



EXTRANET SERVICE AGREEMENT

Between: BORNEO TRAILS TOURS & TRAVEL SDN BHD
Address: LOT 128, 1ST FLOOR, WISMA SABAH, JN TUN FUAD STEPHENS, 88400, KE.
Tel : 088-235900
Fax : 088-247800
Email : enquiry@borneotrails.com
Hereafter called "DMC".

And : **World Avenues Travel & Tours Sdn.Bhd**
Suite 3.08, 3rd floor north block .The AmpWalk
218, Jalan Ampang, 50450 - Kuala Lumpur, Malaysia
Tel.: +603 2161 1566
Fax: +603 2164 3088
E-mail: ops@worldavenues.com.my
Hereafter called "World Avenues"

First Party & Second Party may be referred to individually as "Party" or collectively as "Parties".

Purpose

DMC is a Destination Management Company that offers to work as a service provider for World Avenues, to promote and sell hotel accommodation, apartments, city tours & transfers.

1. Subject of the agreement and duration

Both Parties intends to enter into an Agreement stipulating the terms relating to all travel services including hotel accommodation, ground services such as Private & SIC coach service, Sightseeing, Chauffeur services, etc. provided by the DMC to the clients of World Avenues.

2. Effectiveness

Now, therefore, the Parties in furtherance of the above intention hereby agree as follows:
This Agreement shall be effective from the date mentioned above and shall be in force for a period of one (01) year.

3. Obligation of the Parties

The DMC will feed World Avenues system with net rates of their services "Accommodation, Transfers, Sightseeings"

The prices would include accommodation as agreed, transportation in a good air-conditioned vehicle, sightseeing services with an English-speaking tour guide, entrance fees at all places of interest mentioned in the program.

The DMC shall provide World Avenues with appropriate knowledge and information about the destinations and Services offered.

4. Termination

The termination of this Agreement for any cause shall not release the Parties from any liability or obligation which at the time of such termination has already accrued to the Parties or which thereafter may accrue in respect of any act or omission prior to such termination and the Parties

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shall continue to observe them regardless of whether its rights hereunder should be terminated. Each party has a right to terminate the contract by giving 60 days' notice to other party.

This Agreement shall be renewed by mutually agreed terms if there is no breach by either Party's by exchange of letters.

5. BOOKING PROCEDURE

All Bookings may be made online or offline. It is World Avenues's responsibility to check all details of the Booking including Customer's names, arrival date, departure date, and number of nights, hotel name and rooms booked. DMC needs to be informed immediately of any errors.

6. CANCELLATION POLICY

For each service booked and confirmed, World Avenues's will be provided with a cancellation deadline along with any cancellation charges that will apply if cancelled or amended after the deadline.

Cancellation Deadline for transfers & sightseeing will be 24 hrs. prior to the service date. Cancellation charges will be 100 % for transfers & sightseeing.

Bookings cancelled or amended after the cancellation deadline and before the service date will be automatically invoiced with the cancellation charges.

No Show charges for one night will be charged unless additional charges applied by hotel due to peak period.

7. PAYMENT TERMS

The DMC will give _____ Credit to World Avenues on 30 Days Credit Period.

The DMC shall send the Statement of Account after every 30 days or reaching the Maximum Credit limit Assigned.

World Avenues shall make payments on or before the end of the credit period of 21 days after receiving the statement.

8. Arbitration

All disputes and differences in connection with the present agreement should be settled, if possible, by negotiations between both parties. Failure to reach a settlement, the dispute will be subject to arbitration under the Swiss Confederation Law.

Read and approved by:

“World Avenues Travel & Tours Sdn.Bhd ”
(World Avenues stamp)

Date: __/__/__

Signature:

(Handwritten signature)
Ally Bhuongce
Executive Director

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Read and approved by:

“TRAVEL AGENT”
(Company stamp)

Date: 20/10/2017

Signature:

(Handwritten signature)
TAN Kok Li Hui
(Circular stamp: Borneo Travel & Tours Sdn Bhd, Company No. 641396-K)