

## **Terms & Conditions**

OTN Group of Companies. ("Asni Tours & Travel (M) Sdn Bhd / otnworld.com " or "we") welcomes you (the "Customer" or "you") to its website (the "Site"). References to the Site are deemed to include derivatives thereof, including but not necessarily limited to mobile websites and applications. The Terms of Use -as defined below- apply to our services, directly or indirectly made available to you through whatever means, including online reservations, customer service requests or otherwise. By accessing, browsing and using the Site and/or by making a reservation through otnworld.com, you acknowledge and agree having read, understood and agreed to the Terms of Use.

Our different policies and guidelines, which can be found throughout the Site, including but not limited to, the Privacy Policy, Shop Safe Policy, Lowest Rate/Best Price Guarantee, Get a Quotation, Reservation Guarantee, Cancellation Policy, Refund Policy, Terms and Conditions of the otnworld.com Travel Rewards Program, Hotel Review Guidelines, FAQs, etc. (collectively the "Policies"), should be read in conjunction with and are an integral part of these terms and conditions and are hereby included by reference. The terms and conditions set out below and the Policies are collectively referred to as the "Terms of Use". If you do not agree to the Terms of Use, please cease use of the Site immediately. The Terms of Use - as may be amended from time to time - constitute the entire agreement, and supersede any other agreements or understandings (oral or written), between you and us with respect to their subject matters unless explicitly stated otherwise.

### **Booking Policy**

When you reserve a hotel or purchase a package through [www.otnworld.com](http://www.otnworld.com), you will receive an email confirming your reservation as well as the voucher for your selected Hotel. Your reservation or purchase through [www.otnworld.com](http://www.otnworld.com) also means you accept all terms and conditions mentioned or referred to on [www.otnworld.com](http://www.otnworld.com)

You can change or cancel your lodging booking either online under your Reservations when signed into your [www.otnworld.com](http://www.otnworld.com) account, or by calling our customer services number. There will be no reservations against your hotel or package during quotation, for reservation you have to select book the hotel or book the package and automatically the payment & confirmation deadline will come. You have to confirm & secure your reservation by paying against the invoice amount.

Please note that it is your responsibility to check the details of your reservation before you submit the reservation and after your reservation is confirmed. Cancellation fees or processing fees, as set out in this site, will be charged for any cancellation or amendment to your reservation or purchase. Should you wish to cancel or amend your bookings, you can make the changes through your member page.

These terms and conditions may not be changed by any unauthorized person, including employees of [www.otnworld.com](http://www.otnworld.com)

## **Cancellation Policy**

If you do not show up at the hotel or check-out early without advance notice you are not entitled to any refund. This term may be varied subject to the relevant hotel's private cancellation policy and is subject to change at any given time without prior notice.

Cancellation Policy is applicable per transaction and is based on individual component cancellation policy stated on the voucher sent to the email specified by the logged in customer.

You agree to pay any supplier required cancellation or change fees that you incur. In limited cases, some hotels do not permit changes to or cancellations of reservations after they are made, as indicated in the rules and restrictions for the hotel reservation. You agree to abide by the terms and conditions imposed with respect to your prepaid hotel reservations.

## **Refund Policy**

When you cancel a booking and are entitled to a refund then we will instruct the refund as soon as practicable. The processing may take between 2-4 weeks until the whole amount is credited back and appears on your credit card statement. The reasons for this are the billing cycle of your credit card company and processing time of the bank. The refund amount depends on numerous factors such as the hotel's cancellation policy, time of cancellation and processing fees. See above cancellation policy for a more detailed list. In case a reservation that you make is not confirmed, we will not charge anything on your credit card and will release the whole amount that was held on it immediately. After this is done, it will still take a period of about 2-4 weeks for the bank to process this and for the whole amount to be credited bank and appear on your credit card statement.

All the refunds of any transaction's amount against any purchase through this website would be refunded to the original mode of payment

## **Delivery Policy**

Delivery information such as Customers Name, Location Address and Contact Number will be stored for delivery purposes. Other personal identifiable information will not be stored Changes or Cancellation by [www.otnworld.com](http://www.otnworld.com).

We reserve the right to make changes or cancellations after the reservation at any time. However, we will endeavour not to make a major change or cancel the booking within 72 hours of the arrival date, except by unforeseen events.

If we have to make a major change to your arrangements after booking, we will offer you the option of accepting the change or cancelling the booking and receiving a full refund of any monies paid to us. We do not accept responsibility for any expenses or costs you may incur as a result of any change.

**Changes/Amendment by you**

Any change or amendments are subject to availability at the time you make the request. If you give us less than 7 working days notice prior to the original arrival date, the following terms will apply:

You will be charged one night's charge plus administrative fees and/or bank fees, with the balance to be refunded to you.

The administrative fee is 25 USD.

The banking fee is 3% of the refunded amount.

Any changes or amendments to your reservation on [www.otnworld.com](http://www.otnworld.com), must be done via "My Account".

If you have trouble changing or amending your reservation, please immediately contact us at -- or Email us [sales@itours.com.my](mailto:sales@itours.com.my) or [support@otnworld.com](mailto:support@otnworld.com)

**Children and Infants Subject to any existing policy of the relevant hotel:**

Children (2-11 years) can stay free of charge with parents using existing beds;

No free extra bed (or rollaway) and no meal will be provided for a child in normal cases. (The child's breakfast is normally 50% of an adult's rate).

In the event that an extra bed is required for a child (2-11 years old), [the third person's rate applies][does this mean a full adult fare?] that is, you have to select "3 adults" instead of 2 adults and 1 child in the reservation form. Once the reservation is made under the rate for 3 adults, you will also get 3 breakfasts, unless stated otherwise. Cots for infants can be requested, subject to availability at the relevant hotel upon arrival.

**Non-arrival to the Hotel (No Show)**

Please note that some hotels may release the reserved rooms if you fail to check in before 6 p.m. As such, please provide information regarding your estimated arrival times so that the relevant hotels can be informed of your late arrival (e.g. if you were to arrive later than 6PM). Generally, the hotels will keep the rooms until the next day since we have guaranteed the room with the prepayment. However, in the event that you fail to arrive at the hotel on the arrival date, the entire reservation will be cancelled automatically by the hotels and you will be charged the cost of the whole reservation. If you fail to check in on the first date of your booking but still continue your travel plans in staying at the reserved hotel, please contact us urgently so that we can inform the hotel to keep the room for you for the rest of the nights. Otherwise as mentioned above, the entire reservation will be auto-cancelled and no refund can be issued. Policy for no shows will be applicable.

### **Shortened Stay (Early check-out)**

Any shortened stay is subject to one night's charge plus the charges for the actual stay in general cases. Some hotels will charge for the entire reserved room nights whether or not you stay for the entire reserved room nights. If you are changing your plans, please inform us as soon as possible so that we can assist in minimizing the charges by the hotel. [Are you providing such assistance?]

### **Special Request**

Please note that any requests that are made during your reservation, will be conveyed to the selected hotel. However, all requests are not guaranteed as they are subject to availability upon your arrival to the hotel. We do not assume any In the event that a request is made for accessibility (i.e. wheelchair accessible room), please contact us before submitting the online reservation.

### **Voucher**

Upon confirmation of the reservation, a confirmation number and voucher will be electronically issued to you via email. The voucher must be presented to the hotel upon arrival. Failure to produce the voucher at check-in may result in the hotel not honoring your reservation or failing to trace your record.

### **Rate Guaranteed**

The rates shown on this site are for guidance only. Guaranteed rates are only available upon your entry into our secure server, subject to any common sense with regard to any rates shown that are clearly incorrect. A full rate will be given before you confirm your reservation and you may or may not accept it.

### **Guaranteed Reservation**

All reservations made with otnworld.com are guaranteed. If your reserved hotel becomes unavailable or your booking cannot be honoured upon check-in because of a mistake by otnworld.com, please immediately contact us at -- or via email.

We will arrange a room at another convenient and comparable hotel for you. The full cost of the first night's stay, including any tax and service charges will be [borne] by us. We will also bear all communication costs to our office.

### **Room Size**

It is the responsibility of the person making the reservation to ensure that the room(s) reserved will be suitable for the party size. It should be noted that European and U.S. room types can differ greatly (U.S. twin rooms can accommodate up to 4 people, but European twin rooms can only accommodate a maximum of 2 people).

## **Complaint, Comments & Suggestion**

otnworld.com may display reviews, comments and other material in relation to hotels as well as other holiday and travel experiences ("Reviews"). otnworld.com may also offer a facility allowing users of this website to post Reviews ("User Reviews"). You disclaim any proprietary rights you may have in such User Reviews, and the same may be freely used, copied, distributed and made available in any medium and in any form by otnworld.com or its affiliates without your permission. Where this posting facility is offered, you expressly agree only to submit User Reviews that are appropriate to that service, complying with these terms and conditions and also any accompanying guidelines made available on this website.

### **Specifically, by using such a service, you represent and warrant that:**

You own or otherwise control all of the rights to the User Reviews that you post;

As at the date of posting, the User Reviews submitted are accurate;

User Reviews that you supply do not breach any otnworld.com terms and conditions of use, guidelines or policies (as applicable from time to time);

You will not intentionally or recklessly post information that could cause injury or offend any person or their business and in particular: you will not post any comments, information or material that is untrue; malicious; defamatory; abusive; obscene or could reasonably be taken as such;

You will not act in any way to deceive or mislead and will not engage in or encourage any fraudulent or illegal activity;

You will not to post or distribute any information or material that is owned by any third party without the express written consent of such party to do so;

otnworld.com does not edit Reviews or User Reviews submitted and to the fullest extent permitted by law will not be in any way responsible or liable for such Reviews or User Reviews or their subsequent posting, use or distribution. In addition, otnworld.com does not verify, endorse or approve the views or comments expressed in any Reviews or User Reviews which are the personal views of the individuals submitting them. Any decisions made on the basis of reviews or comments appearing on the service are taken at your own risk.

otnworld.com reserves the right for any reason in its sole discretion to refuse to post or remove (without notice) any Reviews or User Reviews. Amongst other things, this includes situations where otnworld.com receives a third party complaint and/or has reason to believe that there has been a breach of these terms and conditions.

If you have a complaint about any reviews, comments or material posted on this website you should put such complaint in writing (giving as much information as possible about the circumstances) to:  
support@otnworld.com

Note that otnworld.com reserves the right to ask for further information in relation to nature of such complaint and, if necessary, may ask you to verify your identify.

In the event that you have complaints about your hotel accommodation during your stay, please immediately contact us at -- or via email [support@otnworld.com](mailto:support@otnworld.com) to assist you with your complaints. If you are unable to contact us at any point during your stay, you should within 7 days of returning from the hotel or tour provide us with your comments in writing with the supporting documents to facilitate our investigation with the hotel.

### **Payment Security**

Please refer to our privacy policy for payment security. We accept payments online using Visa and MasterCard credit/debit card in the (Currency required, e.g. SGD/USD). If "Credit Card Online" is selected as the payment methods then the details on the Customers ID (Card holders ID) should exactly match that of the credit card used to make the purchase

### **Our Liability**

The descriptions of the hotels on our site are given in good faith. We do not accept responsibility for errors or omissions. Please note that hotels may withdraw a facility temporarily or permanently. Any act or omission by hotels in any respect is beyond our control and we do not accept any liability for the same. We accept responsibility for proven acts and/or omissions of our employees, agents, suppliers and sub-contractors provided that they were at the time carrying out work in the course of their employment or contract.

We do not accept liability or pay compensation for any loss, damage or expense where the performance or prompt performance of our obligations is prevented or affected by reason of force such as war or threat of war, riots, civil strife, terrorist activity, industrial action, natural or nuclear disaster, fire, adverse weather conditions, closure of airports or ports, technical problems with transport, governmental action and all other similar events.

### **Your Responsibility**

We endeavor provide as much information as possible about each hotel on this website. However, please note that it is your responsibility to check with your chosen hotel in the event that you require any special services such as babysitting, or if you require a room with a sea view, etc.

Payment for such services or special requirements should be made directly to the hotel and it is your responsibility to verify these charges with the hotel prior to making your booking.

In the event that you will be arriving late at the hotel, it is your responsibility to advise the hotel of the same by using the telephone number provided on the booking confirmation. [Will there be a hotel number provided in the confirmation?] Where car parking and leisure facilities are available, please note that the hotel may impose additional charges for these services. Furthermore, please note that leisure facilities may not always be in the same building as your accommodation. We highlight again that it is your responsibility to check with the hotel about the services referred to above before you make your booking. Please note that car parking may be quite limited at certain hotels and that cars are always parked at the owner's risk.

**In case of any disputes the law applicable would be based on the Malaysia Governing Law.**