



**MANAZEL MASHAER**  
TRAVEL SERVICES SDN. BHD

**5H4M FULLBOARD**



# HANOI

## HALONG - SAPA

HARGA **ALL-IN** DARI

**RM 3,090**

HARGA NORMAL ~~RM 3,390~~

### Tour Highlights:

Fansipan Mountain – Sapa – Cat Cat Village – Halong Bay

Hanoi Old Quarters – Dong Xuan Market

**TOUR CODE : VNHAN05**

**HOTLINE 03-7890 5994 | [www.manazel.com.my](http://www.manazel.com.my)**

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# HANOI

## 5 DAYS 4 NIGHTS

TWIN / TRIPLE SHARING	ADULT SINGLE	CHILD EXTRA BED	CHILD NO BED	INFANT
RM 3,090	RM 3,490	RM 3,090	RM 2,590	RM 600

Note: \*Peak Season Surcharge RM 100 | \*\*Super Peak Season RM300

PACKAGE INCLUSION	PACKAGE EXCLUSION
<ul style="list-style-type: none"> <li>Return International Flight Ticket with Luggage 30Kg</li> <li>4 Nights' Accommodation with twin / triple sharing</li> <li>Halal Meals as stated in itinerary (Breakfast, Lunch, Dinner)</li> <li>Transfer, boat fee, entrance fee and tour as per itinerary</li> <li>Tram &amp; Cable Car ticket to Fansipan Mountain</li> <li>Escort English speaking guide</li> <li>Tipping for guide and driver</li> <li>Services of tour leader to ensure smooth operation</li> <li>Drinking water 1 bottles per day</li> </ul>	<ul style="list-style-type: none"> <li>Personal expenses; mini bar, laundry, tel bills, etc.</li> <li>Excess luggage</li> <li>Extra meals and drinks</li> <li>Porterage</li> <li>Travel insurance</li> <li>Other not stated in itinerary</li> </ul>

CATEGORY	CITY	HOTEL
3 Stars	Sapa	Grand Flamant Hotel Sapa or Similar
3 Stars	Hanoi	Lakeside Palace Hotel or Similar

# HANOI

**5 DAYS 4 NIGHTS**

DAY	FROM	TO	FLIGHT NO.	ETD	ETA
DAY 1	KLIA	HANOI	MH 752	0930	1200
DAY 5	HANOI	KLIA	MH 753	1300	1740

DEPARTURE	ARRIVAL	SEASON	PRICE	REMARKS
08 FEB 2025	12 FEB 2025	SCHOOL HOLIDAY	*RM 3,190	
12 APR 2025	16 APR 2025	WEEKEND	*RM 3,190	
19 APR 2025	23 APR 2025	WEEKEND	RM 3,090	
01 MAY 2025	05 MAY 2025	PUBLIC HOLIDAY	RM 3,090	
28 MAY 2025	01 JUN 2025	WEEKEND	<del>RM 3,090</del>	RM 2,990
29 MAY 2025	02 JUN 2025	SCHOOL HOLIDAY	RM 3,090	
25 JUN 2025	29 JUN 2025	WEEKDAYS	RM 3,090	
16 JUL 2025	20 JUL 2025	WEEKDAYS	<del>RM 3,090</del>	RM 2,890
12 AUG 2025	16 AUG 2025	WEEKDAYS	RM 3,090	
28 AUG 2025	01 SEP 2025	PUBLIC HOLIDAY	*RM 3,190	
12 SEP 2025	16 SEP 2025	PUBLIC HOLIDAY	RM 3,090	
13 SEP 2025	17 SEP 2025	SCHOOL HOLIDAY	*RM 3,190	
16 SEP 2025	20 SEP 2025	WEEKDAYS	*RM 3,190	
01 OCT 2025	05 OCT 2025	WEEKDAYS	RM 3,090	
16 OCT 2025	20 OCT 2025	WEEKEND	*RM 3,190	
01 NOV 2025	05 NOV 2025	WEEKDAYS	*RM 3,190	
19 NOV 2025	23 NOV 2025	WEEKDAYS	RM 3,090	
05 DEC 2025	09 DEC 2025	WEEKDAYS	<del>*RM 3,190</del>	RM 3,090
19 DEC 2025	23 DEC 2025	WEEKDAYS	<del>*RM 3,390</del>	RM 3,290
20 DEC 2025	24 DEC 2025	WEEKDAYS	<del>**RM 3,390</del>	RM 3,290
24 DEC 2025	28 DEC 2025	SCHOOL HOLIDAY	<del>**RM 3,390</del>	RM 3,290
31 DEC 2025	04 JAN 2026	SCHOOL HOLIDAY	<del>**RM 3,390</del>	RM 3,290
03 JAN 2026	07 JAN 2026	SCHOOL HOLIDAY	<del>**RM 3,390</del>	RM 3,290



# HANOI

## 5 DAYS 4 NIGHTS

### DAY 01: KLIA – HANOI – SAPA (MOB/L/D)

- Assemble at Kuala Lumpur International Airport
- Take flight to Noi Bai International Airport
- After landing, meet and greet with your guide
- Proceed to Sapa
- Sightseeing at **Sapa Town** (A famous market in Northwest Vietnam)
- Overnight in Sapa

### DAY 02: SAPA – CAT CAT – Y LINH HO – SAPA (B/L/D)

- Breakfast at Hotel
- Transfer to **Sapa Train Station**
- Take cable car to **Fansipan Mountain** (Highest Mountain in Vietnam)
- Free Time at Fansipan
- Proceed to **Cat Cat Village**
- Stop at **Beautiful Waterfall** and **Hydroelectric Station**
- Overnight in Sapa

### DAY 03: SAPA – FANXIPANG – HANOI (B/L/D)

- Breakfast at Hotel & Check Out
- Transfer to Hanoi
- Pass by **Long Bien Bridge** (A historic cantilever bridge across the Red River)
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- Walking tour to visit **36 Old Quarters of Hanoi** and **Hanoi Ai-Noor Mosque**
- Free time for shopping at **Dong Xuan Market**
- Free time at **Hoan Kiem Lake** and **Pasar Malam**
- Overnight in Hanoi

### DAY 04: HANOI – HALONG – HANOI (B/L/D)

- Breakfast at Hotel
- Proceed to **Halong Bay** (Awarded by UNESCO as a natural heritage)
- Half day boat trip to view **Multi-shaped Rocks** and visit **Dramatic Caves, Paradise Grotto, Fisherman Village** and **Chicken Kissing Rock**
- Back to Hanoi
- Overnight in Hanoi

### DAY 05: HANOI – KLIA (B/MOB)

- Breakfast at Hotel & Checkout
- Transfer to Airport
- Take flight to 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 <b>RM 500.00</b> 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 **18 paying passengers**.
- ii. These packages are under **Series Group Departures**, if the group are below of our minimum **18 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 **18 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)



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