

# Package Booking Terms & Conditions

## General

This website for online booking is owned and managed by One Network Hotel Management Sdn. Bhd. (Company No: 183413-D) ("ONH"). For the purpose of these Condition of use "We", "Our" and "Us", refers to One Network Hotel Management. Please review the Terms & Condition carefully before using the website. By using this website, indicates you agree to be bound by these Conditions of Use of One Network Hotel Management Sdn Bhd.

## Definitions

"Package" means a combination of flight plus accommodation and/or land components sold at an inclusive price in a single booking.

"Service Provider" refers to airline, hotel, and/or tour or transfer operator providing the relevant service(s) to you.

"Travel Products" means services include hotel accommodation, airline, tour or transfer services and/or other activities provided by service provider.

"Terms" means these terms and conditions.

"Website" means <https://www.thetaaras.com/fly-me-away> or any other website used by Berjaya Hotels & Resorts to sell its Package products.

## Reservations

1. Your contract for a Package with us is formed only when you have successfully paid for the Package and have received an email from us confirming acceptance of your booking.
2. The confirmation email will contain details of your booking, flight itinerary and a hotel voucher. Please note that you are required to keep a copy of the confirmation vouchers with you throughout the journey as it is required for entry into the airport, hotel check-in, refunds or exchanges.
3. If you do not receive a confirmation email within 30 minutes of your booking please contact us via our dedicated customer service.
4. When making an online booking, you must enter details of each traveller correctly and according to their passport or other identification document. Service Providers will deny carriage or check-in if the traveller's name varies from their booking and may cancel automatically if the traveller's name is amended. We have no responsibility for any loss or damage arising from the incorrect entry of a traveller's name.

## Payment Terms

1. The Travel Products offered on this Website are subject to availability and can be withdrawn without notice by the Service Provider. Travel Products may also change at any time in accordance with the terms and conditions you agree with the Service Provider.
2. Prices for Travel Products featured on the online booking engine are for online booking only.
3. We are not responsible for any changes made by a Service Provider to the payment due date and prices for Travel Products are not guaranteed until payment has been made in full and documents have been processed.
4. Internet bookings must be paid in full at time of booking. No flight or hotel or other ground product will be reserved until full payment is made.
5. Payments processed in foreign currency (currency other than the original card holders country of issue), may incur a currency conversion fee. Please refer to your financial institution for applicable fees.

## Not included in the price of package

The cost of anything not specifically included in a holiday package is at your expense.

## Changes, No Shows, Cancellation & Refund Policy

1. Once booking confirmation voucher has been issued, you are not allowed to substitute or change or cancel the booking before, during or after trip.

**Substitute/Changes:** We reserve the right to charge amendment fee subject to the individual service provider policy. At the time of making a change, you must re-book for available dates (subject to availability and price changes) according to the conditions and validity of the travel products you have purchased.

**No Shows:** We will not provide you with a refund service if the Package is not used or partially used.

**Cancellation:** No cancellation is allowed once booking confirmation voucher has been issued.

**Refund:** If the service provider is required to provide you with a refund for the travel product, the refund is subject to the terms and conditions of the service provider including the application of any cancellation fees.

2. For medical/ death reasons kindly provide us with the official doctor's note from a registered clinic/ hospital which states that the passenger is unfit to travel from which date to which date. The refund appeal is subject to approval depending on the documents submitted. Incomplete documents will be rejected.

3. ONH reserves the right to cancel or change the planned at any time and from time to time, for any reason, without notice to any customers affected thereby and, in connection therewith, the service provider shall not be liable to any customers in respect of such cancellation or change, whether or not resulting from an Event of Force Majeure; which includes but not limited to bad weather and Acts of God; provided that, the service provider may and reserves the right, at its sole discretion, to provide any customers affected by such cancellation or change with:

- a. Refund to such customer, an amount which shall not be greater than the amount paid by that customer in respect of that booking.
- b. Re-arrange alternative transportation or accommodation by the service provider's own services.

## Contact Information

It is essential to ensure that you or the person making your booking advises ONH of an email address and telephone number where you can be reached if necessary before and after your departure. We may leave messages for you on the email or number/s you provide. If any part of your booking is changed, for example, if hotel accommodation is overbook, or there is a schedule change for your flight, or one of the land/sea components of you have booked becomes unavailable, we will use reasonable endeavours to notify you on the email address you provide to us with your booking.

## Health and Immigration

You must ensure that you have a valid passport and any necessary visas to enter any country you are visiting, including transit stops, prior to your departure. It is your responsibility to ensure that you are fit to travel and participate in all parts of the services you have booked and undertake. It is also your responsibility to ensure that you can prove you have any necessary vaccinations for your travel arrangements. Consult your doctor about any health requirements for all destinations to which you are travelling before your departure. We are not liable if you are refused to any country or part of a country

because you cannot prove that you have the necessary vaccinations or because you do not comply with the health requirements of your destination.

### **Travel Insurance**

It is recommended that you consider purchasing a travel insurance policy of your choice.

### **Events beyond our control**

Unless otherwise required by law, ONH does not accept any liability whatsoever for any injury, damage, loss, delay, additional expenses or inconvenience caused directly or indirectly by any events which are beyond its control including, but not limited to, war, civil disturbance, fire, floods, acts of God, acts of Government or of any other authorities, accident or failure of machinery or equipment not under ONH's custody or control, or industrial action.

### **Governing Law**

These Booking Conditions are governed in all respects by the laws of Malaysia and any action arising under them or in any way connected with the holiday may be brought only in a court in Malaysia, subject to any applicable law which is expressly inconsistent with this.

\*DISCLAIMER: THESE TERMS AND CONDITIONS ARE SUBJECT TO CHANGE WITHOUT NOTICE, FROM TIME TO TIME AT THE SOLE DISCRETION OF ONE NETWORK HOTEL MANAGEMENT SDN BHD.