

Tour Code: SBT/SA/04

2D1N Mt. Kinabalu Walk The Torq



WHY CHOOSE US?

- ❖ Complimentary Two-Ways Airport – City Area Hotel Transfer upon request.
- ❖ Private Tour – Private Transport, Private Mt Guide.
- ❖ Further Discount for International Child.
- ❖ No surcharge on late transfer after climb.

**Only 33
Beds daily!**

PREREQUISITE

- 1) Physical strength and endurance.
- 2) Engage in cardiovascular sports for 2 hours x 2 times a week x 3 months prior to climb.
- 3) For those who do not have enough time but are fit, suitable for ages 10 and up

Group Size	1	2 - 3	4 - 8	9 - 14	15 - 25	26...
Standard Rate (Malaysian)	RM 2430	RM 2045	RM 1935	RM 1880	RM 1845	Inquiry Us
Standard Rate (International)	RM 2610	RM 2225	RM 2115	RM 2060	RM 2025	Inquiry Us

Price Effective 01APR - 31DEC2018 (subject to change)

- All Rates included 6% GST.
- All Rates are based on per person & Non-Heated dormitory basis.
- International Child with age 17 years old and below entitle for a discount of RM120 per person.
- Climbers below 16 years old require a separate mountain guide. Each guide is allowed to take a maximum of 2climbers with extra charge RM230+6% each guide.
- Surcharge applicable for Private Room (4bunk beds) **subject to available
- Surcharge RM30 per person for Pick up from Beringgis resort, Langkah Syabas, and etc.

PACKAGE INCLUDED

Transportation, Accommodation and Meals as stated, Walk the Torq Activities & Trainer, Kinabalu Park Entrance Fee, Climbing Permit, Insurance, Mountain Guide, Certificate of Achievement, 6% GST

Transportation Arrangement: Return Transfers from Kota Kinabalu to Kinabalu Park HQ, Return Transfers from Reception to Timphon Gate (Starting Point / by Koktas)

Accommodation Arrangement: 1 night Pendant Hut (Non Heated Dormitory Basis)

Meals Arrangement: Packed Lunch (Day 1), Dinner at Laban Rata Restaurant (Day 1), Early Supper & Breakfast at Pendant Hut (Day 2)

PACKAGE EXCLUDED

Compulsory Tourism Tax (MYR10 per accommodation per night upon check in), **Compulsory** Mountain Guide Welfare Fund (MYR 3 per climber), Air Ticket, Porter Fee, Mountain Guide Overtime Charge, Optional Tipping, Alcoholic Drinks, Any Items Not Mentioned

SAMPLE ITINERARY

Day 1	KOTA KINABALU (KK) / KINABALU PARK HQ / TIMPOHON GATE / PENDANT HUT (Packed Lunch & Dinner)
0600hrs	Meet at hotel lobby and transfer to Kinabalu Park Headquarter. The journey will take approximately 2 hours.
0800hrs	Arrive at Kinabalu Park HQ. Pre-check in at Mountain Torq's office, register and make payments at Kinabalu Park's offices. Meet your appointed Sabah Parks' mountain guide
0830hrs	Start hiking up Mt Kinabalu from Timpohon Gate @ 1,866m *Remember to wear your ID TAG at all times.
1500hrs	Arrive at Pendant Hut @ 3,289m and settle in
1530hrs	<u>Attend the mandatory via ferrata familiarization in Pendant Hut and meet your Mountain Torq trainer</u>
1800hrs	Dinner at Laban Rata's canteen
2000hrs	Lights out
Day 2	PENDANT HUT / LOW'S PEAK / WALK THE TORQ / KOTA KINABALU (Supper & Breakfast)
0130hrs	Wake up and early morning supper
0230hrs	Start hiking up to the summit with your Sabah Parks' mountain guide
0530hrs	Catch the sunrise on Low's Peak
0600hrs	Descent from Low's Peak to meet your Mountain Torq trainer
0715hrs	Meet your via ferrata trainer at Sayat Sayat Hut @ 3,668m for your Walk the Torq via ferrata experience (introductory via ferrata, French grade PD)
0930hrs	Return to Pendant Hut for a well earned breakfast
1100hrs	Check out of Pendant Hut and descent to Timpohon Gate with your Sabah Parks' mountain guide
1500hrs	Arrive at Timpohon Gate. Head to the Park HQ to collect your successful certificates and buy some souvenirs. Light meal (own Expenses) to recover before transfer to Kota Kinabalu.

~ End of Tour ~

**** No Worry for Your Late Descent, We Provide Private Transfer & Our Friendly Staff Will Wait at Kinabalu Park Office from 1430hrs until All Climber Safely Finish the Climb. (Let us know if you request an earlier transfer)**

THINGS YOU SHOULD PREPARE

- Waterproof backpack or backpack with raincover
- Comfortable Trekking shoes with good grip
- Trekking stick (complimentary free rental upon request from us)
- Windbreaker / Poncho
- Warm clothing / Long sleeves shirts / change of clothes and socks / small towel
- Head torch / Waterproof hand gloves / winter hat
- Medicine (headache tablets, plasters, personal medicine, deep heat lotion)
- Refillable water bottle (Recommended Thermos)

THINGS YOU WISH TO BRING

- Sunblock lotion / Lip gloss
- Insect repellent / Mosquito Oil
- Tissue paper / Toilet roll
- Camera with water proof bag
- Sandals / Slipper
- Plastic Bags

Additional Info: Hirer Mountain Guide (New Rates Effective from 1st December 2015) *Below Rate Subject to 6% GST

Destination (Timpohon-Summit-Timpohon)	Number of climber	Fee (RM)
One mountain guide is allowed to take a maximum of five (5) climbers aged 16 years and above.	1-5 (16 years and above) / 1 guide	230.00
One mountain guide is allowed to take a maximum of two (2) climbers aged below 16 years.	1-2 (15 years and below) / 1 guide	230.00
=> Recommended Mt Guide tipping per person per day of RM10		
=> *Separate Mountain Guide require for different category of climber. Exp: Should there have a group of 2climbers of age 15 & 16, 2Mountain Guides needed.		
=> *Climber can request for extra mountain guide. (Subject to available)		
Overtime Charges: Arrive at Timpohon Gate later than 1600hrs, Based on total Mountain Guide in group		RM 15.00 per hour per guide
Option: Porter Fee (Timpohon – Laban Rata – Timpohon)		RM 13.00 per KG (Min 10kg)



SANCTUARY BORNEO TRAVEL AGENCY SDN BHD

(KKKP No: 3998) (Co No: 649472-a) (GST Reg No: 001190240256)

D4-6B, 4TH FLOOR, BLOCK D, PLAZA TANJUNG ARU,
JLN MAT SALLEH, 88300 KOTA KINABALU, SABAH, MALAYSIA

Tel: 088-270672, 270673 Fax: 088-265892

Website: www.sanctuaryborneo.com Email: sanctuaryborneo@gmail.com

WARMEST SUGGEST / REMINDER FROM US

- Its advice to book your flight ticket after slot confirmed to avoid disappointment. Due to its popularity, there are usually limited accommodation at the Panar Laban Area, where climbers are required to stay overnight before an early morning ascent to the peak on the next day.
- We do not recommend you to catch your flight on the same day of Mountain climb due to risk of delay causes by injuries, bad weather and others.
- Mountain Climb activity will take time for minimum 2D1N, a minimum of 4D3N Sabah Trip is recommended.
- Private transportation with pick up & drop off from your choice of hotel provided, please advise us your location as soon as possible.
- Original Passport / Mykad for all climbers require providing upon confirmation to smoother the registration procedure.
- Original Passport / Mykad for all climbers require bringing along for verification purpose upon registration at Kinabalu Park office.

SPECIAL NOTE FROM SABAH PARK

It is recommended that all climbers should have themselves medically checked before attempting any mountain climb. If you have a history of suffering from the following ailments, it is highly recommend that you should refrain from climbing: Hypertension, Diabetes, Palpitation, Arthritis, Heart disease, severe anemia, Peptic ulcers, Epileptic fits, Obesity (overweight), Chronic asthma, Muscular cramps, Hepatitis (jaundice); or any other disease which may hamper the climber.

IMPORTANT NOTICE

Due to an unexpected technical problem at Timpohon Gate Power Station, we are currently experiencing electricity failure at Panar Laban. All efforts are on the way to rectify this problem. There will be no electricity supply until further notice. However, there are basic lightings which are powered by mini gen set. Hot shower and room heater are not available during this period. Any inconvenient caused is much regretted.

SANCTUARY BORNEO TRAVEL AGENCY SDN BHD provide service, responsibility & duty based on the Terms & Conditions (T&C) as mentioned below.

The submission of the inquiry / booking form shall be deemed to constitute the acceptance of the Booking Terms and Conditions by YOU (Organizer) and your group member; and shall be an undertaking that YOU have the authority to act for and on behalf of the persons named on the Booking Form for the travel and tour services. The form may be submitted via email, fax, short message service (SMS) and social media ((Facebook, Weibo, WeChat,Whatsap) Private Messages (PM). Referring to the T&C as below, "Guest" hereby refers to YOU (Organizer) and your group member.

Mount Kinabalu Climb Booking Terms & Conditions. Any items not mentioned will refer to the General T&C

1. The package availability is limited to available climbing permits and accommodation; it's advisable to make reservation at least 30days prior to departure.
2. Non Refundable & Non Transferable Guarantee Deposit of **RM500 per person** & a full Climber Detail Form (Climber Full Name, IC no or Passport No, Nationality) is require to be submitted upon inquiry. Booking for the Mt Climbing package are subject to availability and the guarantee deposit is for Guest to guarantee their interest in the event the climb is available. If the package is not available on the proposed booking date, the deposit will be refunded in full.
3. Once booking confirmed, **50% of tour fee** (after deduction of the guarantee deposit Rm500 per person) is require to settle within **3Working Days** from the date of confirmation issued. The balance payment is **then** to be made at least **60 days before** the date of climb.
4. Full payment for any booking less than **60 days** from the date of arrival is required in full within 3Working Days from the date of confirmation issued.
5. Should the **guest not** settle the payment on time, we reserved the right to cancel the booking without any announcement, and the mountain climb slot will open for other waiting list guest.
6. ***Special Amendment Policy:** Mountain Climb Package does not accept change date, change date consider cancel booking.
7. *** Special Cancellation Policy:** Cancellation: Should you wish to cancel your booking once it has been confirmed, the period of notice and cancellation fee will be as below,

PERIOD OF NOTICE	CANCELLATION FEE
More than 45 days	A token fee of RM500per person to cover administrative expenses
45 to 31 days	50% of total price of the selected Mountain Climbing Activities
30 to 15 days	75% of total price of the selected Mountain Climbing Activities
Less than 14 days	100% of total price of the selected Mountain Climbing Activities

8. We do not recommend you to catch your flight on the same day that you descend the mountain due to possible delay from injuries, tiredness and/or bad weather and traffic conditions.



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General Terms & Conditions

- Package validity until 31/12/2018.
- All the rates are quote in RINGGIT MALAYSIA and per person based, quotation based on city area hotel pick up.
- Once booking confirmed, **30% of Tour fee** is require to settle within **3 Working Days** from the date of confirmation issued. The balance payment to be made at least **30 days** before the date of arrival.
- Amendment Policy: An amendment fee of Rm30 will be charged for any amendments after the confirmation issued & payment done, except where this involves additional days, tours, number of rooms, or number of people booked. Cancellation of any services in whole or in part is subject to the said cancellation policy.
- Cancellation Policy: Should you wish to cancel your booking once it has been confirmed, we will collect 10% of tour fee as administrative fee; cancel make less than 7days will deduct 50% of tour fee; cancel make less than 3days full cancellation charged. If the product relate with 3rd party service (Air Ticket, Accommodation, Mount Climbing & etc) will require to refer back to 3rd party Terms & Conditions & our side will still collect an extra 10% of tour fee as administrative fee.
- No refund is available for cancellation after the tour has commenced, ground transportation or any other services.
- Without Your (Organizer) approval / notice, Our Company will not discuss the arrangement / adjustment / amendment with your group member / 3rd party. Should there is any adjustment / amendment; it is require to inform our office team through email for both side to keep well record. All amendment requests are subject to reconfirmation and availability.
- The final confirmed tour and any special request will only valid if it is mentioned in the confirmation.
- Any item not mentioned in the Package included is not under the quotation, this kind of item such as airfare, excess baggage charges, baggage fee, Visa and other travelling document fees, video/camera fee, personal needs (toiletries, medicine & etc), personal belonging, meals, hotel and tour not mentioned, personal insurance, Tips and etc.
- Our provided service and quotation based on minimum 2adults, single traveller cost will be a different quote. For a single traveller, we may charge YOU based on minimum 2adults price if there are other guests joining in on the Sit in Coach tour, or else an additional 50% tour fee will be incurred. Any single supplementary charge will pay by guest as well.
- Sample Itinerary for reference only, actual timing and schedule arrangement will depends to current situation. Our company will consider guest safety & benefit as a first priority and we reserve the right to adjust the schedule without pre-inform. Should they require to replace by other tours, we will recommend the nearest standard price package as selection. We will try our best to minimize the changes. Any changes of tour arrangement, we will not issue any refund, comprehensive and responsibility causes.
- We will not responsible with any loss of property, injured and any unexpected risk. All guest used company service will also act as agreed any risk causes will bear by own.
- The organizer has the sole and absolute discretion to cancel or shorten their duration of any tour in event of force injury, hostilities, accident or other circumstance beyond the control of the organizer which render unnecessary in the organizer reasonable opinion that such step to be taken.
- Our company had purchased Professional Indemnity & Public Liability Insurance, our chauffeur drive are insured with comprehensive motor vehicle insurance. It is advisable to purchase own travel insurance once travel trip confirmed, this is to ensure you will receive compensation from flight delay, lost baggage, and any unexpected risk.
- Our Company Banking Detail as below:

LO / Cheque : Sanctuary Borneo Travel Agency Sdn Bhd, Kota Kinabalu

<u>BANKING DETAIL 1</u>	<u>BANKING DETAIL 2</u>	<u>BANKING DETAIL 3</u>
Bank Name : Public Bank Berhad	Bank Name : Maybank Berhad	Bank Name : CIMB Bank Berhad
Bank Branch : City Parade, Centre Point, Kota Kinabalu	Bank Branch : Lintas Square, Kota Kinabalu	Bank Branch : API-API CENTRE, Kota Kinabalu
Bank Account No. : 3130900312	Bank Account No. : 510198671285	Bank Account No. : 8007024714
Bank SHIFT CODE : PBBEMYKL	Bank SHIFT CODE : MBBEMYKLIN	Bank SHIFT CODE : CIBBMYKL

- Any Local and or Oversea Bank Charges will bear by clients.
- Tour Package Price subject to 3% charge for credit card by merchant or 6% charge for PayPal handling charges.
- Please email or fax us a copy of the payment slip once completed.

团号: SBT/SA/04

2天1夜京那巴鲁山钢索攀岩径道 (Walk The Torq)



团号: SBT/SA/11



为什么选择我们?

- ❖ 免费提供 2 程机场 - 市区酒店接送。(请自行提供航班资料)
- ❖ 私人包团 - 私人交通、私人登山导游。
- ❖ 外籍公民孩童登山客享有额外折扣。
- ❖ 延迟结束登山时间不征收额外交通费。

每日仅 33 个床位

基本条件

- 1) 须有基本的体力&耐力。
- 2) 建议登山前进行有关的肺腑量/心血管运动, 约每星期进行2次不少于2小时的运动并维持3个月。
- 3) 对于没有足够时间运动但体能健壮的登山客, 此活动适合于至少10岁的登山客。

团体人数	1	2 - 3	4 - 8	9 - 14	15 - 25	26...
标准价格 (马来西亚公民)	马币 2430	马币 2045	马币 1935	马币 1880	马币 1845	询问我们
附加收费 (非马来西亚公民)	马币 2610	马币 2225	马币 2115	马币 2060	马币 2025	询问我们

价格有效期: 2018年4月1日 - 12月31日 (保留更动之权利)

- 以上价格已包含 6% GST。
- 以上价格以每位及无暖气通铺式床位为计算单位。
- 外籍公民登山客年纪介于 17 岁及以下将享有每位马币 120 的额外折扣。
- 所有年纪介于 16 岁以下的登山客必须由个别登山向导带领。每位登山向导每次最多仅能带领 2 位, 额外收费每位登山向导马币 230+6%。
- 升级私人房 (4 人 1 房) 将有附加费。**先到先得
- 交通附加费: 郊区酒店 (Beringgis resort, Langkah Syabas 或其他), 每人马币 30。

配套包含: 所述交通, 住宿, 餐饮, Walk The Torq钢索攀岩铁之路活动, 神山公园入门票, 登山准证, 保险费, 登山向导费, 登山证书, 6%消费税

交通安排: 往返亚庇 - 神山公园总部、往返神山公园登记处 - 丁波含闸门 (园区内接驳车)

住宿安排: 1晚Pendant Hut通铺式住宿 (无暖气机宿舍)

餐饮安排: 便当午餐 (第1天)、晚餐 (第1天, 拉班拉达餐厅)、凌晨茶点 & 早餐 (第2天, Pendant Hut)

配套不包含: 硬性规定旅游税 (每人每晚马币10, 限外籍公民, 入住酒店是缴付), 硬性规定导游福利基金 (每人马币3), 机票, 挑夫费, 登山导游超时费, 小费, 酒精饮品, 任何没有提及的事物



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参考行程

第1天 亚庇 / 神山公园总部 / 丁波含起点 / 半山住宿 - Pendant Hut (含便当午餐、晚餐)

- 0600 时 在酒店大厅会合, 前往神山公园总部。途中经过风景明媚的山谷村庄和观赏克拉克山脉全景。
- 0800 时 我们协助办理登记手续、安排登山向导及领取便当午餐。乘坐园内接驳车到登山起点-丁波含闸门。
- 0830 时 登山向导讲解登山注意事项, 展开第一段约4-6小时的徒步登山路程。*登山时记得带着登山证。
- 1500 时 抵达半山住宿-Pendant Hut, 登记入住小舍。
- 1530 时** 在Pendant Hut集合参加钢索攀岩安全讲解 (逾时没参加安全讲解的登山客将无法参与钢索攀岩活动)。
- 1800 时 在拉班拉达餐厅享用晚餐。
- 2000 时 熄灯, 休息

第2天 Pendant Hut / 罗氏峰 - 京那巴鲁山山峰 / 钢索攀岩径道 Walk The Torq / 亚庇 (茶点、早餐)

- 0130 时 梳洗及享用茶点。
- 0230 时 前往第二段攻顶路程, 征服京那巴鲁山山峰 (海拔4095.2m)。
- 0530 时 在东南亚第1高峰拍下“到此一游”的证明。晴朗的天气下, 绚丽的日出等待着每位疲惫的登山者观。
- 0600 时 从罗氏山峰离开返回钢索攀岩径道 Walk The Torq活动集合点。
- 0715 时 在Sayat-Sayat Hut @3, 668m活动集合点与教练会面并领取活动用具。
- 0930 时 活动结束后回程Pendant Hut享用早餐及办理退房手续 (最迟11:00前退房、否则会有预时退房费)。
- 1100 时 下山至丁波含闸门, 乘坐园内承接车至神山公园总部。
- 1500 时 与我们的同事会面领取证书&前往享用简餐。回程亚庇市中心。

~ 结束旅程 ~

****无需担忧无法按时结束登山活动, 我们提供的私人交通&亲切的同事将从下午 2:30 开始在神山公园总部耐心等待您的到来。(如果您需要更早的交通安排也可以联系我们要求)**

必备用品:

- 防水背包或背包雨盖
- 舒适及防滑的登山鞋
- 登山杖 (与我们要求免租金登山棍)
- 风衣、雨披
- 保暖衣物、长袖衣、额外衣物及袜子、小毛巾
- 头灯、防水手套、防寒帽
- 药物 (头痛药, 胶布, 私人药物, 松筋药膏)
- 可填充水瓶 (建议: 保温瓶)

额外物品

- 防晒膏、护唇膏
- 防蚊水
- 纸巾、厕纸
- 照相机及防水袋
- 凉鞋、拖鞋
- 塑料袋

额外资讯: 雇用登山导游 (新价格由2015年12月1日生效)

*以下价格或需收取6% GST消费税

路径/目的地 (丁波含 - 攻顶 - 丁波含)	登山者人数	收费 (马币)
1 位登山导游被允许协助最多 5 位 (16 岁及以上) 的登山者。	1-5 位 (16 岁及以上) / 1 位向导	230.00
1 位登山导游被允许协助最多 2 位 (15 岁及以下) 的登山者。	1-2 位 (15 岁及以下) / 1 位向导	230.00
=> 建议登山向导小费, 每人每天马币 10。		
=> *若 1 个团体中有 2 组不同年龄层的登山客, 则需雇用至少 2 位登山导游。例子: 若 1 组中有 2 位登山客 (年龄分别为 15 岁&16 岁), 需雇用至少 2 位登山向导。		
=> *登山客可以要求额外的登山向导。(先到先得)		
超时收费: 登山客须在 1600 时前抵达丁波含, 否则将依据整团雇用向导数量计算收费。	每小时/每位向导马币 15.00	
自由选项: 挑夫费 (丁波含 - 拉班拉达 - 丁波含)	每公斤马币 13.00 (最少 10 公斤)	



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我们的建议:

- 若此次的旅程是专程为登山而来，我们强烈建议您在确认登山位子后才预定机票，这是因为所有登山客被指定住宿一晚的半山住宿非常有限。
- 我们不建议你安排往返的机票日期与登山日期相同，登山活动或因受伤、气候欠佳等因素延误下山时间。
- 攀登神山活动基本需要2天1夜，我们建议参与者安排至少4天3夜的沙巴之旅。
- 我们将提供单独包团/私人车辆服务，请提供我们你的住宿名字/地址方便我们接送。
- 成功预订登山配套者需提供所有登山者的护照/身份证证件版本以方便登记手续。
- 所有登山者在神山公园总部登记时需准备护照/身份证证件作为审核用途。

沙巴公园保护局之友善提醒:

我们在此建议各位登山者在登山前做好个人身体检查。若您曾患有以下病症，我们强烈建议您避免参与登山之旅：高血压、糖尿病、心悸、关节炎、心脏病、严重贫血、消化性溃疡、癫痫发作、肥胖（超重）、慢性哮喘、肌肉痉挛、肝炎（黄疸）或任何其他影响您登山状态的疾病。

重要事项:

由于拉班拉达的电力出现故障，所以在这期间都不提供热水淋浴和暖气机，直到另行通知。不过，也有基本的照明设备供应。若造成任何不便，我们深表歉意。

婆罗洲乐园旅游有限公司提供的服务、责任与义务是按照以下注明的条款&条规。当您（主办者）把询问表格/预订表格透过电邮、电话、简讯、社交媒体（面子书、微博、微信、Whatsapp ...）等发给我们，表示您（主办者）&您的伙伴已阅读及同意于本公司的条款&条规，也表示您（主办者）有权限代表您的旅游团队决定一切的旅游安排事项。在以下的条款&条规中，“旅客”是指主办者及全部的旅游伙伴。

预定攀登京那巴鲁山之条规（未提及之事项以基本条款&条规为准）

1. 攀登京那巴鲁山（神山）的名额有限，因此我们建议客人至少 30 天前询问预订。
2. 欲查询登山位子，需填写并提交完整的登山者名单&缴付每人**马币 500** 不退还&不转让之保证金。所有的预定成功与否需视情况而定，若我们无法获得位子保证金将**全额退还**。
3. 登山位子一经确认，客人需于获得确认单 **3 天内**缴付扣除马币 500 保证金后的 **50%团费**。剩下的团费须在旅行团出发的 **60 天前付清**。
4. 若询问/预定时与出发日期相隔少于 60 天，位子一经确认需于获得确认单 3 天内缴付 100%团费。
5. 若客户没有符合付款规定，我们有权在无需通知的情况下取消预定，并且把登山位子开放给其他询问者。
6. ***特别修订预约政策：**登山配套不接受更改日期、更改日期视为取消预约。
7. ***特别取消事宜：**若你欲取消任何已确认之预定，取消费将根据以下时间表：

通知时段	取消费
登山前多于 45 天	保证金每人马币 500 将被用作手续费。
登山前 31-45 天	登山收费之 50%。
登山前 15-30 天	登山收费之 75%。
登山前少于 15 天	登山收费之 100%。

8. 我们不建议您把来回航班日期安排在与登山同一天以避免因交通状况、天气等因素导致误时。

基本条款&条规

1. 配套有效期至 2018 年 12 月 31 日。
2. 所有配套之价格以马来西亚令吉（RM）及每人为单位报价，报价基于市区酒店。
3. 预订一经确认，客人需于获得确认单 3 天内缴付 30%的团费，剩下的团费须在旅行团出发的 30 天前付清。
4. 修订预约政策：若客户在缴付费用后要修订配套，每一次及每一项修订需缴付最少马币 30 的手续费，除非其涉及增加旅游天数、配套、酒店房间数量参及餐团人数。反之减少则需依据所诉之取消政策。
5. 取消政策：欲取消已完成预订程序的服务，本公司将征收 10%团费的手续费；少于 7 天取消将扣取 50%的团费；少于 3 个工作日取消将扣取全额团费。若配套牵涉第三方的服务（如机票、住宿、登山等）则需依照根据第三方定下的取消政策，另外需付 10%的手续费。

6. 退款政策:在预订的旅游日期当天或服务开始作业后,任何未使用服务、旅客自行放弃、NO-SHOW 为由而向本公司索取退款皆不被受理。
7. 未经您(主办者)的允许/通知,本公司将不会与您(主办者)以外的旅游团队成员(第三方)洽谈任何旅游安排事项的更改/调整。若有任何修订预约/取消/退款事宜,请透过电邮发给我们作为记录用途,任何更改需获得重新确认。
8. 特别要求:最终确认的预订项目及旅客的特别要求唯有被列入预订确认单中才算正式确认。
9. 没有被列入配套的事项都没有包含在配套报价里,这些不被包含的项目包含了机票及机场税(国内外航班)、行李超重费、购买托运重量、办理旅游证件与签证费、摄影机收费、个人需要(沐浴用品、药物等)、个人物品(手机、相机等)、不包含之餐食、酒精饮料、个人保险、纪念品、提供给执行人员之小费等。
10. 公司的服务均以至少2位成人的定价方针,单独旅行者的费用另行计算:若有其他顾客参与相同配套,本公司将以2人成团的价格收费。否则一日游配套将收取额外50%团费,旅客也许缴付任何的单房差价。
11. 行程仅供参考,实际时间与行程编排将因当时情况而定(如航班延误、天气、活动等无法控制之因素)。本公司以旅客的安全着想和最佳利益为前提,我们有权在未经通知的情况下调整行程编排/次序。若需要更换/替代行程,我们会以标准价格寻找相近价格的供选择替换。本公司尽量将变动减到最低。不论因任何因素调整行程,本公司将不提供任何退款、无需缴付赔偿金及不承担任何变动后的成果。
12. 本公司将不会承担任何物件遗失损坏、自身损伤或不可预测的因素造成的任何责任。所有参加本公司安排的旅游配套的客户需要明确同意其使用本公司服务所存在的财物或自身损伤之风险均有自己承担。
13. 若确认单(预订的行程)因不可控制之因素被迫取消或提前终止,本公司将不会承担任何责任。不可控制之因素是指当发生的情况是不可预见、不可躲避、不可克服(不限于战争、暴动、劳资纠纷、自然现象、政府行动等)
14. 本公司已购买职业责任保险&公众责任保险,我们的车队均有投保商用一号保险。我们建议你于确认旅程/预定配套后自行购买旅游保险,以保障航班延误、行李损失、因无法预计/控制之因素取消行程等风险造成之损失赔偿。
15. 公司银行户口资料:

LO / Cheque : Sanctuary Borneo Travel Agency Sdn Bhd, Kota Kinabalu		
BANKING DETAIL 1	BANKING DETAIL 2	BANKING DETAIL 3
Bank Name : Public Bank Berhad	Bank Name : Maybank Berhad	Bank Name : CIMB Bank Berhad
Bank Branch : City Parade, Centre Point, Kota Kinabalu	Bank Branch : Lintas Square, Kota Kinabalu	Bank Branch : API-API CENTRE, Kota Kinabalu
Bank Account No. : 3130900312	Bank Account No. : 510198671285	Bank Account No. : 8007024714
Bank SHIFT CODE : PBBEMYKL	Bank SHIFT CODE : MBBEMYKLIN	Bank SHIFT CODE : CIBBMYKL

- 任何当地及/或海外银行手续费用将由客人承担
- 按照配套中注明之团费,以信用卡付款(见面刷卡)需付3%手续费,透过Paypal付款则需付6%手续费。
- 完成付款后请将付款证明电邮或传真给。