



EXPERIENCES MATTER

我们的经验 成就您的体验



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Terms & Conditions

Updated: 13th October 2025

The purchase of any travel services offered by Parlo Tours Sdn Bhd ("The Company") constitutes a contractual arrangement between you (also referred to in the following terms & conditions as "tour member") and the Company and represents your acceptance of The Company's Terms & Conditions as set out herein.

Please ensure that you carefully read and understand these Terms & Conditions prior to booking. You represent and warrant that you are authorized to accept The Company's Terms & Conditions on behalf of everyone named in your booking and that you will be deemed to have accepted The Company's Terms & Conditions on behalf of everyone named in your booking.

Contract

We draw your attention to the Terms and Conditions of travel below.

1. Before making a booking with us, you must ensure that you have **read and understood** these Terms and Conditions.
2. Please be aware that these Terms and Conditions contain waivers of liability as well as waivers of class action and venue selection and notice clauses.
3. By asking us to confirm your booking, you have acknowledged and are accepting all the Terms and Conditions stated below.
4. If you are making a booking as a group, the **leader of the group** (the name appearing as "bill to" in our invoice shall be considered to be the group leader) is **responsible for sharing these Terms and Conditions with all members of the group** and is financially responsible for the booking.

5. We will not be liable for a group leader's failure to share these Terms and Conditions with all travelers in their group.
 - a. You represent and warrant that:
 - i. You are deemed **authorized to act on behalf** of those you represent and accept these terms and conditions on their behalf and
 - ii. The information supplied by you, or members of your group is accurate.

Violations by You

You agree that **any violation** of any such Terms and Conditions may result in:

- a) The **cancellation of your booking or purchase**
- b) **Forfeiture of monies paid** (in part or in full) for your booking or purchase and
- c) Being **denied access** to the applicable travel-related product or service.

Changes to These Terms & Conditions

- The Company reserves the right, in our sole discretion, to change these Terms and Conditions at any time without prior approval or notification.
- Any amended or additional Terms and Conditions will apply to your booking.
- Your continued use of our services, including continuing to use or maintain any booking after any changes to the Terms and Conditions, constitutes your consent to the changes.

Tour Price Includes

- Your tour price includes scheduled return economy class flight air ticket, excluding taxes, which is non-refundable and non-negotiable.
- Accommodation and meals as specified in the tour brochure / itineraries.

Tour Price Excludes

- Airport taxes, fuel surcharges, tipping and visa fees do not form part of the tour fare, and it should be borne by the passenger.
- The Company is only acting as an agency to collect the above charges therefore it is subject to the Terms and Conditions of the respective authorities & airlines.

Accommodation

- Accommodation is based on half twin- sharing basis for adults.
- Child fare is based on any seat in flight and tour vehicles.
 - a) Child **aged 2 and above but below 12 years** as third person in twin or double room of two adults without any extra bed.
 - b) If a child occupies a half-twin, full tour fare applies.
 - c) Tour fare for **infants & below 2 years old** is based on 10% of adult published fare and does not occupy any seat in flight and tour vehicles.
- Triple room configuration will either be 2 twin / 1 double bed(s) + 1 rollaway bed, room size will be the same as the twin share room. Except USA & Canada, hotels will only provide with two double beds even for triple sharing.

Extension / Deviation

Extension of stay is subject to airline ticket restrictions, terms & conditions and applicable surcharges. Please consult your travel consultant.

Deposit / Tour Payments *[Updated]*

- A **deposit is required upon reservation** for all tour bookings, unless stated otherwise under a specific promotion.
- The **balance of the tour fare (full payment)** will be collected **45–50 days prior to the departure date**.
- In certain situations where **group size is still pending confirmation**, the Company reserves the right to **adjust the final payment collection to 30 days before departure**.
- Failure to make full payment within the stipulated timeframe may result in the forfeiture of the deposit and cancellation of the reservation without prior notice.
- All payments must comply with the Company's payment schedule and terms and conditions.

Deposits payment as follows:

Tour Fare	Deposit per person
Below RM4,999	RM 1,000.00
From RM5,000 to RM9,999	RM 1,500.00
From RM10,000 to RM14,999	RM 2,000.00
From RM15,000 & above	RM 5,000.00

Single Supplement

The single tour price must be paid when a person is traveling alone, by choice or circumstances. If you wish to occupy a single room, you are required to pay a single supplement amount.

Cancellation & Cancellation Fees *[Updated]*

Cancellation

Anytime upon booking made	Forfeiture of deposit paid
30 to 45 days before departure	Forfeiture of 50% of tour fare or deposit paid (whichever is higher)
15 to 29 days before departure	Forfeiture of 75% of tour fare or deposit paid (whichever is higher)
Less than 15 days before departure	Forfeiture of 100% of tour fare or deposit paid (whichever is higher)

Cancellation Due to illness

Cancellation due to medical reasons will be considered under the following conditions:

- The Tour Member is **medically unfit to travel** due to illness, injury, or medical condition.
- A **valid medical certificate or report** must be obtained from a **licensed medical practitioner or hospital**, clearly stating that the Tour Member is **not fit to travel**.
- The medical documentation must be **submitted to the Company** for review before any request for cancellation or refund can be processed.

Amendment Fee *[Updated]*

Amendments to confirmed bookings are subject to the following terms:

- Amendment requests are only allowed **after deposit is paid and booking is confirmed**.
- All amendment requests must be made at least 45 days before the departure date.**
- No amendments will be allowed within 45 days prior to departure.** Any request made during this period will be treated as a **cancellation** and will follow the tour **cancellation policy**.
- An **amendment fee starting from RM300 (minimum)** will be charged per person, per amendment request. The actual fee may vary depending on the nature of the change.

- **Changing the entire tour package or switching to a different itinerary/tour date is considered a cancellation, not an amendment.**
- **Any additional costs, fare differences, or surcharges incurred due to amendments will be borne by the tour member.**
- **Amendments involving flight arrangements are subject to airline terms and conditions**, including fare differences, penalties, and ticket reissuance fees (if applicable).

Force Majeure

The Company shall not be held liable for any loss, damage, delay, or cancellation caused by events beyond its control, including but not limited to:

Natural disasters	<ul style="list-style-type: none"> • Fire • Volcanic eruptions • Earthquakes • Floods • Hurricanes, typhoons, tropical storms • Extreme weather conditions
Environmental issues	<ul style="list-style-type: none"> • Pollution or contamination • Water or power failures
Social or political disturbances	<ul style="list-style-type: none"> • Riots or civil unrest • Strikes, labour disputes or industrial action • Sabotage or unlawful acts • Acts of terrorism • War or threat of war
Government or authority actions	<ul style="list-style-type: none"> • Government restrictions or travel bans • Airport or border closures • Government seizure or confiscation • Suspension of licenses or permits
Health-related events	<ul style="list-style-type: none"> • Epidemics or pandemics • Quarantine restrictions • Government health advisories or alerts
Other force majeure events	<ul style="list-style-type: none"> • Acts of God or unforeseen circumstances • Any event beyond the Company's reasonable control

Consequences of Force Majeure

- The Company's ability to operate tours may be disrupted.
- The Company will not be responsible for any failure to fulfil its obligations due to such events.
- **No refund is guaranteed** in such circumstances.
- However, if the Company successfully **recovers any payments from suppliers**, those amounts **will be refunded to the customer without additional service charges**.

Flight Timing and Schedules

- Flight timing and schedules are not guaranteed and do not form part of the contract.
- They are subject to change at the insistence of the Aviation of Government Authorities for the Tour Member's safety, security and other reasons.
- Neither The Company nor the Carrier concerned will accept liability for reasons of flight cancellations, delays or diversions that is not within its control.

Minimum Tour Group Size

- The Company reserves the right to cancel or withdraw at any time bookings made by or on behalf of Tour Members prior to departure.
- However, the Company will reserve the absolute right to vary the group size due to unforeseen circumstances.
- The decision of the Company shall be final and inclusive, and no liabilities whatsoever shall be incurred by the Company for such cancellation.
- All amounts paid toward booking fees (**except** *visa & health screening fee - if already applied/submitted*) shall be refunded.

Passport Validity

It is the **Tour Member's responsibility** to ensure that they have a **valid passport with at least 6 months' validity from the date of departure**.

Visa Application

- All Tour Members are encouraged to process their own visa.
- Assistance is offered by the Company, but approval cannot be guaranteed.
- All visa application fees and service charges must be paid **in full** by the applicant **prior to submission** of the visa application & it is non-refundable.
- The Company cannot be held liable for any loss of passport due to any reason whatsoever including, without limitations, negligence on the part of our employees, agents and servants.

Travel Insurance

To ensure a safe and worry-free travel experience, the following terms apply:

- 1) **Travel insurance is strongly recommended** for all tour members to protect against unforeseen circumstances.
- 2) Insurance coverage may include protection for:
 - Loss or damage to luggage or personal items
 - Flight delays or cancellations
 - Medical emergencies or hospitalization overseas
 - Accidents or injuries
 - Travel disruptions due to natural disasters or other emergencies
- 3) Tour members may:
 - Purchase **travel insurance through the Company's appointed insurance provider** (Company can assist with basic insurance enquiries - **terms, coverage, exclusions, and claims process**), or
 - **Arrange their own insurance coverage independently**
- 4) **Declining to purchase travel insurance is at the traveler's own risk** and may result in:
 - **Loss of travel costs** due to emergencies or cancellations
 - **High out-of-pocket expenses** during medical or travel emergencies
 - **No reimbursement** for losses not protected by insurance

5) If a traveler chooses to travel **without adequate insurance coverage**:

- The Company shall **not be held liable** for any losses, damage, expenses, delays, or disruptions incurred
- The traveler assumes **full responsibility** for all risks

Company's Rights and Responsibilities

- The Company and or its associated agents act only as agent for the transportation companies, hotel contractors and other principles.
- Tickets, vouchers and documents are issued subject to those terms and conditions.

Risk

Every person participating in any tour or holiday packages offered by The Company and /or its associated agents shall be at his/her own risk. The Company and/or its associated agents shall not be held liable to any person as a result of the following:

- a) Inaccuracy, misdescription or changes to any tour and its itinerary;
- b) Additional expenses due to delays or changes in any transport services, sickness, weather, strikes, war, quarantine or other causes;
- c) Extension of stay-flight arrangements that cannot be confirmed;
- d) Any damage or loss of baggage or other personal effects or accidents, it is the responsibility of the Tour Members to claim insurance;
- e) Deportation or refusal of entry of Tour Members by Immigration Authorities due to possession of unlawful items or holding improper travel documents or any other causes which are considered as subversive by the local and foreign government concerned.

Difficult and Uncooperative Tour Members

The following conditions apply to tour members who behave in a disruptive or unsafe manner:

- 1) The **Tour Manager has full authority** to remove any tour member from the tour if their behaviour is:
 - Uncooperative
 - Disrespectful or disruptive
 - In violation of the Standard Operating Procedures (SOP) or laws of the destination country
 - A safety risk to themselves or other tour members
 - Causing disturbance or affecting the overall tour experience
- 2) The **Tour Manager's decision is final** and made in the best interest of the group's safety and well-being.
- 3) If a tour member is removed from the tour:
 - They will **not be entitled to any refund** for the unused or uncompleted portion of the tour
 - The Company will **not be held responsible** for any consequences arising from their removal

Pre-existing Medical Conditions / Persons with Limited Mobility

Passengers with medical conditions or limited mobility are subject to the following terms:

- 1) Some tour destinations may involve **challenging road or walking conditions**, which may not be suitable for individuals with mobility limitations.
- 2) Travelers **must inform the Company before placing any booking** if they:
 - Have a pre-existing medical condition, or
 - Require special assistance, mobility support, or travel considerations

- 3) The Company will:
- Provide advice on whether the tour is suitable
 - Assist in communicating **any special requests** to ground operators
 - **Not be held responsible** if suitable arrangements are unavailable
- 4) Any **special accommodation requests** (e.g. wheelchair assistance, special seating, ground support):
- Are **subject to availability**
 - May incur **additional cost**, which will be **borne by the traveler**
- 5) If additional assistance cannot be provided by ground operators:
- The traveler must be **accompanied by a personal companion** who can assist throughout the tour
 - The Company's staff will **not act as medical or personal caregivers**
- 6) Travelers with medical conditions must:
- Declare their condition at the time of booking
 - Provide an **official doctor's letter** confirming they are fit to travel (if requested)
- 7) The Company:
- **Is not medically trained** and **cannot provide medical supervision**
 - **Is not responsible** for any health complications arising during the tour
 - **Reserves the right to refuse participation** if the traveler is deemed unfit or poses a risk to themselves or the group

Transfer Service

For airport or hotel transfers, the following conditions apply:

- Transfer service is **included only for passengers who purchase FULL TOUR packages.**
- **Passengers who purchase GROUND ARRANGEMENT only are not entitled to transfer services.**
- For group tours, transfer service is based on the **scheduled group flight departure and arrival time.**

- **Passengers who extend or deviate from the group tour** itinerary may still request transfer service, subject to:
 - Advance request made **at least 2 weeks before departure**
 - **Additional charges** apply
 - **Subject to availability**
- **Separate private transfers** can be arranged upon request and will be charged **at the passenger's own cost.**
- All transfer services:
 - Are **non-refundable**
 - **Cannot be changed after the tour departs**
- Any **additional costs due to passenger delay, no-show, wrong flight information, or personal negligence** will be **borne entirely by the passenger.**

Amendment to Tour Itinerary by The Company

- Information in the brochure/flyer is accurate to the best knowledge of The Company's at the time of print. The Company makes reasonable efforts to avoid changes in the itinerary.
- However, the Company reserves the right to make minor changes at any time due to unforeseen circumstances, especially during peak periods or in the event of a force majeure.
- The Company cannot guarantee that any item or amenity mentioned will always be available, especially where the Company has no direct control over it.
- In the event of any inconsistency between the English version and the Chinese translation of the information, the English version shall prevail.

Governing Law & Dispute Resolution

Notwithstanding the place or country in which a course of action arises, it is expressly agreed that the parties irrevocably submit to the exclusive jurisdiction of the courts of Malaysia in respect of any matter arising out of or in connection with the Terms & Condition.

Entire Agreement & Severability

- This agreement, including the terms of our suppliers and any other documents, including invoices, we provide you, constitutes the entire agreement and it supersedes all prior or contemporaneous communications and proposals, whether electronic, oral, or written, with respect to The Company.
- If any provision of these Terms shall be unlawful, void, or for any reason unenforceable, then that provision shall be deemed severable from all other Terms and shall not affect the validity and enforceability of any remaining provisions.

Copyright

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Operated by



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