



BOOKING TERMS AND CONDITIONS

These terms and conditions govern the relationship between the customer (hereinafter referred to as "Customer") and Airlink Travel and Tour Sdn Bhd (hereinafter to as "The Company"). By booking a trip with the company, the Customers agree to be bound by these terms and conditions. **Customers are deemed to have read, understood, and accepted the following terms and conditions listed below. In the event of any conflict, the terms and conditions herein shall prevail.**

The services provided by third-party providers such as cruises, airlines, hotel accommodation and transportation are subject to respective companies with their respective terms and conditions. These terms and conditions are the rules and guidelines that govern the use of the services provided by these providers. Which outline the rights and obligation of both the providers and establish the framework review and or the provision of services. It vary depending on the specific service or package being offered. Consumers should therefore they review the relevant terms and conditions for the specific service they are interested in.

Promotion Packages purchased during Travel Fairs or Special Promotion Period:

For special cruise fares and airfares must be issued within a stipulated time frame. Any amendment or cancellation, the fare difference will be imposed based on the prevailing rate at the time of change. Once cruise ticket is issued, full cancellation charge is levied, and no refund will be considered in the event of cancellation and no show.

CRUISE CANCELLATION

- Cancellation fee imposed will be calculated based on total fare.
- 100% cancellation charges will be levied for Non-refundable promotion fares and sailing classified as mid-season and peak season sailing.
- Change of names, sailing date and downgrading of cabin category are considered as cancellation and cancellation penalty applies.

All cancellation policies are subject to respective Cruise Companies terms and conditions which varies and customers are provided with the copy of the respective terms and conditions.

1. VISA / PASSPORT REQUIREMENTS AND PASSAGE RESTRICTIONS

All passports must have at least 6 months validity from the return date of sailing. Passengers are responsible to ensure that all travel documents and visas are in order prior to departure from their home country. Visa and immigration regulation vary depending on the travel destination and the nationalities of the passengers. Visa application is at passenger's own arrangement. No refund will be made to passengers who are denied embarkation for non-compliance of immigration requirements.

2. PREGNANCY POLICY

Pregnant women who will enter the **23rd week** of pregnancy by the beginning of, or at any time during their cruise vacation. A doctor's certification fitness to travel is required to be presented to the check-in staff.

3. INFANT POLICY

Infant (below 2 years old) sharing the same cabin with 2 full paying passengers will be charged an infant rate. All passengers must be more that 6-months old on day of sailing to sail. Children under 18 years of age must be accompanied in the same cabin by a passenger, 21 years or older.

4. SINGLE TRAVELLER ADDITIONAL

Single traveller charges are based on 200% of the Twin-Sharing cruise fare unless otherwise stated.

5. ADDING OF CABIN

Any additional cabin will be charged at prevailing rates.

6. ADDING OF PASSENGER

Adding of passenger is subject to availability and will be charged at prevailing rates.



PAYMENT SCHEDULE & TERMS

Booking Deposit	50% of cruise fares
Full Payment	99 days prior to departure

- A deposit is required to confirm a reservation. Deposit amount will be determined at time of booking. Reservations are subject to cancellation if full deposit is not received within the period specified at time of booking.
- All prices are subject to change based on the current exchange rate. The company reserves the right to adjust prices due to currency fluctuations, except for fares already paid in full before the price increase notice.
- Taxes, fees, and port charges may change. DCL reserves the right to collect any increases at the time of sailing, even if they were already paid in full.

BOOKING CANCELLATION POLICY (INTERIOR – VERANDAH STATEROOM)

Cancellation notice receive prior to departure	Cancellation Charge (Per Guest)
More than 90 calendar days prior to departure	RM200 per person
89 – 46 calendar days prior to departure	RM100 + 30% of full cabin fare
45 - 31 calendar days prior to departure	RM100 + 50% of full cabin fare
30 – 16 calendar days prior to departure	RM100 + 75% of full cabin fare
Within 15 calendar days or less prior departure	RM100 + 100% of full cabin fare
No Show / No Written Notice	RM100 + 100% of full cabin fare

BOOKING CANCELLATION POLICY (SUITE – CONCIERGE STATEROOM)

Cancellation notice receive prior to departure	Cancellation Charge (Per Guest)
More than 46 calendar days prior to departure	RM150 + 30% of full cabin fare
45 - 31 calendar days prior to departure	RM150 + 50% of full cabin fare
30 – 16 calendar days prior to departure	RM150 + 75% of full cabin fare
Within 15 calendar days or less prior departure	RM150 + 100% of full cabin fare
No Show / No Written Notice	RM150 + 100% of full cabin fare

- Written cancellation notices must be received during business hours, Monday to Friday, 9:30am – 6:00pm (excluding public holidays)

NAME CHANGE / DATE CHANGE

Changes to the sail date or guest names may be considered cancellations and subject to the applicable cancellation terms.

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