



AGREEMENT FOR TOURISM ACTIVITIES

Between: 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"

And : Global Booking Network - Business Intelligence (DA
Address: RUA PROFESSOR ALVARO DE ARAUJO, 81-3º PISO - FIZEAU-DE - PAITO - PORTUGAL
Tel : +351 255 870 852
Fax : -
Email : booking@gbntravel.com
Hereafter called "Travel Agent".

1. Subject of the agreement and duration

Tourism activity cooperation between World Avenues and Travel Agent for one year, this agreement shall come into effect as of the day of its signature by both parties and shall be automatically renewed, unless one of the Party notifies in written form the other Party about its intention not to renew it 2 Months (60days) prior to renewal date.

2. Obligation of the Parties

World Avenues undertakes:

- To provide the Travel Agent with valid rate all year long through World Avenues Online Booking system (WAVES).
- To send confirmation of services.
- To send invoices for all services related to a booking.

The Travel Agent undertakes:

- To make all requests online or in written form by e-mail to World Avenues with full information connected with the tour.
- To issue service Voucher for all services to be provided by World Avenues.
- To provide the necessary insurance for the clients (accidents, civil responsibility and others) To send exact and correct information of all clients, i.e.: number of adults, number of children, room type, dates of tour etc.

3. Payment conditions

Full prepayment should be made before cancellation deadline mentioned on confirmation email, however World Avenues can offer a limited credit facility equivalent to the amount of a bank guarantee or a deposit payment. In such cases payment for services provided should be made within 15 days from invoice date, any delay in payment will result in additional administrative fees of 1% per week, bank transfers should be submitted to the following account:

NOTE: THIS AGREEMENT IS VALID FOR WORLD AVENUES OFFICE IN (GENEVA, LONDON, KUALA LUMPUR)

Beneficiary name : World Avenues Travel & Tours Sdn Bhd
Beneficiary add : Suite 3.08, 3rd Floor (North Block) The AmpWalk, 218, Jalan Ampang, 50450
Kuala Lumpur.
Bank address : HSBC - Malaysia Bhd
No 33, Jalan Sultan Ismail, 50250 Kuala Lumpur.
Account : 203-249602-101
Clearing Code : HBMB MYKL
Bank transfer charges should be borne by Travel Agent.

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4. General Conditions

- 4.1. World Avenues online rate is valid as per the dates specified by user. All information mentioned on online booking system is final once confirmed and PNR is generated.
- 4.2. Reservations for Disneyland are subject to special conditions - please pay special attention to the cancellation policy.
- 4.3. For Group reservations, packages and special events, special booking conditions and a separate cancellation policy will be advised in each particular case.
- 4.4. World Avenues will do its best in order to give a positive reply within 48 hours for all on request reservations (except during European week-ends and holidays).
- 4.5. For FIT reservations cancellations and amendments any extra charge applied to World avenues According to Hotel Policy will be handled by Travel Agent, hotels at resort areas and during fair periods where full cancellation fees will apply. Failure to receive a cancellation or an amendment on due time, World Avenues reserves the right to charge full cancellation fee and /or handling fees to Travel Agent.
- 4.6. All additional expenses for extra services not provided by World Avenues such as mini-bar, telephone, room service, and extra hours for transfers, etc. are to be paid by the client directly on spot. World Avenues will bear no responsibility for the debts of the client.
- 4.7. Rates are confidential; they should not be copied, distributed or given to a third party without prior written approval from World Avenues. Any violation will entail legal action.
- 4.8. Separated Terms and Conditions will apply for World Avenues WAVES booking engine.

5. World Avenues WAVES booking engine

World Avenues have on-line booking system <http://www.waves-online.com>

6. Special conditions

- 5.1. Refund requests must be submitted to World Avenues not later than 15 days (fifteen days) after the date of World Avenues invoice.

7. Commencement of agreement

This agreement comes into force from the date of signature by both the parties and is valid until further notice unless revoked by either party. This agreement is signed in two copies in English, one for each Party of the agreement. Both copies have equal legal force.

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: 24 02 2018

Signature:



Read and approved by:

"TRAVEL AGENT"
(Company stamp)

Date: 23/02/18

Signature:



GBN TRAVEL
GLOBAL BOOKING NETWORK
BUSINESS INTELLIGENCE, LDA
Cont.: 510 812 171
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GENERAL TERMS AND CONDITIONS

VALIDITY

All System rates are nett inclusive of GST and non commisionable

All rates quoted out of system in the online system are in US Dollar, An indicative exchange rate from the US Dollar to the MYR will be advise from time to time, due to the fluctuation of the USD.

RESERVATION AND CONFIRMATION

Enquiries or hotel reservations and Tour Services must be through World Avenues Travel & Tours Office. Maximum information is required in order to handle your reservation efficiently. Please advise exact:

- i) Arrival/departure dates and flights details
- ii) Hotel, number/type of rooms and meals required
- iii) Guide requirements
- iv) Names of clients in full with gender (Mr/Mrs/Miss etc)

All reservation requests will be confirmed by e-mail or our online booking system

REPLY FROM WORLD AVENUES

All bookings requested will be replied by email within 24 hours/Malaysian business days. If you do not receive any reply from us within these period, kindly resend your request as the message could have been gabled or lost in transmission. Proof of sending is not proof of receipt.

BOOKING INSTRUCTIONS

Reservations must be made through World Avenues Malaysia by:

E Mail: info@worldavenues.com.my - ops@worldavenues.com.my

OR

www.waves-online.com

PAYMENT

Full payment must be received before client's arrival. Failure to comply with this condition may result in the cancellation of all reservations without prior notice. If required, proforma invoice can be sent together with confirmation. An International bank charges of USD 20.00 per transaction are to be paid by the payer.

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World Avenues Malaysia Bank Details:

HSBC Bank – Malaysia

33 JALAN SULTAN ISMAIL, 50250 KUALA LUMPUR, MALAYSIA

ACCOUNT NO: 203 – 249602 – 101

Clearing Code : HBMBMYKL

When making telegraphic transfers please advise us your date of remittance, your bankers and corresponding banks in Malaysia.

Note: 1) Foreign and personal cheques are strictly not accepted

2) Bank drafts are accepted provided they are drawn on a clearing bank in Malaysia. Otherwise any bank charges incurred are chargeable.

PAYMENT DISPUTE

In the event of any dispute over invoices, the total sum claimed by World Avenues shall be paid first. After reconciliation between

both parties, World Avenues will then issue a Credit Note or a supplementary invoice to effect the adjustments.

REFUNDS

After commencement of tours, no refund in full or in part will be given for services included in the programme that are not utilised.

VOUCHER NUMBER

"Kindly advise the voucher number for all arrangements required to World Avenues upon confirmation. A copy of your itinerary should be accompanied with your voucher number and these items must be received by World Avenues at least 07 days prior to the arrival of your clients. Should your voucher number stipulate services other than originally required for, we reserve the right to collect the cost of such services directly from the clients unless we receive the full payment for such additional services before they are provided."

CANCELLATION PROCEDURE,PARTIAL CANCELLATIONS,"NO SHOW" AND AMENDMENTS CHARGES

"Hotels, carriers, restaurants and other suppliers related to the travel services required, may charge cancellation fees, amendments and/or no show fees depending on the circumstances. If any charges are levied by them, these charges will billed to you through World Avenues Travel & Tours."

We must be notified in writing of any cancellation/amendments email. A notice is only considered to have been served provided that an acknowledgement and acceptance by World Avenues is obtained. Proof of sending does not constitute proof of receipt nor acceptance of the cancellation/amendment notice.

Our cancellation charges are subject to hotel cancellation policy.

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DISCREPANCY / COMPLAINTS

Any dispute case or client's complaint must be reached World Avenues within 30 days upon the return of clients to their home country.

Or else, we will not entertain the complaint case as we will have been deprived of the opportunity to investigate and rectify your complaint or dispute.

CHILD FARE (02 TO 12 YEARS)

Reduction per child is 50% of adult rate for daily tours and airport transfers. For packages which include meals and accommodation, the price is 75% of adult rate, provided they share the same room with two adults in a twin room with an extra bed provided. otherwise full adult fare applies."

Luggage allowance

As a general rule, only one piece of luggage and one carry-on bag will be allowed for each client. World Avenues reserves the right to collect payment directly from the clients for any additional costs incurred for transportation of the excess luggage."

GROUP POLICY

All Booking made with more than 10 rooms with common arrival and departure dates is considered as a group. Rate will be made available upon request. For GIT, the following payment policy applies:

- 1- Upon confirmation of space: 10% of per room cost for each room reserved
- 2- 14 days prior to arrival : Full payment

All unconfirmed rooms will be automatically released fourteen (14) days prior of the group's arrival date. Any reservations received after this date will be subject to availability.

The final rooming list along with arrival/departure details and group meal/meeting requirement must be received seven (7) days

prior to arrival. Please realize that should information not be forthcoming in a timely manner, we are unable to guarantee meeting your requirements in full