

SEPILOK NATURE RESORT, SANDAKAN

Valid from 1st April 2017 to 31st March 2018

Resort Facilities

23 Individual chalets
Main building with Huge Restaurant Area

Room Facilities and Amenities

Twin Sharing Room (Triple sharing upon request)
Ceiling Fan & Air-Conditioned Room
Mini Rattan Shelf with hangers
A Private Balcony
Coffee and tea making facilities
En suite bathroom with shower and bathtub
Basic toiletries
Bath towels
220 volts electrical point (3 pin socket - British)

Accommodation per night:-

Chalets	Rate (RM)	6% GST (RM)	TOTAL (RM)
SGL/TWN/DBL	300.00	18.00	318.00
Extra Bed	55.00	3.30	58.30

Meals (Buffet Meals) per person:-

Meals	Rate (RM)	6% GST (RM)	TOTAL (RM)
Breakfast	40.00	2.40	42.40
Lunch	50.00	3.00	53.00
Dinner	60.00	3.60	63.60

Transfers (SIC) per way:-

(minimum order requirement : 2 persons)

Routes and Destinations	Rate (RM)	6% GST (RM)	TOTAL (RM)
SDK Airport – SNR area	50.00	3.00	53.00
SDK Airport – Hotel/SDK Town area	55.00	3.30	58.30

In-house Tour:-

(minimum order requirement : 2 persons)

In-house Tours	Rate (RM)	6% GST (RM)	TOTAL (RM)
Sepilok Orang Utan Rehabilitation Centre	100.00	6.00	106.00
Bornean Sun Bear Conservation Centre	100.00	6.00	106.00
Sepilok Jungle Night Walk	100.00	6.00	222.60
City Tour (Water Village, Temple, Market)	150.00	9.00	159.00
Colonial Tour (War Mem, St Michael, Agnes Keith)	180.00	10.80	190.80
Labuk Bay Proboscis Monkey Sanctuary	210.00	12.60	222.60
Sukau Kinabatangan River Cruise	350.00	21.00	371.00
Sukau Kinabatangan River Cruise+Cave	390.00	23.40	413.40
Rainforest Discovery Centre	140.00	8.40	148.40

Note:-

SNR do not have package for single Traveler.

Single/solo traveler are advice to book ROOM only. (MEALS and TRANSFER are optional), however, he/she can join in tour at the resort on SIC basis at a supplementary rate. (Subject to availability of in house guest tour during period of stay)

ALL PRICES ARE QUOTED IN MYR (RINGGIT MALAYSIA)

CHECK IN/OUT TIME

Check-In Time to Chalet - 2.00 pm

Check-Out Time from Chalet - 12.00 pm

MEALS AND TIMING

Breakfast : 7.00am – 10.30am

Lunch : 12.30pm – 2.00pm

Dinner : 7.00pm – 8.30pm

GENERAL TERMS & CONDITIONS

Please ensure to read and understand the Terms & Conditions below before proceeding with reservation and booking.

1. Reservation/Deposit/Full payment

1.1. Reservation

Advance reservation by email is preferred (at least sixty (60) days in advance)

Booking Request Standard Deadline (cooling-off period)

Upon inquiry, subjected to room availability, room(s)/space(s) will be held for **3 days only**. Should there be **NO RECONFIRMATION** within the given period, the temporary held room(s)/space(s) will be released by our booking system automatically without further notification to you.

Once booking has been reconfirmed, a **non-refundable deposit** will be required to block the room(s)/space(s) until 30 days to arrival date where full payment should be made to finalize the booking. Reservation will be automatically canceled if deposit is not received by the resort.

Please review and verify all booking invoice thoroughly and contact your Travel Agent immediately if the invoice appears to be incorrect or incomplete. The resort cannot accept responsibility if we are not notified of inaccuracies within 5 days after sending out the invoice. In the case of billing errors, the resort reserves the right to re-invoice you with the correct pricing.

1.2. Deposit (Non-refundable deposit)

A **non-refundable deposit** per person and/or per room per night is required for **PSRT** to reserve space for you.

1.3. Full Payment (Final Payment)

Full/final payment is due 30 days prior to commencement of services. If final/full payment is not received by the due date, your reservation will be cancelled and your full deposit will be retained by the resort. The resort is not responsible for cancelled of reservations in the event final balance is not received by the final payment date.

2. Bookings within thirty (30) days.

For reservations made within the final payment date of your vacation (in most cases, within 30 days of departure and subjected to availability of accommodation), **FULL PAYMENT** is required at time of booking.

3. Minimum requirement, Accompanying Children and Infants.

3.1. Minimum requirement : 2 persons at least

Single traveler – subjected to single supplement surcharge of additional 30% to the package price

3.2. Accompanying Children

Travelers below 12 years old on the departure date must be accompanied by an adult throughout the vacation and are requested to share an adult's accommodation. To receive the young traveler's discount, the traveler must qualify at commencement of services.

Pricing Guide:

3 Adults in a chalet – 5% discount each on the package price

1 Adult + 1 Child in a chalet (Based on 2 Adults Rate)

Junior Diver is under Diver Package

Adult age applies from 12 yrs old onward

Child (2 to 12 yrs old) – 50% of Non-Dive Package

4. Package Prices.

Package prices are in Ringgit MALAYSIA and exclude airfare, beverages, laundry, room service and others not specified or mentioned in the tour itinerary or in brochures. Package price is per person, based on double occupancy (two people sharing a room). Single room supplement and triple reductions or pricing guides are mentioned in **CLAUSE 3.** above. Prices are subjected to change without prior notice.

5. Extension stay request.

One may apply for extension of stay while at the resort but subjected to accommodation availability.

6. Participation

For the benefit of everyone at the resort, the resort reserves the right to accept or reject any vacation participant and to remove any participant whose conduct is deemed incompatible with the interests of the other participants. The resort will not refund or cover any cost or expenses incurred for termination of vacation arrangements due to unacceptable behavior.

Note:

- a) Smoking is not allowed on transportation that is exclusively provided by the resort. Smoking is restricted to certain areas at the resort.
- b) Strictly no outside Food & Drinks allowed into the resort

8. Travelers Who Need Special Assistance On Tours

You must advise any disability requiring special attention at the time the reservation is made. The resort will do their best to accommodate the special needs request, but is not responsible in the event it is unable to do so nor responsible for any denial of services by, hotels, restaurants, or other independent suppliers. The resort cannot provide individual assistance to a vacation participant for walking, dining, getting on and off motor coaches and other vehicles, or other personal needs. The resort strongly recommends a qualified and physically able companion must accompany travelers who need such assistance. All travelers are subjected to the Participation **CLAUSE 7.** above.

9. Transfer Arrangement & Fees.

Package prices are inclusive of airport transfer on the check-in and checkout day only. Additional fee will be charged for unscheduled transfers included in the package.

10. Cancellation Charges/Refund.

Please notify us via email of the intention to cancel any booking at the earliest instance available. Any request for refunds is subjected to these Terms & Conditions.

After commencement of service no refund in part or full, will be made (in cash equivalent or vacation price reduction) for unused services/activity for voluntary modifications made by the traveler. Where a guest fails to participate in pre-booked or packaged activities for any reason (including ill health) or free choice, they will still be charged for the package.

If a booking cancellation is received by the resort prior to the final payment date of your vacation, the non-refundable deposit payments will be retained.

In the event of cancellation after full payment, the following will apply minus any bank charges, credit card charges and any exchange rate losses, if incurred:

- a) From 29-16 days before arrival in Sabah - 30% of the trip's full price forfeited
- b) From 14 days to arrival date in Sabah - 50% of the trip's full price forfeited
- c) From 7 days to arrival date in Sabah - 75% of the trip's full price forfeited
- d) "No show" by customer - 100% of the trip's full price forfeited

The resort reserves the right to cancel or reschedule any vacation departure for any reason, including insufficient demand or force majeure. If a vacation is cancelled prior to departure, the resort will only refund the amount received for the reservation. The resort will try to rebook the same vacation with a different departure date, or a similar vacation but there is no guarantee of availability of offering

11. Unforeseen Circumstances

The resort will not be held liable for any delay, additional expense or inconvenience which may be caused directly or indirectly by events outside of the company control, such as late arrival of domestic or international flights, civil disturbance, fire, floods, unusually severe weather, act of God, act of Government, or the failure of any machinery or equipment. Additionally, the resort will not accept any responsibility for any injury, guest loss of or damage to personal equipment and property whilst staying at the resort, or during participation in any activity. In the unlikely event that the trip is cancelled due to bad weather, rough and dangerous conditions, a natural disaster, an act of God, war, political unrest, a danger to passengers, then the resort has the right to cancel or delay the departure. The resort withholds the right to change the planned itinerary or change the schedule.

12. Liability

The resort cannot be held responsible, or in any way liable, for property losses, personal losses, accidents, injury, or death for any reason whatsoever, whether through any activities booked through us, or caused to you by third parties connected, or not connected to us. The resort will not be liable, for any additional expenses incurred by customers, for any reasons whatsoever. If a complaint is received about the package, for any reason, the company will agree to investigate and may act upon the complaint dependent upon our findings. All guests/customers will be required to read and sign the company **Standard Liability Form** and other related forms at the resort upon arrival or check-in. Refusal by a guest to sign such documents will prevent the resort from providing such activities.

13. Insurance

We strongly recommend that all guests take out adequate travel insurance covers accident, loss caused by cancellations, loss of luggage, personal property, medical expenses, medical evacuation and weather disruption / cancellations (including activity cancellations).

14. Travel Documentation

Please check you have the required travel documents before booking your dive trip. Make sure your passport has at least 6 months to run from your time of entry into Malaysia.