

## **CWLH 2DAYS AND 1 NIGHT DESARU HOLIDAY TRIP**

### **GENERAL TERMS AND CONDITIONS**

These are the Terms and Conditions which will apply to you when booking Causeway Link Holidays 2Days and 1Night Holiday Shopping Trip from Singapore to Malaysia on the 24<sup>th</sup> and 25<sup>th</sup> of November 2018.

#### **TERMS**

These Terms and Conditions govern the relationship between you as a Customer ("**Customer(s)**") and the Causeway Link Holidays herewith referred as "CWLH" for the service of carriage of your person and luggage on a preferred journey reflected on the itinerary listed in itinerary trip for 2 Days and 1 Night Shopping Trip of Causeway link Holidays between Singapore to Malaysia.

CWHL is hereby referred to both Causeway Link Holidays Sdn Bhd and Singapore's Causeway Link Holidays Pte Ltd.

By Causeway Link Holidays 2 Days and 1Night HolidayTrip from Singapore to Malaysia through the online website of CWLH and its agent, you have unconditionally agreed to be legally bound by these Terms and Conditions that outlined, among other things, the refund, exchange and cancellation policy together with certain limitations of liability and disclaimers.

#### **CONDITIONS**

##### **SECTION 1. BOOKING THE TRIP**

- 1.1 Booking for the Causeway Link Holidays 2 Days and 1 Night Desaru Holiday Trip from Singapore to Malaysia is done through online transaction at <https://causewaylink.com.my/tourspackages>
- 1.2 Booking date is available from 15<sup>th</sup> September 2018 until 15th November 2018 at 12PM.
- 1.3 Once payment has been successfully processed, you will receive a booking confirmation directly thereafter, usually by email. From this time, Causeway Link Holidays has accepted your booking under the Terms and Conditions. Please ensure your email address is entered correctly at time of booking.
- 1.4 Booking made from any authorised Agents of Causeway Link Holidays and its service provider may not be enjoy discounts as what Causeway link portal is offering for this trip.

## SECTION 2. CONFIRMATION OF TRANSACTION

- 2.1 All Customers are to make sure that there are no errors with regards to the travelling particulars such as the date, time and destination before making the online payment.
- 2.2 It must be noted that, pursuant and subject to Section 5 item 5.2 hereunder, mistake or erroneous on the Customers detail will not be an excuse or reason for any refund, cancellation.
- 2.3 Causeway Link Holidays Sdn Bhd and Causeway Link Holidays PTE LTD will be preparing the name list of all passengers from Singapore for this trip as part of the regulations stated by the Immigration office of Singapore and Malaysia.

## SECTION 3. ITINERARY TRIP

- 3.1 Causeway Link Holidays will follow the timing as per stated in the itinerary trip for this package. Delay to reach the destination due to unforeseen circumstances (Example: traffic jam, accident) are not under the responsibility of the Company.
- 3.2 The itinerary trip includes:

<b>DAY 1</b> <b>24<sup>th</sup> November 2018</b> <b>(Singapore to Desaru, Johor, Malaysia)</b>	
<b>Time</b>	<b>Itinerary Details</b>
0730	Assemble at Newton Circus, Singapore
0830	Departure to Malaysia
1000	Breakfast / Rest Stop (own expense)
1030	Proceed to Desaru
1230	Visit Desaru Coast Adventure Waterpark - Free and easy, Lunch (own expense)
1830	Dinner (own expense) at Nelayan Seafood Restaurant
1930	Check in at Tunamaya Beach & Spa Resort Desaru Coast

<b>DAY 2</b> <b>25<sup>th</sup> November 2018</b> <b>(Desaru, Johor, Malaysia to Singapore)</b>	
<b>Time</b>	<b>Itinerary Details</b>
0700	Buffet breakfast at Tunamaya Beach & Spa Resort
1000	Assemble and Check out at the Hotel Lobby of Tunamaya Beach & Spa Resort
1030	Visit Desaru Ostrich Farm (Free Taste on Ostrich Egg)
1200	Visit Desaru Fruit Farm (Lunch + Fruit Fiesta)
1500	Shopping at Tebrau Aeon Shopping Mall (Free and easy)
1700	Depart to Singapore
1900	Arrival at the Drop off point in Singapore, Tour Ends.

3.3 Other package include for this trip Include:

- 3.3.1 2days usage of 45 seater air-con coach
- 3.3.2 Ostrich Farm Admission ticket
- 3.3.3 Desaru Fruit Farm Lunch Buffet (without entrance ticket to tour around the farm)
- 3.3.4 1night stay of Tunamaya Beach & Spa Resort
- 3.3.5 Buffet breakfast and lunch on the 2nd day
- 3.3.6 Group travel insurance sgd10,000

3.4. This trip package exclude:

- 3.4.1. All the meal except hotel buffet breakfast and Desaru fruit farm lunch on the second day
- 3.4.2. Visa Application fee
- 3.4.3. Water Park Ticket / Admissions ticket required for attractions site along the journey
- 3.4.4. Environment fee that may be required for each passengers along the journey
- 3.5 Since this trip required inter-country travel, CWLH will wait for a reasonable time depending on the custom's officers and the situation at the Immigration Checkpoint bus bay area in both Malaysia and Singapore.
- 3.6 Customer must purchase a minimum of 2 pax of this holiday trip to be entitled with one standard room accommodation from Tunamaya Beach & Spa Resort. For customer with three pax, they will be allocated with a family room good for three person (1 king size bed and 1 single bedded size). The allocation for the accommodation will be based on the number of pax which the customer had purchase in order to provide them based on above standards). Customer maybe be contacted by Causeway Link Holidays customer service team to confirm their room type accommodation.
- 3.7 If the hotel has not enough family room, Causeway Link Holidays has the right to allocate extra one bed for the Customer.
- 3.8 Causeway Link Holidays will be in charge for the positioning of the room type for the customers on this trip. Any request from Customer for Sea View or Garden view will not be entertained.
- 3.9 Customers are required to make sure that they have all the valid travelling documents required for immigration clearance. Causeway Link Holidays buses reserves the right to leave and will not be under the obligation to wait if the passenger is not able to complete the immigration clearance process within expected time. The customer is advisable to arrange their own transport to go to their destination (as stated in the itinerary trip) should this situation occur.

## **SECTION 4. TRAVELLING DOCUMENTS**

- 4.1 Since this trip requires to travel between two countries, a full Passport/ID is usually required for travelling. Please note that it is the responsibility of the client to be in possession of a Valid Passport/ID (minimum of at least 6 months validity) and any Visa that may be required. Long delays in obtaining Passports/ID Cards and Visas can occur, so be sure to apply well in advance before the date of travelling. If in doubt, please check with your consulates on all the countries you will be visiting or passing through. Causeway Link Holidays is not liable for any loss or expense suffered if you do not adhere to these requirements.
- 4.2 The Customer have full responsibility for obtaining all such documents, visas and permits prior to the start of the journey, and is solely responsible for any adverse consequences resulting from missing or defective documentations. In the event whereby any of the Customers on that trip on that day is to be held up at the immigration checkpoint for missing or defective documentation, the Company has the right to continue the journey.
- 4.3 Any form of medicine is strictly not allowed during the trip unless with proper documentation from authorities (Ministry of Health, Immigration offices in both Singapore and Malaysia, recognized doctors, Consulate, etc).
- 4.4 Children (below 18 years) must be accompanied by legal guardians or parents before participating in this trip.

## **SECTION 5. TRIP CANCELLATION**

- 5.1 Cancellation and refund to this itinerary trip services is not allowed. However, change of passenger is allowed. The person who booked the trip shall notify the Company customer service on who would be his or her replacement for trip.
- 5.2 Customer MUST notify the Company via email at [enquiry@causewaylink.com.my](mailto:enquiry@causewaylink.com.my) of his or her replacement for the trip within seven (7) working days before the travelling date.
- 5.3 Correct details of the replacement person shall include passengers name, contact information, email address and passport number.
- 5.4 The company will acknowledge the written communication and send the Customer an amended booking confirmation accordingly.

## **SECTION 6. CONSIDERATIONS / COMPLAINTS**

- 6.1 We try to ensure that your experience with us is as enjoyable as possible. However, if you encounter a problem, please inform our customer services or person-in-charged immediately to try and resolve the matter there and then. We also have our Customer Services Support telephone number (+607 360 2244) which is available before, during and after the actual travelling date and also outside of office hours. You will be asked to put your complaint in writing, including your original booking number and all

relevant information. Please send your feedback at [feedback@support.causewaylink.com.my](mailto:feedback@support.causewaylink.com.my)

- 6.2 Since this is a pre-book itinerary trip, there are instances that Customers maybe accompanying disabled clients, hence, the Company would like to ensure that all safety and medical attentions to support the disabled customer must be equipped with medical support and medical permit to travel by a registered physician for health and security purposes. Passengers shall also hereby be patient and considerate on other passengers of the trip.

## **SECTION 7. RIGHTS OF SERVICE PROVIDER**

- 7.1 There will be some instance that Causeway Link Holidays may need the support of other service provider in case of emergency or additional bus unit for this trip.
- 7.2 There are maybe some circumstances in which the Company may refuse to board a Customer due to the following circumstances:
- 7.2.1 Where a Customer is unable to produce a valid tour package or Itinerary Confirmed Slip from the Company with correct name, contact and passport details.
  - 7.2.2 Where a Customer is behaving in a manner which may cause property damage or that threatens the comfort and safety of other customers or any other persons on board;
  - 7.2.3 Where a Customer is found to be carrying any combustible materials, dangerous substance, illegal drugs or fragile and oversized or overweight luggage;
  - 7.2.4 Where the payment of the itinerary trip or package tour was done through fraudulent ways, such as by using a stolen credit card etc.
  - 7.2.5 Where the itinerary trip or packaged tour has been purchased from any unauthorized agent or sales counter;
- 7.3 If a Customer commits an act causing personal injuries or damage to properties, he/she shall compensate and/or indemnify the Company and the affected Customers on board for all losses as a consequence of such unruly, reckless and wilful conduct.
- 7.4 The Company may at discretion, before the commencement or during a journey, restrain a Customer, requires such Customer to alight from the excursion bus, or take any other measures as the Causeway Link Holidays

considers necessary to prevent the continuation of certain conduct if the Customer's conduct is deemed to be offensive or a nuisance and discomfort to other Customers on board, or that the behavior is in such a way as to constitute a risk to his/her own safety or the safety of other Customers.

7.5 The Company shall have no further liability, responsibility and claim towards such Customer thereon and vice versa.

## **SECTION 8. CUSTOMER CONDUCT AND BEHAVIOUR**

8.1 All Customer shall behave in a reasonable and sensible manner on the bus during the journey. Customers must not be abusive or behave in a threatening manner to other Customers on board or behave in a way which may endanger him/herself, or behave in a manner which may cause discomfort, inconvenience, damage, injury to other Customers, or to take onto the bus any alcoholic beverages or illegal drugs for the purpose of consuming them on the bus, or board on a bus whilst under the influence of alcohol or drugs.

8.2 In the event that the Customer commits any of the wrong doings as stipulated herein, Causeway Link Holidays is entitled to exercise its rights as provided under Section 7.

## **SECTION 9. DEPARTURE POINT AND TIME**

9.1 Causeway Link Holidays (Malaysia and Singapore office) reserves the right to vary/delay/cancel the Itinerary Trip without notice in advance, which the Company deemed to be fit and necessary due to the occurrence of circumstances beyond the control and contemplation of the excursion bus service of the Company and its other service providers.

## **SECTION 10. DISCLAIMER**

- 10.1 All Customers are to be fully, entirely and absolutely responsible for their own luggage and belongings, including the loading and unloading of their luggage and belongings at the relevant Immigration Checkpoints (Malaysia <->Singapore trip). The Company will not be liable for any loss suffered by the Customer in any way even during the provision of the service.
- 10.2 All Customers hereby acknowledged that the nature of the service may involve a significant amount of personal risk (risk of travelling). The Customers hereby assumed all such risk and does hereby release the Company (except when there is an element of negligence, fault and wilful misconduct on the part of the Causeway Link Holidays) from all claims and causes of action arising from any damages or injuries or death resulting from these inherent risks.

## **SECTION 11. T&C FROM THE PLACES OF INTERESTS INDICATED IN THE ITINERARY TRIP**

## **FROM THE CUSTOMER**

- 11.1 The Company will follow the terms and conditions stated under the Management of the places of interest as indicated in the Itinerary Trip shown required under the bus chartering services of Causeway Link Holidays Website.
- 11.2 Other extra fees that may include may refer as the following:
  - 11.2.1 Environmental fee
  - 11.2.2 Or any additional fee required by the local government or local authorities.
  - 11.2.3 Others (miscellaneous)

## **SECTION 12: PRIVACY POLICY**

- 12.1 This Privacy Policy explains the steps needed in securing the Customer personal information from online platform used by Causeway Link Holidays.
- 12.2 This Privacy Policy also explains the options regarding the collection, use and disclosure of the Customer's personal information.
- 12.3 This privacy policy applies to the use of Causeway Link Holidays Website and its online partners to sell Causeway Link Holidays products and services.
- 12.4 Causeway Link Holidays is not responsible for the content or privacy practices on any website not operated by Causeway Link Holidays.
- 12.5 This privacy policy follows ACT 709 PERSONAL DATA PROTECTION ACT 2010 PUBLISHED ON 10<sup>TH</sup> JUNE 2010 including the privacy policy published at the Causeway Link Holidays Website. Source: [http://www.pdp.gov.my/images/LAWS\\_OF\\_MALAYSIA\\_PDPA.pdf](http://www.pdp.gov.my/images/LAWS_OF_MALAYSIA_PDPA.pdf)
- 12.6 Causeway Link Holidays Sdn Bhd follows the regulations stipulated in the European general Data protection regulation (<https://dgpr-infor.eu/>). If you are within the European Union, please note that you have the right to file a complaint with the Dutch Data Protection Authority (for contact information, please refer to: <https://autoriteitpersoonsgegevens.nl/en/contact-dutch-dpa/contact-us>)

## **SECTION 12. OTHERS MATTERS**

- 12.1 Each customer is only allowed to bring on board two (2) medium-sized luggage during the journey, the weight of both luggage must not exceed fifteen (15) kilograms. Extra charges to be determined by the Service Provider shall be applicable if this condition is not complied with.

- 12.2 All Customers are prohibited from bringing pets, regardless of size, onto the excursion bus.
- 12.3 Smoking and the consumption of any alcoholic beverages are strictly prohibited on the excursion bus at all times.

### **SECTION 13. TERMS AND CONDITIONS AMENDMENTS**

- 13.1 Causeway Link Holidays reserve the right to amend any of these Terms and Conditions without prior notice.
- 13.2 The company will give notice on its amendment about this terms and conditions by posting the same at its website.