

# RIVERSIDE

TRAVEL & TOURS SDN BHD

*Warmest greetings from Riverside Travel & Tours Sdn Bhd.*

From : Riverside Travel & Tours Sdn Bhd  
Tel : 04 4422990  
Mobile : 019 4278027  
Fax : 04 4421990  
Email : info@riversidettravel.com.my

**Ref. code: DRIVER**

**Riverside Tour and Sunset Cruise , Sungai Merbok (Daytrip)**



Enjoy the beautiful surroundings, discover the region, and help us build a sustainable livelihood for the community. Join dazzling river cruises and learn how to grow oysters!

## **Daytrip**

**USD 90 per person (min 2 Persons)**

Departure from Penang

Visit Tsunami Museum

Drive to riverside, stop on the way for local snack and refreshment

Guided tour of jetty Semeling with mangrove and flora fauna gallery

Fresh seafood lunch at Jetty Semeling

Visit Sungai Batu excavation site

River & mangrove cruise, including workshop on catching crabs and clams and sunset cruise

Visit oyster farm, enjoy light dinner at oyster farm pontoon. Option to buy fresh oysters

Departure to Penang



Lunch and dinner

**TOUR RATE INCLUDES**

- Transport from Penang (return)
- Lunch & Dinner
- All entrance fees
- Rivercruise with professional nature guide
- Workshop crab & clam catching
- Oyster farm tour
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**TOUR RATE EXCLUDES**

- Personal Expenses (Porter, Laundry, Optional Tour, etc)
- Items & entrance fees not mentioned in the itinerary
- Travel Insurance
- Mini Bar, Laundry, etc
- Optional tour

**IMPORTANT NOTES**

- Surcharge may apply during peak period
- No prior booking for services mentioned has been done until a request is received
- Tour fare is valid for 2017

**ACCOUNT NAME : RIVERSIDE TRAVEL & TOURS SDN BHD**

**ACCOUNT NUMBER : 552189000262**

**BANK : MAYBANK**

**Swift code : MBBEMYKL**



## TERMS AND CONDITIONS

### Reservations and deposits:

All package price reflected for “ground arrangements” are for reference/guide only and no reservations have been done on services indicated in the packages until a written request is received. Reservations should be made as early as possible to secure the package(s) of your choice. A non refundable deposit of 25% of the package price is required to upon confirmation of the package. Balance is due 14 days prior to departure date of tour. Additional deposits may be required on tours that include cruises.

### NOTE:

Reservations are accepted subject to tour conditions and will be confirmed only if accompanied by the required deposit and signed reservation form.

### Cancellations:

RIVERSIDE TRAVEL & TOURS SDN BHD reserves the right to cancel any tour prior to departure for any reasons, including due to insufficient number of participants, etc. Should Riverside Travel & Tours Sdn Bhd cancels any tour, tour members will receive full refund of monies paid.

### If you cancel:

Notice of cancellation by passenger must be confirmed in writing to us, stating the reasons for cancellation. In the event of cancellation by one or more passengers sharing the same accommodation, the rate charged to the remaining passenger(s) may be increased accordingly. In the event of cancellation, all documents must be returned to our agent before refund can be processed.

### Cancellation charges are as follows:

Prior to 45 days..... RM175.00 Non-refundable  
Between 44-30 days..... 50% Of holiday or tour cost  
Between 29-15 days..... 80% Of holiday or tour cost  
Less than 07 days..... 100% Of holiday or tour cost

In the unlikely event that it becomes necessary to change or cancel any part or all of the tour, Riverside Travel & Tours Sdn Bhd reserves the right to do so.

### Cruise cancellation policy:

Supplementary cancellation penalties for cancelled cruises will be assessed in accordance with individual cruise line policy.  
Specific details will be given at the time of booking.

### Unused tour services:

No refund will be made in respect to accommodation, meals, sightseeing tour or any other services which are included in the tour fare but not utilized by the tour participant, either in part or full, or where passenger amends, cancels or otherwise varies arrangements after commencement of the tour.

### Share program:

If you are traveling alone, we will do our best to arrange for you to share a twin-room with someone of the same sex (you save the single supplement).



**Right to refuse:**

We reserve the right, upon reasonable grounds, to refuse any passenger for any part of the travel services.

**Smoking:**

Smoking is prohibited on motor coaches.

**Flight delays / Hotel changes:**

We provide, to the best of our ability, a complete itinerary with your tickets. However, flight times and carriers are subject to change without notice. It is therefore mandatory to reconfirm your departure/return times with the airline in question, at least 72 hours prior to departure/return.

**Price guarantee:**

Price is guaranteed once full payment is received: Land transportation is provided in accordance with the itinerary by private coach or midi bus or minibus depending upon size of group.

**Hotels:**

Superior, Deluxe, First Class or best available in each itinerary and based on two persons sharing twin-bedded accommodation with private bath/shower. Riverside Travel reserves the right to substitute hotels for those named in the brochure/cd or quotation if and when deemed necessary. A share basis booking cannot be guaranteed.

**Single Rooms:**

A limited number of single rooms may have to share accommodation occasionally. In such a case appropriate refunds will be made upon application at the end of the tour. As single cabins are not available on the cruise the charge for them is extra and is included in the single supplement.

**Meals:**

All meals are as stated in each itinerary by the code letters (B) Breakfast, (L) Lunch and (D) for Dinner and featuring special Cultural Shows. All meals are included apart from after-dinner tea or coffee.

**Transfers:**

All necessary group transfers between air/seaports and hotels are included throughout the tours.

**NOTE:**

In-flight bags must be hand carried by tour members.

**Sightseeing:**

Sightseeing as outlined in the itineraries is provided by comfortable air-conditioned motor coach, midi bus, minibus or private car depending upon the size of the group and including services of English-speaking guides unless otherwise requested or confirmed. Entrance fees to all places visited are also included.

**Tips and Taxes:**

Included are basic service charges and taxes as imposed by hotels and local governments. Should there be any changes in the tax ratio the difference will be reflected on rates.

**NOT INCLUDED:**

Tips to your drivers/guides and tour escorts. Tipping has gradually become a necessity on any tour for guides, drivers and transfer man. As a reference only, on regular bus tours RM5.00-8.00 per person per day for guide and RM3.00-5.00 per person per day for driver should be anticipated and budgeted by clients. Where the number of passengers is less than 6 people a minimum of RM15.00 per day for guide and RM10.00 per day for driver should be taken into consideration. As for transfers between hotels and airports RM5.00 for guide and RM3.00 for driver are sufficient.

This however, are only guideline and the amount differs from one country to another. The actual amount of tipping will normally be advised once you have received the final confirmation of the tour selected.

**Disability:**

Any physical or mental disability requiring special treatment must be reported to Riverside Travel & Tours Sdn Bhd at the time of reservation. Possible Changes in the itinerary: Occasionally, the land portion of your tour may be extended or curtailed because of unforeseen changes/conditions in the transportation schedules. There may also be other instances where changes become necessary or advisable. Any saving realized by these changes will be passed on to the passengers and any resultant expenses shall be borne by the passengers.

**Not included in Land Cost:**

Passport and visa fees, inoculations and vaccinations, any expenses prior to arrival to chosen country, camera fees, airport departure taxes, excess baggage, forwarding of baggage and souvenirs, meals not specified as being included, tea or coffee at any time, any beverages such as mineral water, soft drinks or liquor.

**Responsibility and Liability:**

Where our Company has not been negligent nor in breach of any duty, we assume no responsibility for injury, damage, accident, loss, delay or irregularities that may be caused to person or property where such occurrences are as a result of circumstances beyond our control. The transportation companies or firms shall be exempted from all liabilities in respect of any detention, delay, loss, damage, sickness or injury, by whomsoever caused and of whatever kind occurring of or to the passenger at any time when the passenger is not on board a carrier of conveyance used or operated by the transportation companies or firms. All tickets, coupons and orders are furnished and issued subject in all respects to those terms and conditions under which the means of transportation or other services provided thereby are offered or supplied by owners, operators, public carriers managing agents or agents.

**Our company will not be responsible or liable (for damages, refund or otherwise) for:**

- Mechanical breakdowns (except where it is due to negligence on the part of our Company or its agents), government actions, weather, Acts of God, strikes compulsory quarantine or other circumstances beyond our control.
- The failure of the client or their agent to obtain required documentation (e.g. health certificates, visa, passports etc).
- The failure of the client to follow reasonable instructions including but not limited to check-in and check-out places and times.
- Accidents of any kind occurring during the Customer's independent activities.
- Theft, robbery or lost of property
- Food poisoning.
- Isolation as a result of infections, diseases or any condition likely to endanger the health or safety on the tour members or impair their reasonable comfort.



**Goods Purchased During Tours:**

Our company shall not be liable to the Customer for any goods purchased by the Customer during the tour which is of defective quality, not suitable for the Customer's purpose, not in conformity with samples provided to the Customer or rejected by the Customer for any other reason whatsoever notwithstanding the goods are purchased in shops the visitation of which comprise part of the tour itinerary or which are specifically recommended by our Company, our guides, employees, nor shall our Company be liable to refund to the Customer the purchase monies of the aforesaid goods.

**Child discount for tour packages:**

Age of 03-12 years old child sharing with two adults (extra bed) 25% discount

Age of 03-12 years old child sharing with two adults (no bed) 40% discount

Age of 03-12 years old child sharing with one adult no discount

Age of 00-12 years old child sharing with two adults (no bed) 100% discount

Age of 12 years and above no child discount is provided

**Payments:**

Payments should be settled by Cash, Cheque, Bank Transfer (TT) or Bank Draft.

All cheques/ bank drafts / telegraphic transfers shall be made to

**“ RIVERSIDE TRAVEL & TOURS SDN BHD”**

**Banking Details:**

Bank Name: Malayan Bank Berhad

Account No: 5521 8900 0262

Address Central Region : 10-2 Jalan PJU 5/20D, The Strand, Kota Damansara, Petaling Jaya

Address Northern Region : 11 Jalan Melati 1, Bandar Amanjaya, Sungai Petani

We trust the above are in order. Please do not hesitate to contact us should you require any further information. In the meantime, we wish to assure you that we will make your event a spectacular success and look forward to hearing from you soon.