

## Terms & Conditions

Please ensure that you read the fare rules carefully. For return flights with different outbound and return classes, the most restrictive fare rules of those listed will apply. If you have a one-way combinable flight, where a return journey is made up of two one-way tickets, there will be different fare rules displayed for your outbound and return legs. If changes are permitted, the airline reserves the right to charge any difference in the fare.

This is in addition to any airline or Mayflower Holidays change fees. Please note that seasonal and / or duration restrictions to your proposed new flight dates may also apply.

Full payment is required at the time of booking. Before full **payment** is received, Mayflower Holidays is not obliged to issue any tickets, confirmations, vouchers, or other travel documents.

Mayflower Holidays Sdn Bhd accepts payment by cash, credit card and online bank transfer. Fares quoted on the website is not guaranteed unless full payment is received and ticket and / or voucher is issued during office hours (Monday to Friday, 0900-1800 hours except Saturdays, Sundays and Public Holidays) on the same day the booking is made. Payments received outside office hours will be processed the next business day. Fares will be subject to a recalculation and subject to change due to currency fluctuation, advance purchase rule and any other rules imposed by the **airline** or **hotel**.

Online payment can be made by Mastercard or Visa. If your booking is being paid for with a third party credit card we may require written authorisation to be provided by the card-holder.

Further, in an effort to minimise the effects of credit card fraud, we reserve the right to carry out random checks and may request you to either fax or email to us proof of your address and a copy of the credit card and recent statement before issuing any tickets. Please be aware that these checks are only carried out during our standard business hours. As a result, any tickets for bookings made outside of our business hours may not be issued until the next working day. Mayflower Holidays Sdn Bhd is not **responsible** for any costs incurred as a result of these checks. Mayflower Holidays Sdn Bhd will not be liable for any subsequent price increase as a result of payment failure. Any price increase must be paid for by you before the booking can be confirmed.

Refunds will be processed to the form of payment used at the time of booking. This will be made payable to the person who made the original payment. When processing a refund for a flight ticket, please be aware that not all tickets, fare and

/or taxes are refundable. A tax refund will be processed in accordance with the relevant airline's refund policy. Taxes fluctuate in line with exchange rates.

Air tickets are non-transferable and non-refundable. Each ticket must be booked in the passenger's name as it is displayed on passport. Name changes are not allowed. Passengers will be asked for passport or ID at time of flight check-in. If the name on the ticket and the passenger's passport / ID do not match, the passenger will be required to surrender the ticket and purchase the applicable fare for the departing flight.

Airlines reserve the right to cancel or change schedules without notice. Schedules shown are based on expected flying times as indicated by the airlines. Because weather and other factors may affect operating condition, departures and arrivals cannot be guaranteed nor are the responsibility of Mayflower Holidays Sdn Bhd.

Airlines reserve the right to assess an additional charge at the time of check-in for three or more pieces of luggage (piece concept), overweight (weight concept) and / or for non-standard luggage. Examples of non-standard luggage include, but are not limited to the following : Sporting goods and equipment, Tools, Musical instrument cases, Trunks, Large portfolios, Boxes, Cars seats, Animals carries (additional live animal handling charge may apply)

Airlines reserve the right to assess additional charges that could include an additional ticket purchase for passengers who may be too large to comfortably sit in one seat.

The **traveller** is required to have an international passport or other recognized travel documents which should be valid for at least 6 months from the date of return to country of origin as well as the necessary visa, re-entry permit, health certificate, inoculation record, a ticket for the return journey or continuance of your trip, or ANY combination thereof as required by the various authorities of the countries to be visited. The responsibility for the proper documentation rests with the individual passenger, not Mayflower Holidays Sdn Bhd. Concerns about the required travel documents may be resolved by contacting the appropriate consulate or embassy.

**Travellers** are encourage to purchase travel insurance to safeguard themselves against sickness, loss of money, flight delays or lost baggage.