

# TERMS AND CONDITION

## 1.0 RESERVATION & CONFIRMATION

1. 50% Reservation Fee from the package price must be made within 2 days once the booking has been confirmed.
2. The balance or Full Payment must be made 1 week prior to the arrival date.

## 2.0 PRICES

1. Children from age of 4 to 11 years is entitled for 50% discount from the current adult price.
2. No charges will be imposed on infant and toddler at age of 1 to 3.
3. Single traveller is subject to pay a single room supplement of 100% surcharge from the whole package.
4. Surcharge of **MYR50.00** per person per night will be imposed on Peak Season.
5. Fare Inclusive: - All prices are quoted per person.
  - Staying at DAYANG RESORT with private balcony (attached bathroom and air-conditioned room)
  - Meals:
    - a) 2D1N – Teatime, Dinner & Breakfast
    - b) 3D2N – 2x Teatime, 2x Breakfast, Lunch, 2x Dinner
    - c) 4D3N – 3x Teatime, 3x Breakfast, 2x Lunch, 3x Dinner
  - Boat Transfer (Return): Semporna Jetty - Dayang Resort - Semporna Jetty
  - Clean linen & towel.
  - Unlimited snorkelling around DAYANG RESORT from 6 am to 6 pm. (At your own risk)
  - Electricity 24-hours

## 3.0 CHECK IN / CHECK OUT TIME

- Boat-in Time: 1:50 PM - 2:30 PM
- Boat Out: 11:00 PM -11:30 AM

## 4.0 ACTIVITIES / SERVICES

1. DAYANG RESORT reserves the right to make changes to travel arrangements if there is inclement weather or any unforeseen circumstances in which DAYANG RESORT in full discretion think it is unsafe to proceed with the activities.
2. Changes to travel arrangements is including but not limited to changes in venues, cancellation or postponement of island tours at any time without compensation.
3. Every room has its own private balcony. Swimming and water activities is allowed from 6am-6pm. After 6 pm, all guests are **NOT ALLOWED TO DO ANY SWIMMING/WATER ACTIVITIES** for safety purpose.

## 5.0 AIRPORT TRANSFERS

1. Airport transfer service is provided upon request (additional charges will apply).
2. In the event of flight being rescheduled by airlines, the information must be conveyed to DAYANG RESORT as soon as possible for the arrangement of airport transfer.

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## 6.0 POSTPONMENT & CANCELLATION

1. Date changes can be made only three weeks prior to the arrival date and MYR100 will be imposed as compensation.
2. Date changes two weeks prior to the arrival date is not allowed, or the booking fee will be automatically cancelled and DAYANG RESORT reserves the right to forfeit the full deposit (Non-refundable)
3. If date changes is made two weeks before the arrival date, MYR100 will be imposed as compensation.
4. In the event of date changes, additional in package price may apply, subject to the current price of the new proposed date. Date changes is subject to availability of our accommodation and our approval.
5. If cancellation is made before one month prior to arrival date, 50% from the deposit fee will be refundable.
6. If cancellation is made one month prior to the arrival date, DAYANG RESORT reserves the right to forfeit the full deposit (Non-Refundable).

## 7.0 MCO

1. In the event of MCO implementation by government, guests reserve the right to postpone their vacation date. The deposit is safe, but the request for refund is not allowed and will not be entertained.