

13H10M HALFBOARD

الإتجاه
ETIHAD
AIRWAYS

BALKAN

9 NEGARA

HARGA **ALL-IN** DARI

RM 9,290

HARGA NORMAL ~~RM 9,790~~

Tour Highlights:

Italy – Slovenia – Croatia – Bosnia & Herzegovina – Montenegro

Albania – North Macedonia - Bulgaria - Türkiye

TOUR CODE : EUMXP13

HOTLINE 03-7890 5994 | www.manazel.com.my

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BALKAN 9

13 DAYS 10 NIGHTS

TWIN / TRIPLE SHARING	ADULT SINGLE	CHILD EXTRA BED	CHILD NO BED	INFANT
RM 9,290	RM 10,890	RM 8,790	RM 8,390	RM 2,500

PACKAGE INCLUSION	PACKAGE EXCLUSION
<ul style="list-style-type: none"> Return International Flight Ticket with 25kg/30kg Luggage 11 Nights' Accommodation with Twin/Triple sharing Meals as stated in itinerary (Breakfast & Dinner) Entrance fee and tour as per itinerary Air conditioned / Heated bus 1 Bottle drinking water daily Services of tour leader to ensure smooth operation 	<ul style="list-style-type: none"> Personal expenses; mini bar, laundry, tel bills, etc. Extra meals and drinks (Lunch) Optional tour (Gondola Ride, Plitvice Lake Entrance, Horse Carriage Ride, Ohrid Boat Ride, Topkapi Palace, Bosphorus) Porterage Travel insurance Compulsory Tipping for guide and driver RM 300 Other not stated in itinerary

CATEGORY	CITY	HOTEL
4 Stars	Venice	Hotel & Residence Castelli or Similar
4 Stars	Zagreb	Hotel Garden Hill Zagreb or Similar
4 Stars	Bihac	Hotel Safir Bihać or Similar
4 Stars	Sarajevo	Hollywood Hotel or Similar
4 Stars	Mostar	HA Hotel Mostar or Similar
4 Stars	Shkoder	Hotel Rozafa Shkoder or Similar
5 Stars	Ohrid	Hotel Izgrev Spa & Aquapark or Similar
4 Stars	Sofia	Hotel ZOO Sofia or Similar
5 Stars	Istanbul	Nova Plaza Prime Hotel Istanbul or Similar

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DAY	FROM	TO	FLIGHT NO.	ETD	ETA
DAY 1	KLIA	ABU DHABI	EY 417	2135	0025 + 1
DAY 2	ABU DHABI	MILAN	EY 81	0300	0730
DAY 12	ISTANBUL	ABU DHABI	EY 542	1440	1950
DAY 12	ABU DHABI	KLIA	EY 418	2100	0755 + 1

DEPARTURE	ARRIVAL	SEASON	PRICE	REMARKS
02 FEB 2025	14 FEB 2025	WINTER	RM 9,290	
11 APR 2025	23 APR 2025	SPRING	RM 9,290	
24 APR 2025	06 MAY 2025	SPRING	RM 9,290	
22 MAY 2025	03 JUN 2025	SPRING	RM 9,290	
25 JUN 2025	07 JUN 2025	SUMMER	RM 9,290	
15 JUL 2025	27 JUL 2025	SUMMER	RM 9,290	
07 AUG 2025	19 AUG 2025	SUMMER	RM 9,290	
11 SEP 2025	23 SEP 2025	AUTUMN	RM 9,290	
09 OCT 2025	21 OCT 2025	AUTUMN	RM 9,290	
17 OCT 2025	29 OCT 2025	AUTUMN	RM 9,290	
15 NOV 2025	27 NOV 2025	AUTUMN	RM 9,290	
08 DEC 2025	20 DEC 2025	WINTER	RM 9,290	
21 DEC 2025	02 JAN 2026	WINTER	RM 9,290	
26 DEC 2025	07 JAN 2026	WINTER	RM 9,290	

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13 DAYS 10 NIGHTS

DAY 01: DEPARTURE KLIA (MOB)

- Assemble at Kuala Lumpur International Airport
- Take flight to Milan Malpensa Airport

DAY 02: ARRIVAL MILAN – VENICE (MOB/D)

- Arrival at Milan Malpensa Airport
- After landing, meet and greet with your guide
- Sightseeing Tour at **Castello Sforzesco** (built by **Francesco Sforza, Duke of Milan**), **La Scala Opera House** and **Duomo Square** (the biggest Gothic Cathedral)
- Free time to Shopping at **the Galleria Vittorio Emanuele II** (World's Oldest Shopping Mall)
- Proceed to Venice
- Overnight in Venice

DAY 03: VENICE – ZAGREB (B/D)

- Breakfast at Hotel and Check Out
- Transfer via waterbuses to **San Marco Venice**
Optional Gondola ride through the canals
- Visit **Bridge of Sighs, San Marco Square** and **Basilica & Doge's Palace**
- Continue to look out for the beautiful local handmade - **Venetian glass**
- Proceed to Zagreb
- Stop at **Ljubljana Mosque** (Slovenia) for prayer
- Overnight in Zagreb

DAY 04: ZAGREB – BIHAC (B/D)

- Breakfast at Hotel and Check Out
- Zagreb Guided City Tour

- Visit **the Upper and Lower town Kaptol & Gradec, The Majestic Cathedral Archbishop's Palace, Ban Jelacic Square, Lotrseak Tower, Archaeological Museum and National Museum**

- Free time for prayer at **Zagreb Islamic Centre**
- Proceed to Bihac
- Overnight in Bihac

DAY 05: BIHAC – JAJACE WATERFALLS – TRAVNIK – SARAJEVO (B/D)

- Breakfast at Hotel and Check Out
- Proceed to Royal Town Jajce
- Visit **Pliva Lakes, Wooden Watermills** and **Magnificent Waterfall in Heart of The City**
- Stop at **Malaysian Mosque** in Turbe village
- Proceed to Travnik and view **Plava Voda Springs**
- Overnight in Sarajevo

DAY 06: SARAJEVO – MOSTAR (B/D)

- Breakfast at Hotel
- Visit **Vrelo Bosne** (Springs of Bosna River)
- Walking guided tour of **Latin bridge, Old Town Bascarsija, Coppersmith Street, Brusa Bezistan, Gazi Husref Bey Mosque, Gazi Husref Bey Madrass, Morica Han, Sarajevo Meeting of Culture** and **Vijecnica City Hall**
- Free time for shopping
- Proceed to Mostar
- Mostar City Tour to visit **Koski Mehmed Pasha Mosque** and walk through **The Old Town Bazaar & Old Bridge**
- Overnight in Mostar

BALKAN 9

13 DAYS 10 NIGHTS

DAY 07: MOSTAR – KOTOR – SHKODER (B/D)

- Breakfast at Hotel and Check Out
- Proceed to **Kotor**
- Free time at Kotor – **UNESCO World heritage** (Medieval town on Adriatic coast which is also surrounded by stone walls)
- Proceed to Shkoder
- Photo stop at **St. Stefan Island**
- Overnight in Shkoder

DAY 08: SHKODER – OHRID (B/D)

- Breakfast at Hotel and Check Out
- Proceed to Ohrid
- Visit **Ohrid Pearl's shop, Old Bazaar, Zeynel Abidin Pasha Tekke and Ali Pasha's Mosque**
- Free time to enjoy beautiful lake which is the deepest and one of the largest lakes in Balkans
[Optional Ohrid Boat Ride](#)
- Overnight in Ohrid

DAY 9: OHRID – SKOPJE – SOFIA (B/D)

- Breakfast at Hotel and Check Out
- Proceed to Skopje
- Walking guided tour to visit **Stone Bridge, Old Rail Station, Monument of Mother Teresa, Daut Pasin Hamam and Mustafa-Pasha Mosque**
- Free time for shopping at **Old Bazaar**
- Proceed to Sofia
- Overnight in Sofia

DAY 10: SOFIA – ISTANBUL (B/D)

- Breakfast at Hotel and Check Out
- Walking guided tour to **Alexander Nevsky Cathedral, St Sofia Basilica, National Art Gallery, Majestic National Theatre & Fountains, The Presidential Palace & National Assembly, Archaeological Site and Banyan Bashi Mosque**
- Free time for Shopping
- Proceed to Istanbul
- Overnight in Istanbul

DAY 11: ISTANBUL (B/D)

- Breakfast at Hotel
- Visit **Outlet Leather Center** (Free time for shopping & Live Fashion Show)
[Optional Bosphorus Cruise and Topkapi Palace](#)
- Istanbul guided city tour to visit **Blue Mosque, The Roman Hippodrome and Hagia Sofia** ([Exclude Entrance Fee](#))
- Free time for shopping at **Grand Bazaar**
- Overnight in Istanbul

DAY 12: ISTANBUL DEPARTURE (B/MOB)

- Breakfast at Hotel and Check Out
- Free time and leisure
- Transfer to Airport
- Take flight to Kuala Lumpur

DAY 13: ARRIVAL KUALA LUMPUR (MOB)

- Arrival at Kuala Lumpur International Airport

Note: Package itinerary schedule is subject to change.

(MOB – Meals on Board / B – Breakfast / L – Lunch / D – Dinner)

TERMS & CONDITIONS

1) DEPOSIT & FULL PAYMENT

Upon booking of seat	: Deposit RM 1,000.00 per person per booking
90 days before group departure	: 50% of the total payment
45 days before group departure	: Balance of the outstanding payment

If full payment is not received within the stipulated **45 days** before departure, Manazel Al Mashaer Travel Services Sdn Bhd at its sole discretion reserves the right to forfeit the deposit and cancel the booking.

If the reservation made between **45 days** before the departure date or less, full payment must be made within three (3) working days.

2) MODE OF PAYMENT

- i. Cash or via MEPS
- ii. Cheque
- iii. Bank Transfer
- iv. Credit Card (Visa / Master) by Terminal + 2.5% Charge

3) BANK PARTICULAR

All payment to be paid to Manazel Al Mashaer Travel Services Sdn Bhd

Public Bank : 3239 9312 01 (Tour)

Maybank : 5640 7061 5954 (Tour)

Maybank : 5640 7061 1605 (Umrah & Palestine)

4) CANCELTION BY COMPANY

- i. Manazel Al Mashaer Travel Services Sdn Bhd reserves the right to cancel the package if the number of participants is less than **20 paying passengers**.
- ii. These packages are under **Series Group Departures**, if the group are below of our minimum **20 paying passengers** & maximum 26 paying passengers, we will be informing our customers as our Company SOP 1 Month Before Departure. The customer might choose the optional as per below:
 - a) Postponed travelling
 - b) Refund full amount paid
 - c) Change or postponed to other destination
- iii. As for group packages, in the event of a cancellation by the company due to insufficient passengers or inability to secure seats or accommodation, the company will refund the amount of money paid and also pay compensation as follows:
 - Full refund and a compensation of **RM 50.00** per person (within 8-14 days before departure date)
 - Full refund and a compensation of **RM 75.00** per person (within 1-7 days before departure date)
 - Full refund and a compensation of **RM 100.00** per person (on the departure date)

5) CANCELTION BY CUSTOMER

- i. Customer are not allowed to cancel the booking without any valid reason.
- ii. Any change of departure date, or Package is considered a cancellation and fee will apply.
- iii. Cancellation of bookings by the Tour Member must be made in writing or email to Manazel Al Mashaer Travel Services Sdn Bhd Customer Service Department to avoid any miscommunication.
- iv. In the event the cancellation is done **60 days** or more before the departure date, the deposit will be refunded less the stipulated administrative charges.
- v. Tour packages cancelled **less than 45 days** before group departure date, cancellation fee will be imposed as follow:
 - Special promotion package (Non-refundable of deposit)
 - 60 days or more from the departure date (charge of **RM 350** per person or **15%** of the package price, whichever is higher, will be applied.)
 - 45 – 59 days before the departure date (Non-refundable of deposit)
 - 21 – 44 days before the departure date (50% of the total package price)
 - 15 – 20 days before the departure date (75% of the total package price)
 - Less than 15 days from the departure date (100% of the total package price)
- vi. Customer will be notified of the amount of the cancellation fee payable as soon as possible following the cancellation of the reservation. Should the deposit be insufficient to meet the cancellation fee, you must settle the shortfall within 3 days of such notification.

6) CANCELTION OUTSIDE COMPANY CONTROL

- i. Manazel Al Mashaer Travel Services Sdn Bhd reserves the right to cancel the package due to any unforeseen circumstance(s), or force majeure event such as pandemics, natural disasters, war, strikes, riots and/or order from the government of Malaysia or the government of any country to be visited.
- ii. Manazel Al Mashaer Travel Services Sdn Bhd will recommend an alternative to the applicable Package Tour or part thereof, to either the same or another destination.
- iii. If customer does not accept the alternative offer given, all money paid will be returned after deducting the following charges:
 - A charge of **RM 350** or **15%** per person from the package price (whichever is higher) and includes;
 - Any penalty charges imposed by the airline or;
 - Any payment that has been paid by Manazel Al Mashaer Travel Services Sdn Bhd to any supplier or third party
- iv. Customer are subject to the cancellation term by Manazel Al Mashaer Travel Services Sdn Bhd.

7) REFUND POLICY

- i. Once Return Ticket has been issued and customer request for cancellation. No refund will be entitled.
- ii. Refunds will only be allowed in the case of Death (No refund will be made If the flight ticket has already been issued), Hospitalization & valid Medical Reasons supported by a Medical Report from Private/Government Hospital (Medical Report from Clinics are not acceptable), **subject to approval.**
- iii. No refund if any of the item in the package is not utilize fully or partially when tour has departed.

Refunds will be made by way of cheque or bank transfer and will generally be processed within 15 to 30 working days from the date of cancellation. The refund process may take longer during peak seasons, due to the increase in transaction volume.

8) TRAVEL ESSENTIAL

All travelers are strongly encouraged to obtain a comprehensive travel insurance policy to protect against unforeseen circumstances, such as baggage loss, flight delays, travel agent insolvency, medical emergencies and etc. We shall not be responsible, under any circumstances, for any such matters.

9) IMPORTANT NOTE

- i. **Deposits are non-refundable and non-transferable.**
- ii. The above rates quoted are subject to change without prior notice.
- iii. Manazel Al Mashaer Travel Services Sdn Bhd and its agent reserve the right to change or alter the program and revise fares without prior notice due to unforeseen circumstances.
- iv. All flights and hotels are provisional and will be subjected to change until final confirmation.
- v. Not all hotels have rooms for 3 people. Therefore, extra bed or mattress only (subject to hotel) will be added only on twin sharing rooms.
- vi. Passport must be valid for more than 6 months from the date of travel.
- vii. Flight seats and room arrangement for hotel are auto assigned.
- viii. **Tour Leader** only will be sent if the group is more than **20 passengers.**
- ix. It is the responsibility of the tour members to ensure that their names are cleared from blacklisted by any regulatory bodies in Malaysia or destination that may prohibit overseas travel or arrival.
- x. Manazel Al Mashaer Travel Services Sdn Bhd will not be held responsible or liable in the event any tour member is denied to travel by the Malaysian Immigration. Tour fares will not be refunded.
- xi. All meals mentioned in our program are suitable for Muslim, Except for breakfast which normally will be served based on standard international buffet menu by hotel.
- xii. Manazel Al Mashaer Travel Services Sdn Bhd term & conditions will apply.

10) COMPANY DETAILS

Manazel Al Mashaer Travel Services Sdn Bhd (1198200-D)

MOTAC : KPL 8779

Address : 55-2, KL Traders Square (Plaza KLTS), Blok C, Jalan Gombak, Setapak, 53000 Kuala Lumpur

Phone : +603-7890 5994 (Hotline) | +603-4041 4494 (Office)

Email : Info@manazel.com.my

Website : www.manazel.com.my

Once payment received customers consider agree to the Terms & Conditions.