

TERMS & CONDITIONS

Reservations

All reservations must be made through Royal Brunei Airlines at least five (5) working days before departure. Please secure confirmed air reservations beforehand. To ensure efficient handling of all reservations and inquiries, full details are necessary such as arrival and departure dates and flight numbers, rooming list, name of hotel required with an alternative choice. Where quoted, tour codes should also be stated.

Note

Arrival or departure from Bandar Seri Begawan must be on a Royal Brunei Airlines flight.

Deposit and Payment

A deposit of 50% of the total tour fare is due upon confirmation of booking. Balance of payment is due 10 days prior to arrival.

Vouchers

RB Electronic Tour Exchange Order (ETEO) voucher will be issued upon confirmation and once payment for your hotels & packages received in full. Please present your voucher to the addressee on arrival at your destination. If meeting service is provided, this ETEO voucher will normally be collected by a local tour representative, otherwise proceed directly to your hotel and present voucher upon check-in.

Children

Below 2 years old - Free of charge
2 to 11 years old - 75 % of adult price

For Packages, price quoted covers the cost of one child sharing with two adults occupying an extra bed in a twin-bedded room. Only one extra bed is provided per room. Maximum up to 02 children sharing room with 2 adults.

Cancellation

Cancellation charges are levied by third party vendors with whom commitments are made, in which case these charges will be debited to you accordingly, including other costs incurred.

Fixed charges levied for cancellation are as follows:

No. of paxs	Cancellation notice	Hotel Only	Tours Only	Inclusive Package Tours
14 paxs & below	Within 7 days	25% of package price		25% of package price
	Within 3 days or No show	100% of tour price		100% of package price
15 paxs & above	15 days	10% of tour price		10% of package price
	Within 3 days or No show	100% of tour price		100% of package price
* 15 paxs & above	15 days	01 room night rate	10% of tour price	50% of package price
	Within 7 days or No show	01 room night rate	100% of tour fares	100% of package price

* For The Empire Hotel & Country Club Only

Refunds

There will be no refunds in part or in full in respect to any items if they are not utilised, either by choice or circumstances, once the tour has commenced.

Hotel Check-In/ Check-Out

Normal hotel check-in time is 2pm. Hotel check-out time at 12 noon, and may be extended a few hours at hotel management's discretion. Please ensure your arrival and departure times are taken into account when you book your accommodation. Your travel agent will be able to advise you.

Tours & Services

All tours are conducted by an English speaking guide. Request for other foreign language guides will be subject to availability and additional charges.

Places of interest will be closed on certain public holidays in Brunei Darussalam.

Tour Fare Exclusion

Not included in the cost are expenses of a purely personal nature as well as airfares, personal baggage and accident insurance cover and other items not specifically mentioned herein.

Product Information

Descriptions featured are based on current hotel guides and information provided by hotels and suppliers. Any facilities shown as included are subject to change at any time. The standard of accommodation and other services are based on various factors, which are generally accepted as indicative of a certain class, however, Royal Brunei Holidays does not guarantee the standard, class, or fitness for purpose of that accommodation or service.

Insurance

We advise you obtain appropriate travel insurance coverage prior to arrival to cover loss, damage, illness, injury, or any unexplained circumstances.

Documentation

Please ensure that you have valid travel documents and sufficient visas (if applicable) prior to arrival. For immigration purposes, we advise that you familiarise yourself with any requirements that may be applicable in areas you intend to visit. The traveller is responsible for all exit, entry, health and other documents required by laws, regulations, orders, demands or requirements of the countries visited or transited. The traveller is to carry a valid passport (with at least six months validity) and/ or acceptable identification at all times.

Royal Brunei Holidays is not responsible should the traveller fail to carry the correct travel documentation.

Prices

Please refer to Price List for validity. However, Royal Brunei Airlines reserves the right to change, amend or alter prices and/or tour itinerary/or any/all of the conditions stated herein from time to time with or without prior notice.

Validity

Prices quoted are effective immediately, unless otherwise stated elsewhere in the pricelist, and are based on tariff and exchange rates at the time of printing. Prices may be subject to change without prior notice. Check the current prices with your travel agent or at the nearest Royal Brunei Airlines office.

Liability

All arrangements for the provision of transport, accommodation and other services are made by Royal Brunei Airlines Sdn Bhd ('the Company') through appointed agents only. The Company, its employees and/or agents are not liable for any loss, injury, accident, damage or delay which may occur during a tour or holiday or holiday organised by the Company through its appointed agents. The Company shall not be responsible for and shall not incur any liability for delays, loss, damage, costs, claims, loss of profit or consequential loss caused by or as a result of any delay, sickness, weather, strike, war, quarantine, acts of God, or any third-party system failure or other causes. The traveller shall be regarded in every respect as carrying his/her own risk with respect to loss or injury to person or property. The Company reserves the right to alter or cancel routes, timetables, itineraries and accommodation reserved where necessary.

PLEASE NOTE THAT ALL INFORMATION ARE CORRECT AT THE TIME OF PRINTING AND MAY BE SUBJECTED TO CHANGES WITHOUT PRIOR NOTICE

For further inquiries, please contact your travel agent, any Royal Brunei Airlines offices or GSA.

Contact Royal Brunei Holidays direct on:

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