



# ASNI TOURS & TRAVEL (M) SDN BHD

(OTN Group of Company)

(KPK/LN-8570)

## TERMS & CONDITIONS

TRAVEL AGENTS – V2

### REQUIRED DOCUMENTS FROM CUSTOMER

1. Copy of Commercial Registration
2. Copy of Tourism License OR IATA
3. Floating Deposit (For Credit Customers only) or Cheque (if applicable)

### GENERAL TERMS & CONDITIONS

- 1- All the Rates (Online and/or Offline) are offered Net & Non-Commissionable inclusive of all applicable Taxes and Service Charges, Should there is any significant fluctuation / change in the currency exchange; the company reserves the right to re-quote.
- 2- The Company offer its special deals, promotions to customers without any modification from its origin version received from end service provider (Hotels, Apartments etc.)
- 3- Maximum up to 08 rooms will be considered FIT, should the total number of rooms increases, the request will be manage by group department. Such requests, FIT rates strictly not applicable.
- 4- Customer are required to online register with [www.itours.com.my](http://www.itours.com.my) or [www.otnworld.com](http://www.otnworld.com) , subsequently system will create login & password access of online system.
- 5- All the product available at online system consists of cancellation deadline as well as terms & conditions are specified for the viewers before any service is booked.
- 6- Team of multilingual professional will assist on all offline inquires, product. Such replies are made within 24hrs.
- 7- Child Policy is clearly stated and available at online system, extra bed rates for child is available online and can be requested offline as well, child age and total no. of child is compulsory to disclose. Hotel has right to refuse providing room if child age specified in voucher differ at the time of check-in (based on Passport)
- 8- Guest Nationality is must, Hotel has right to refuse booking in case if the nationality of Guest in booking form and Passport differ.
- 9- Bookings made at online or offline is considered confirmed, any amendment or cancel to confirm booking must be communicated by emails before deadline. However after cancellation deadline the charges may be applicable as per terms & condition
- 10- Credit Limit "Currency" USD Amount .....(USD Dollar) is provided to customers, However company reserves the rights to revise the limit based on payment history and business volume.
- 11- Updated statement of accounts (outstanding/Bills) are made available at online system to all the customers. Company is sending such details by emails as well.
- 12- Any dispute to invoices/ statement, dispute, no-show, early stay etc. must be communicated within 7 days, fail to get any update the billing will be consider as final and presumed accepted.
- 13- The customer should not deduct refunds from outstanding without prior approval from Company. Customers are required to communicate with company for every refund claim. The refund value will be credited to the customer account as and when company received from end service providers.



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## Terms of Dealing

**Cash Customers** can secure their confirmed reservations against payments before cancellation deadline, all the services booked will be released if the payments are not made prior to specified deadline. Payments must be settled by Bank Transfer or Cash, however booking within cancellation dateline can be secured by transferring funds in Official bank Account of company.

**Credit Customers** can confirmed their services against the SET credit limits, nevertheless bookings are invoiced on the day of cancellation deadline and subsequently the value of confirmed booking will be deducted from available credit limit. In case if confirmed bookings required amendment, or result short stay or request for cancellation, the penalty (Charges) will be imposed as per policies stated along with confirmation.

The bills (Statement of account) of Credit customers are submitted every 15 day. Customers are required to settle their bills within 3 working days. Credit days or credit limits, whichever comes first the payments must be settled.

## MICE/ GROUPS (LEISURE, MEETING, INCENTIVE, CONFERENCE, EVENTS)

- 1- 08 Rooms and above is consider Group. Therefore Group department will revert within 24 hrs.
- 2- All the MICE/Groups Payment should be made based on Hotel Policy, The rooming list must be submitted as per given dateline prior to group arrival.
- 3- All the extras or other services rendered during the group stay, payment must be settled before group check out. No-shows, cancellations, amendments are strictly as per the Hotel Policy, therefore the refund is subject to approval from end service provider (Hotels, Restaurants, Transportation, and Guides etc.).

## REFUND CLAIMS

All the file Pertaining to Refunds, No-shows, or any disputes, It must send to accounts department directly, the standard revert time to reply all the discrepancies is between 5 to 10 working days. Thus accounts will coordinate with customers directly. No Claim will be accepted if customer fails to report such discrepancies within 7 days from the last service date

## CUSTOMER OBLIGATION

- The Customer shall honor all bookings made pursuant to this agreement at the advertised rate.
- The Customer ensures that all travellers' complaints are dealt with efficiently appropriately and any complaint which relates specifically to the service provider is referred to company
- The Customer does not warrant that all material it uploads to the online booking system shall be accurate in all details (including availability and rates) and not breach any intellectual property rights of any party, nor shall it breach any applicable legislative Online System.

## LIMITATION OF LIABILITY AND DISCLAIMER

"ASNI TOURS & TRAVEL (M) SDN BHD OR ITOURS OR OTN WORLD" has no liability for any loss whether direct, indirect or consequential to the Customer in respect of any matter related to any inquiry, these Terms and Conditions and the end service provider under these Terms and Conditions. This includes, but is not limited to, no liability for the use of the offline and or online, the unavailability of the product and or any errors that may occur within the communication from End service provider.



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## INDEMNITY

The Customer indemnifies company against all costs, claims, losses, liabilities and damages (including solicitor client costs) incurred directly or indirectly as a result of any breach of these Terms and Conditions or as a result of any negligent act or omission by the Customer.

## PRIVACY

1. All the contracts signed between company and Hotels/Apartment, Transfer are exclusive and Confidential for the purpose to sell through Travel Agents/Supplier. Rates provided by company to your company should not be disclosed, shared to irrelevant and not authorized personnel other than your good office. All the commercials/agreements are protected by worldwide copyright and other intellectual property laws.

## LAW

- This agreement is governed by the laws of Malaysia.
- If any provision of this agreement is found to be unenforceable for any reason, then that provision be deemed deleted from this agreement and all other provision remain in full force and effect.
- If the Customer has a change of ownership or transfers part or all of its business to another party, the customer must advise company in writing of the proposed change at least 14 days prior to the change occurring. Provision of notification to company does not constitute an assignment of this agreement.

*Legal Note: In consideration of the mutual understanding in this agreement between Asni Tours & Travel (M) Sdn Bhd & the Travel Agent (The Customer),*

## Termination of Contract

- Either party may terminate this agreement by giving one month's written notice period to the party (s).
- Upon termination of this agreement the customer should return login and password to "www.otnworld.com" and return or destroy (as directed by "www.otnworld.com") any material relating to the online booking system, manual tariff except for material the customer is legally required to retain for its internal records.

Name : **Aslam Mashoor**  
Designation : **Chief Executive Officer**  
On behalf of : **OTN Group of Company**  
Date : **01 August 2017**

Name :  
Designation :  
On behalf of :  
Date :

<b>Details Of Agency / Customer</b>	
<b>M/S Company Name</b>	
General Manager Name	
Mobile Number	
Telephone No.	
Email	



# ASNI TOURS & TRAVEL (M) SDN BHD

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ASNI TOURS & TRAVEL (M) SDN BHD OFFICIAL BANK ACCOUNTS :

**Malaysia (MYR Currency Account)**

**A/C NAME: ASNI TOURS & TRAVEL (M) SDN BHD**

**Bank Name: Public Bank**

**A/C # :3201644219**

**Swift Code #: PBBEMYKL**

**Bank Address: No 1,3 & 5, Jalan 1/137B, Jalan Kelang Lama, 58000 Kuala Lumpur.**

**Sri Lanka (LKR Currency Account)**

**Athkam World (Private) Limited Ithmaar Bank**

**Bank : Pan Asia Bank PLC**

**A/C : 100111003577**

**Bank Code : 7311**

**Swift Code :PABSLKXL**

**Branch Code : 001**

The Contents of this contract is intended solely for the use of the individual/entity to whom/which they are addressed, and may contain confidential and or legally privileged information's. This Contract may not be disclosed or forwarded to anyone else without written authorization from the originator of this document i.e Asni Tours & Travel (M) Sdn Bhd

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***P/s. KINDLY SIGNED CONTRACT & SENDS SCAN COPY OF LAST PAGE E MAIL TO [SALES@ITOURS.COM.MY](mailto:SALES@ITOURS.COM.MY)***

**[WWW.OTNWORLD.COM](http://WWW.OTNWORLD.COM)**