

## **Vehicle Booking's Terms & Conditions**

**You are deemed to accept the terms & conditions as following for the vehicle booking with us.**

### **1) RATES, PRICES AND VALIDITY**

#### **1.1 Currency**

All rates are quoted in Malaysian Ringgit (MYR), unless otherwise specified.

#### **1.2 Conversion Rates**

Please refer to Travel Hub Sdn Bhd when making payment for the prevailing market rate.

#### **1.3 Change of Exchange Rates**

Should the Malaysian government change its foreign exchange system, Travel Hub Sdn Bhd reserves the right to change the conversion rate on section 1.10 correspondingly.

#### **1.4 Change of Prices**

All prices quoted are correct at the time of printing. In the event a service provider increases its prices to Travel Hub Sdn Bhd during the course of this contract, Travel Hub Sdn Bhd reserves the right to increase the prices under this contract.

#### **1.5 Service Tax (SST)**

The Malaysian Government has announced that it will introduce a Service Tax (SST). However, the new SST rate has not yet been decided. Therefore, rates quoted in this website shall be subjected to the new SST when it comes into force.

#### **1.6 Payment Methods**

Travel Hub Sdn Bhd accepts cash, cheque, Visa, MasterCard, Pay Pal, bank online payment, telegraphic transfer or Internet transfer directly to the bank account. Cheque payment will be subjected to bank clearance before the service date.

An administrative fee will be levied for ALL Payment via credit card or Pay Pal. For payment in cash accepted in Ringgit Malaysia only, prior notice is necessary.

Travel Hub Sdn Bhd will not bears all charges of the banks engaged in the transfer of the payment.

### **2) VEHICLE RENTAL RATE**

#### **2.1 Vehicle Rental Rate Includes**

Items and services included for each coach rental are listed in their own respective sections. Coach rental rate is including Fuel, Driver Services, Toll and Parking.

#### **2.2 Vehicle Rental Rate Does Not Include**

Tips to porter, bellman, hotel maids or local guides, entrance, hotel, meals (unless specified in the quote or Invoice); extra hour, early transfer and midnight transfer surcharge and waiting hour, peak season charge and any other items not specifically mentioned as included will be borne by the client directly.

#### **2.3 Vehicle Request Policy**

Travel Hub Sdn Bhd reserves the right to upgrade a vehicle request to accommodate a client's reservation at no charge to the client if deemed necessary by Travel Hub Sdn Bhd.

### **3) TOUR INFORMATION**

#### **3.1 Tour's Itinerary**

The outline itineraries given are statements of intent rather than promises. Local conditions – weather, mother nature, traffic, events, festivals or a host of other uncontrollable factors can mean a change in the tour itinerary. It is with this in mind that we reserve the right to change any of the listed services and, if necessary, even modify the itinerary itself at short notice. Where this happens, the tour leader/guide/driver will decide the best alternative.

#### **3.2 Closures**

We will not be held responsible for any closures or curtailments in circumstances beyond our control. No refunds are provided for route/program variations.

#### **3.4 Photographs**

The tour descriptions include pictures and activities which may be seen during the excursions, but there is no guarantee of sightings due to factors beyond our control, for example: inclement weather.

### 3.5 Lost and Damage

Travel Hub Sdn Bhd and its affiliates are not responsible or liable for items that are left in the vehicle, any loss of or damage to baggage or personal belongings during the tour. Travel Hub Sdn Bhd reserves the right to charge a delivery fee for returning lost items if found. Travel Hub Sdn Bhd affiliates and their chauffeurs will assist with luggage at a client's request but assume no liability for doing so.

## **4) CANCELLATIONS, PARTIAL CANCELLATIONS, "NO SHOW" AND AMENDMENTS CHARGES**

**4.1** Services providers such as hotels, carriers, restaurant contractors or any other companies related to the services provided may charge cancellation, amendments and/or no show fees depending on the situation and/or circumstances. When they levy such charges, these charges will be billed to agent through Travel Hub Sdn Bhd. Travel Hub Sdn Bhd cannot be held responsible for charges incurred due to unforeseen circumstances.

### **4.2 Cancellation Charges**

In the event of a confirmed booking being cancelled/partially cancelled, a cancellation charge will be levied. Any cancellation received will incur the following cancellation charges: –

#### ***Vehicle Cancellation Rate in Malaysia:***

<b>Days before Arrival Date</b>	<b>Cancellation Charges</b>
More than 10 business days	50% of the total Invoice amount
Less than 9 business days	100% of the total Invoice amount
No show	100% of the total Invoice amount

### **4.3 Waiting Time**

Travel Hub Sdn Bhd provides up to 45 minutes of free wait time (up to 60 minutes of free wait time on International Arrivals requiring Customs Clearance) on each Airport Arrival Transfer for you to deplane and pick-up your luggage. If you do not meet your Chauffeur or call us within 45 minutes (60 minutes for International arrivals requiring Customs Clearance) of your plane landing we will consider you a "no-show" and you will be charged in full for the reservation. To avoid being charged as a no-show, do not leave your location without contacting Travel Hub Sdn Bhd by phone.

### **4.4 "No Show"**

On all reservations you will be considered a no-show after the free wait time has elapsed. If you have not met your Chauffeur or contacted us by phone, you will be charged in full for the reservation.

In the event a client is a "No Show", no refund in full or in part will be given for services which are not utilized. To avoid being charged as a no-show, do not leave your location without contacting Travel Hub Sdn Bhd by phone.

### **4.5 Change Policy**

Travel Hub Sdn Bhd requires that all changes be received by phone or email (changes cannot be made with drivers) at least 24 hours prior to scheduled service time. If a change cannot be accommodated & results in a cancellation you will be charged in full for the order.

## **5) CANCELLATION PROCEDURES**

**5.1** Travel Hub Sdn Bhd must be notified in writing of any cancellation by electronic mail. A notice is only considered to have been served provided that an acknowledgement and acceptance by Travel Hub Sdn Bhd is obtained.

## **6) REFUNDS**

**6.1** No refund, in full or in part, will be given for services included in the programme that is not utilized.

## **7) RESPONSIBILITY**

**7.1** Travel Hub Sdn Bhd acts only as agents for transportation companies, hotels, car rentals and all other contractors/suppliers and finalizes all arrangements upon the expressed condition that it shall not be liable for any injury, damage, loss, accident, inadvertent errors in booking, delays generally or irregularity which may be occasioned either by reason of any defect in any vehicle, vessel or aircraft or through the acts or defaults, of any company or person engaged in conveying or accommodating passengers or in the carrying out of arrangements of the ground content, tours or otherwise in connection with its operations. To protect you and Travel Hub Sdn Bhd, we require all clients to be adequately insured against the above-mentioned liabilities.

**7.2** Travel Hub Sdn Bhd and its affiliates are not be responsible for any additional expenses incurred by the client/s as a result of the foregoing causes over which it has no control, such as war, civil disturbance, traffic condition (traffic congestion, road closures, accidents), flight delay, weather delay, acts of God or Mother Nature or Government, broken machinery of vehicle or equipment required as part of client/s' itinerary, or unavoidable events that caused the clients' itinerary unenforceable.

**7.3** Descriptions and conditions are correct in the website. Travel Hub Sdn Bhd reserves the right to alter the itineraries and/or substitute services with or without prior notice as a result of circumstances beyond our control or if it is deemed to be in the best interests of all parties concerned.

**7.4** Upon its execution to each party, this website shall become binding and enforceable according to its terms. If more than one party is obligated by any terms stated in this website, those parties shall be jointly and severally liable for the performance of those obligations.

**7.5** The terms & conditions here shall be interpreted in accordance with the law of Malaysia as that law is construed and amended from time to time and any action in connection here shall be brought in the Malaysian court having jurisdiction.

**7.6** Travel Hub Sdn Bhd reserves the right to amend any provisions in this website.

**7.7** Commencement of service will signify acceptance of the above conditions and responsibilities outlined.

**7.8** Vehicle Images listed on the Travel Hub Sdn Bhd Websites may differ from the actual vehicle; all Travel Hub Sdn Bhd Affiliated vehicles are latest models and well maintained.

**7.9** Customers to ensure own TRAVEL documents is in Good Order before Travel. Customer is required travel with a valid passport and relevant visa with own responsibility.

**7.10** Travel Hub Sdn Bhd will not be held responsible or liable in any manner whatsoever for the loss cause by the immigration authorities or any local authorities.

## **8) AFFILIATE SERVICE POLICY**

**8.1** Travel Hub Sdn Bhd utilizes, at its own discretion, Affiliates to provide Limousine and Ground Transportation services as requested by our clients.

## **9) SEVERABILITY**

**9.1** Any term, condition, stipulation, provision, covenant or undertaking in these General Terms and Conditions which is illegal, void, prohibited or unenforceable shall be ineffective only to the extent of such illegality, void ness, prohibition or unenforceability without invalidating the whole such term, condition, stipulation, provision, covenant or undertaking or affecting the validity or enforceability thereof and any such illegality, void ness, prohibition or unenforceability shall not invalidate or render illegal, void or unenforceable any other term, condition, stipulation, provision, covenant or undertaking herein contains.