

Please provide your particulars and fax this form to **+601-8625-8638**.

- Full name:
- MyKad/ Passport:
- Mobile phone:
- E-mail:
- Item(s) to book:
- Check-in Date: Check-out Date:
- Remarks:
.....

IMPORTANT:
By submitting this form to us, you are deemed to have
agreed to be bound by the Terms and Conditions stated
in <http://www.vnetholidays.com/tc> .

.....
(valid signature and date)

This form may be downloaded at <http://www.vnetholidays.com/docs/request.pdf>

Your request will be processed on a first come first served basis.

PLEASE ATTACH YOUR BANK-IN SLIP WITHIN THIS FRAME

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Bank name: Maybank
Account number: **5128-4830-1235**
Account holder: VNET HOLIDAYS

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TERMS & CONDITIONS

Dear guest,

You are deemed to have read, understood, agreed and accepted the terms and conditions when you:

- submit your booking request, or
- make the payment upon confirmation of booking, or
- accept/ check-in/ stay at the accommodation(s)/ item(s) you have booked/ ordered.

NO ARGUMENT/ APPEAL/ CLAIM WILL BE ENTERTAINED THEREAFTER.

Rates & Charges

- All rates in VNET HOLIDAYS (VH) are inclusive of service charges, unless otherwise stated.
- Booking of items outside our agency is subjected to 10% service charge.
- Categories of rental rates can be viewed at <http://www.vnetholidays.com/calendar>
- Surcharge on extra pax will be applied according to rates respectively.

Check-in

- Standard check-in time is between 2:30pm - 3:00pm.
- Checking-in early is subjected to availability and approval.
- Refundable Security Deposit (RSD), varies between RM100 ~ RM300, is required before key collection.

Check-out

- Check-out time is strictly **12:00pm**.
- Checking-out late is subjected to availability and approval.
- Fees may be applied.

Reservation & Payment

- All prices are quoted in Ringgit Malaysia (RM).
- Reservation is by request on first-come-first-served basis.
- (Down)payment is to be made within 1 hour upon successful booking.
- Reservation Confirmation is issued upon receive of payment proof only.
- Full-payment is required upon reservation made less than 1 week prior to arrival.
- Balance payment (if any) shall be made at 7 working days prior to arrival or the booking shall be regarded as VOID and all down-payments may be forfeited as well.

Postpone or Changes in Booking

- Request for changes in the confirmed booking will not be entertained within the **14 days** period prior to arrival/event date.
- Changing of bungalow is NOT allowed at any time but cancellation may be applied.
- Request to postpone is allowed only with written notice not less than fourteen (14) days prior to initial arrival/event date.
- An admin fee of 20% (minimum RM100) will be imposed for any approved postpone, change or amendment.

Cancellation

Cancellation fee equivalent to the down-payment will be imposed in the events of cancellation at any time.

Satisfaction & Complains

All pictures/photos displayed on our websites are for illustration purpose only.

Though we made best effort to reveal the original scenes of the accomodations via our website, VNET do not guarantee your satisfaction in any accommodation you have booked.

Therefore, VNET do not entertain any complains or claims nor refund any money eventhough unsatisfactory arises. The guest shall be responsible for his/her own judgements and decisions.

Losses, Damages & Injuries

Staying at any of the holiday accommodations are solely at your own risk. Neither VH nor the accommodation management shall be responsible or liale for any losses, damages or injuries occur during your stay.

About Terms & Conditions

- VNET reserves all rights to amend/update any prices, specifications, pictures, terms and conditions without prior notice.
- Terms & Conditions on our website www.vnetholidays.com/tc shall always be referred to as the final version should there be any differences found in between this printed version and web version.