

**VISA PROMOTION**

**MITRA: 5D4N Sapa, Beautiful Winter**  
 (1/11/2024 – 31/1/2025)

**Promotion Details**

Promotion Title	5D4N Sapa, Beautiful Winter																	
Promotion Details	<p><b>Day 1: Arrive in Hanoi (lunch &amp; dinner)</b>                  Upon arrival at the airport, you will be greeted and transferred for sightseeing. Visit Ho Chi Minh mausoleum, Phung Hung Street, Hoan Kiem Lake, Hanoi Opera House, The Huc Bridge, and Hanoi Old Quarter. Then transfer to your hotel for check in.</p> <p><b>Day 2: Hanoi – Sapa Valley (breakfast, lunch &amp; dinner)</b>                  After breakfast, visit Cat Cat-the old village. Be impressed by the peacefully picturesque sceneries in Cat Cat. Return to the hotel and overnight in Sapa Valley.</p> <p><b>Day 3: Sapa – Sun World Fansipan Legend – Sapa (breakfast, lunch &amp; dinner)</b>                  After breakfast, continue to Sapa Town and enjoy a day trip to The Sun World Fansipan Legend, enjoy the panoramic view in this theme park. Such The Highest Flagpole in Indochina, a tram ride climbing on Fansipan peak.</p> <p><b>Day 4: Sapa Valley – Hanoi (breakfast, lunch &amp; dinner)</b>                  After breakfast, we will visit the Sapa Town Square, Sapa Culture Museum, and Sapa Market. Then transfer back to Hanoi for overnight.</p> <p><b>Day 5: Depart Hanoi (breakfast)</b>                  After breakfast, enjoy some time at leisure by doing last minute shopping before being transfer to the airport for your flights back home</p>																	
Promotion Period / Travelling Period	1/11/2024 – 31/1/2025																	
Price per Pax (RM)	<table border="1"> <thead> <tr> <th>Deluxe</th> <th>2 – 3 pax</th> <th>4 - 5 pax</th> <th>6 - 7 pax</th> <th>Child N/B (2-11)</th> <th>Single Supplement</th> </tr> </thead> <tbody> <tr> <td>Price Per Person</td> <td>RM 3,240</td> <td>RM 2,700</td> <td>RM 2,520</td> <td>RM 2,430</td> <td>RM 500</td> </tr> </tbody> </table> <p>Note:                  Price is subject to availability at time of confirmation</p>						Deluxe	2 – 3 pax	4 - 5 pax	6 - 7 pax	Child N/B (2-11)	Single Supplement	Price Per Person	RM 3,240	RM 2,700	RM 2,520	RM 2,430	RM 500
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Eligible Card	Bank Islam Visa Card-i (Credit/Debit)
Redemption URL	<a href="https://www.mitrakembara.travel/visa/">https://www.mitrakembara.travel/visa/</a>
Package Inclusion	<ul style="list-style-type: none"> <li>▪ 4 nights hotel accommodation in Vietnam</li> <li>▪ Entrance fees during guided sightseeing tours</li> <li>▪ Full board meals as per itinerary</li> <li>▪ Return airport transfer</li> <li>▪ All tours with English speaking guide based on Private basis</li> </ul>
Package Exclusion	<ul style="list-style-type: none"> <li>• Return International flight</li> <li>• Travel Insurance / Takaful</li> <li>• Beverage (Drinks) during meals</li> <li>• Extras not indicated in inclusions</li> <li>• Tipping for tour guide and driver</li> </ul>

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**Promotion Terms & Conditions**

**MERCHANT TERMS AND CONDITIONS**

All tour and cruise rates are meant for Malaysians only and exclude any airfares unless stated otherwise. Rates may change in the event of erratic fluctuations in the currency exchange rate and eleventh-hour adjustments or surcharges imposed by accommodation, land, water and air transport providers, and restaurant, attraction, theme park, sightseeing and tour operators.

**BOOKING PROCEDURES**

Upon receipt of deposit payment from you, Mitra Kembara will proceed to make the necessary flights, hotel accommodation, tour vehicles and tour guide and restaurant reservations.

**OPERATION PROCEDURES**

You have to inform Mitra Kembara of the changes on the number of participants in the tour. You have to inform Mitra Kembara tour information to your participants of their entitlements and type of travel and tour arrangements for them.

**MITRA KEMBARA'S SERVICES BEFORE DEPARTURE**

01. To explain Mitra Kembara tour itinerary and to provide information of tour program.
02. Arrangement of requests for any deviations by the participants on the return flight sector.
03. To process visa and provide information for visa application.
04. Brief Mitra Kembara and deliver travel kits (if applicable) and itinerary, one or two weeks before departure.

**UNUSED SERVICES DURING TOUR**

For any unused services during tour by any participant, no refund will be made in respect to accommodation, meals, sightseeing, tour or other services, which are included in the tour price.

**TRAVEL PROTECTION**

Mitra Kembara recommend the purchase of the travel protection. The experienced traveler always arranges his travel protection to cover all possibilities during an overseas trip. This is a wise move as medical costs outside Malaysia can be expensive. We will provide details of such policy certificate if required.

**TERMS OF PAYMENT**

A deposit of RM 1,000.00 (or 15% of tour fare, whichever is higher) per person is required upon confirmation of acceptance of our tour quotation. The balance of payment of the tour price to be made as follows: 45 days from date of departure - 50% of tour fare 30 days from date of departure - 30% of tour fare 21 days before the date of departure - full payment, as ticket has to be issued 21 days before departure There is no refund value on any unutilised air tickets issued and any amendment of name changes are subjected to approval from airlines with supplemental charges.

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**CANCELLATION CHARGES**

In the event of cancellation of the tour reservation, after settlement of the deposit and/or full payment, cancellation charges will apply. From the date of travel, cancellation charges rates: 29 days before departure, forfeiture of the deposit Within 14 days, 50 % of the tour price Within 09 days, 80 % of the tour price Within 03 days, 100% of the tour price No Show at the airport, 100% of the tour price.

**RESPONSIBILITY CLAUSE**

Mitra Kembara acts only as agents for the hotels, airlines, bus companies, railway and ferry companies; other services and coupons, exchange orders, receipts, contract and tickets issued by the company are issued and subject to any and all tariffs, terms and conditions under which any accommodation, transportation and any other services whatsoever are provided by such hotels, airlines, bus companies, railways and ferry companies or owners or contractors and by acceptance of such coupons, exchange orders, receipts, contracts and tickets, the tour member agree that neither the company nor any parent, subsidiary or affiliate company shall be or become liable or responsible for any loss, injury or damage on person, property or otherwise whether due to its or their negligence or otherwise in connection with any accommodation, transportation or other services of resulting, directly or indirectly from the acts of God, dangers incident to the sea, fire, breakdown in machinery or equipment, acts of government or other authorities, wars whether declared or not, hostilities, civil disturbances, strikes, riot, theft, pilferage epidemics, quarantines, medical or customs regulations, delays or cancellation of or changes in itinerary or schedules, from any causes beyond the company's control, or of any loss or damage resulting from improper or insufficient passports, visas or other documents and that neither the company nor any parent subsidiary or affiliate company shall be or become liable or responsible for any additional expenses or liability sustained or incurred by the tour member as a result of any of the foregoing clauses.

Mitra Kembara reserves the right to alter or cancel any of the arrangements contained in the itineraries to the extent, not in conflict with or contrary to any written laws, the aforesaid provision shall apply and except as excluded by any laws in force in those countries the limitations relating to the liability and other provision implied therein shall apply. Mitra reserves the right to require any person to withdraw from the tour if it is deemed that his/her conduct is offensive to or incompatible with the comfort of other clients and Mitra shall be under no further liability thereafter to any such person.

**MITRA KEMBARA DISCOUNT VOUCHER**

Mitra Kembara Discount Voucher is not valid with any promotional airfares/ low-cost airlines and other promotional packages.

Voucher bearer must take into accordance terms and conditions (without limitation) set by MITRA KEMBARA and

- (i) all land, water and air service providers;
- (ii) Travel protection provider; and
- (iii) health, safety, regulatory and statutory bodies.

**Promotion Terms & Conditions****GENERAL TERMS AND CONDITIONS**

- 1) Eligible Customers / Customers are advised to read and understand these Terms and Conditions before participating in any of our campaigns and / or promotions.
- 2) To participate in our campaigns and / or promotions, Eligible Customers / Customers must fall within the Eligibility Criteria and fulfill the Campaign Mechanics. Unless stated otherwise by the Bank, Eligible Customers / Customers are not required to sign up or fill up any application form to participate in the said campaign and / or promotion.
- 3) The Bank accepts no responsibility for any tax responsibilities that may arise from the prizes or the use thereof. Any tax filing obligation or tax payment (if any) due to any tax authority as a result of receipt of the prizes remains the sole responsibility of the winners. It is the responsibility of the winners to seek an independent tax advice on the possible tax responsibilities to their financial situations.
- 4) The Bank and its affiliates and their respective directors, officers, employees and agents shall not be liable for any misinterpretation on facts, and / or inflicted injuries and / or loss of lives and / or valuables resulting from the prize won through this Campaign / Promotion and shall not be liable, whether direct or consequential, for any loss and damage or for any personal injury and / or whatsoever suffered or sustained by the Eligible Customers / Prizes' Winners caused directly or indirectly, in whole or in part, in connection with this Campaign / Promotion or their participation in this Campaign / Promotion or the receipt or use of any of the prizes or may be suffered in the course of the prize giving travel and/or as a result of any act or omission on the part of the Bank whatsoever, except for any liability which cannot be excluded by law. The Bank shall not be responsible in any way whatsoever, in respect of any matters beyond the Bank's control with regard to this Campaign / Promotion or anything related thereto.
- 5) The Terms and Conditions herein contained are in addition to and without prejudice to the Product / Facility terms and conditions. In the event of any inconsistency between these terms and conditions, this Terms and Conditions shall prevail with regards to this Campaign / Promotion.
- 6) The Terms and Conditions herein shall be governed by and construed in accordance with the laws of Malaysia and the customers agree to submit to the jurisdiction of the Courts of Malaysia.
- 7) For more information, please visit Bank Islam branches or call our Contact Centre & Customer Care at 03 26 900 900 or visit our website at <https://www.bankislam.com>

**DISCLAIMER**

- 1) Bank Islam shall not be responsible or liable for any claims, loss or damage whatsoever, resulting from or in connection with this promotion.
- 2) Bank Islam's prevailing terms and conditions governing the use of Bank Islam Visa Card-i shall continue to apply in addition to the terms and conditions of this promotion.
- 3) Cardholders are advised to observe the Shariah principles while enjoying this promotion.
- 4) This is a promotion by VISA. There is no Bahasa Malaysia version available for these Terms and Conditions.
- 5) Cardholders are advised to visit <https://www.visa.com> and <https://www.mitrakembara.travel/visa/> for further information on the promotions.