.
- Any overstay expenses due to delay or changes in air, bus, ship, train or cancellation of special bogie or other services due to sickness, weather conditions, strike, war, quarantine, or any other cause whatsoever.
-)Sightseeing missed and/or the program being curtailed after commencement of the tour and/or before the due period due to any unavoidable circumstances and any reason beyond our control such as political, natural calamity, monument under renovation, heavy rush at sightseeing places, road traffic congestion etc; All the loss or expenses will have to be borne by the guest.
- Arising in any way out of this contract in respect of any tour, holiday, excursion facility which exceeds the total amount paid or agreed to be paid for the tour, and shall in no case include any consequential loss or additional expense whatsoever. If in the event of the guest(s) is booked on a particular train/airline on a particular date and due to certain reasons beyond the control of the Company the guest(s) is not allowed to board the train/flight, the guest(s) shall not hold the Company responsible for the same and no claim whatsoever can be made by the tour participant against the Company. The Company shall not be responsible and/or liable for any damage or loss caused to the guest(s) due to reasons beyond the control of the Company. The Company is not liable for any loss due to negligence or technical fault or any other reason whatsoever due to change amendment or cancellation by Airline

Complaints or grievances

If any guest has any complaint in respect of services provided by any of the independent contractors, the guest shall immediately notify the same to the independent contractor in writing, and a copy thereof shall be handed over to the tour manager, to enable the Company to take up the matter with the independent contractor. Any claim or complaint by the guest must be notified to the Company in writing within 7 days after the tour completion date. No claim notified to the Company beyond this period will be entertained and the Company shall incur no liability in respect thereof. The Company reserves the unconditional right to refuse a booking/terminate a guest on tour in event of unreasonable behavior at any time. Neem Holidays Pvt. Ltd. will not be responsible if any celebrity does not turn up on the tour due to the reasons beyond the control of the company.

Single Guest

Guest traveling alone must pay single supplement charges if a suitable partner for double/triple sharing is not available or the earlier partner cancels the tour before the tour departure. For World tours guests who join the tour directly must possess airline tickets (including internal travel) and visas as per itinerary

Travel Documents

It shall be solely the responsibility of the guest to hold valid travel documents and statutory clearances, such as passports, visas, confirmed air/rail tickets, insurance and medical insurance certificates, any other document used to confirm an arrangement with service provider and other statutory certificates, to enable him/her to travel on tour

All travel documents are non-transferable. All airline tickets must be issued in the name of the passport/photo identity holder, some carrier will deny carriage if the name varies and the booking may be cancelled. Your passport must be valid for at least nine months subsequent to the scheduled departure date of the tour with sufficient number of blank pages for visa purpose.

It is the guest(s) responsibility to collect in time, the necessary travel documents or other documents from the booking office. Prior to travel it is the responsibility of the Guests to check the schedule departure time of the airline or rail.

The coach drivers, mostly on international routes, are bound by specific Rules. Any sightseeing missed due to delay by any passenger is non-refundable. The Company solely reserves the right to publish the guests' photograph or group photograph taken during the tour. The distances, temperatures and pre/post tour accommodation prices given in the brochure are approximate and subject to change.

Privacy of Information:

We treat all information furnished by you as confidential and will share only the necessary information with airline, hotels & service providers who will provide services to you during your tour. However, we may be constrained to disclose the information furnished by you, if such disclosure is required by law or by an order by court or the rules, regulations & enquiry by any govt./statutory agency having regulatory authority over the Company. Each of these conditions shall be servable from other if any provision declared invalid, illegal or unenforceable, then remaining provisions nevertheless have full force & effect.

