



Terms & Conditions

CONDITIONS

Malaysia Stopover is available for purchase from all Malaysia Airlines offices, travel agents and GSA worldwide except those countries that are regulated by the local authority.

Malaysia Stopover packages can be purchased by passengers travelling on Malaysia Airlines flights or code-share flights bearing MH prefix flight numbers.

Malaysia Stopover may be purchased for either a single city or any combination of cities. There is no restriction on the number of nights stay in each city

RESERVATIONS

Book your Malaysia Stopover package through your travel agent or Malaysia Airlines office at the same time you reserve your flight. Reservations and full payment should be made at least 10 days before departure. However, early bookings are strongly recommended.

Please provide the following information at the time of booking:

- Your choice of hotel, with an alternative choice
- The length of your stay
- Room occupancy
- Optional tours, if any

The following additional information is to be provided by passengers booking on the Malaysia On Wheels programme:

- Car category and model preference. (subject to availability upon pick-up)
- Date, place and time for car pick-up and drop-off

IMPORTANT NOTICE

On arrival into Malaysia, passengers are not permitted to:

- Change their domestic flights
- Change their hotel accommodation, period of stay, or Stopover city
- Change their car category (if passengers are purchasing the Malaysia On Wheels programme)

TRAVELLING ALONE

The single room price must be paid when one person is travelling alone, regardless of whether by choice or circumstance.

REFUND POLICY

Once passengers depart for the tour, refunds will not be entertained for any services included in the package that are fully or partially un-utilised.

NO-SHOW POLICY

In the event of a no-show, full cancellation charges equivalent to the total of room nights, optional tours or stopover packages reserved, will be levied.

CANCELLATION POLICY

Once payment is made and passengers decide to cancel their tour:

- More than 7 days before departure, a cancellation fee equivalent to 20% of the total package price will be levied.
- Within 7 days before departure, a cancellation fee equivalent to 50% of the total package price will be levied.
- Within 24 hours of departure, no-show policy will apply.

CHILD PRICES

Child prices apply to those aged 2 years and above but below 12 years.

• Hotel Accommodation

A 50% discount on adult share-twin price is applicable for one child sharing a room with two adults, and the full adult price will apply if a child shares a room with one adult or if two children share a room.

• Apartment accommodation

A common price will apply for both adult and child for an apartment stay in Kuala Lumpur and Penang.

• Redang Island, Tioman Island, Pangkor Island, Cameron Highlands and Genting Highlands

A 20% discount on adult share-twin prices.

• Malaysia On Wheels

As stated in the Price List.

HOTEL CHECK-IN/CHECK-OUT TIME

Hotel check-in is after 2 pm and the check-out time is 12.00 noon. Late check-out may be granted at the hotel's discretion, subject to availability of rooms. Any charges incurred will be at the passengers' expense.

PACKAGE PRICE EXCLUDES

Airport taxes, fuel surcharges, beverages, lunches, dinners (unless specified), laundry, room service, cable and telephone charges, tips, excess baggage charges, personal and baggage insurance, airfares, airport taxes, and all other items of a personal nature not specified in this brochure.

EXCESS BAGGAGE

There is a limit of 1 suitcase (approximately 80cm x 50cm x 20cm or not more than 20kg) per person and one hand-carried luggage (22cm x 14cm x 7cm or not more than 7kg) per person. Any charges that are incurred due to excessive baggage from either Malaysia Airlines or any hotel or tour operator, will be at the passenger's expense. Any additional luggage can be stored at the airport at passengers own expense.

For flights to or from North and South America, there is a maximum of 2 pieces of check-in luggage.

MISSING/MISPLACED/LOST VOUCHERS

Upon purchase of flight tickets, passengers are advised to ensure that all Malaysia Stopover vouchers are in order. Passengers without vouchers on arrival (i.e. missing, misplaced, lost etc.) or vouchers with incorrect data discovered upon arrival will have to pay for the services accorded in the package at their own expense. In such a case, payment will have to be made directly to the hotels or tour operators involved. Upon completion of your stay/tour, you may contact the Malaysia Airlines office or travel agent where you originally purchased the Stopover package for a refund of the original fee you paid (subject to any no-show/cancellation charges) prior to your departure for Malaysia, substantiated with proof of purchase. Any additional cost incurred in Malaysia will not be eligible for a refund.

REISSUANCE OF VOUCHER

Reissuance of voucher due to changes in itinerary and/or due to being misplaced or lost is chargeable at USD25 as an administrative fee per voucher.

PRIVATE TRANSFER SURCHARGE

Passengers travelling on Business / First class tickets can request for private transfer at a surcharge.

*** All information is correct at time of printing**

The Company reserves the right to change the package price without notice due to currency fluctuation or increase in airfare. Conditions stated are valid at time of printing.

*** For hotel rates, please refer to accompanying Price List**