

Terms and Conditions

Retour Travel Sdn. Bhd. | Version 1.3 | Effective Date: 1 Aug 2026

By booking with Retour Travel Sdn. Bhd. ("the Company"), clients acknowledge and agree to be bound by these Terms and Conditions. These terms are accurate at the time of publication and may be amended without prior notice.

For bookings made via travel agents or other authorised partners, additional B2B Terms and Conditions may also apply.

1. Reservations and Payment Policy

Deposits and Payment Schedule

A confirmed reservation requires a non-refundable deposit of RM1,000 per person.

Once the tour is confirmed, a second non-refundable payment of RM6,000 per person is required upon issuance of confirmed flight tickets and other non-refundable travel arrangements.

Depending on the booking date, airfare conditions, ticketing deadlines, supplier requirements, or operational arrangements, the Company reserves the right to require payment of both the tour deposit and second payment at the time of booking where immediate confirmation, ticket issuance, or non-refundable arrangements are necessary.

All payments are strictly non-refundable and non-transferable once booking is confirmed.

Full payment must be made no later than sixty (60) days prior to departure. Failure to make payment by the due date may result in automatic cancellation of the booking and forfeiture of all payments made.

Payments may be made via bank transfer, cheque, cash, or bank draft. Any related bank charges shall be borne by the client.

Minimum Group Size and Tour Confirmation

All tours are subject to a minimum group size of sixteen (16) paying participants and final confirmation by the Company.

Once the tour is officially confirmed to proceed, the Company will collect subsequent payments (including second payment where applicable) and proceed with the issuance of flight tickets or other non-refundable travel arrangements.

If the minimum group size is not met, the Company may offer alternative departure options, or cancel or postpone the tour departure where necessary, and may adjust pricing or modify travel arrangements accordingly.

2. Pricing and Market Fluctuations

Tour prices are based on prevailing airfares, accommodation rates, transportation costs, taxes, and exchange rates at the time of publication.

The Company reserves the right to revise prices prior to departure in the event of significant increases in supplier costs, fuel surcharges, taxes, exchange rates, or other unforeseen charges beyond the Company's control.

Peak season or special event surcharges imposed by suppliers may apply and will be communicated to clients prior to departure.

3. Cancellations and Amendments

Client Cancellations:

All cancellations must be submitted in writing and shall take effect from the date received by the Company.

Cancellation charges are as follows:

- More than sixty (60) days before departure: tour deposit and second payment paid are non-refundable
- Sixty (60) days or less before departure: 100% of the total tour cost

Supplier Terms and Non-Refundable Services:

Certain services, including but not limited to peak season accommodations, air tickets, train tickets, attraction tickets, transportation, and land tours, may be fully non-refundable in accordance with supplier policies.

Where supplier terms impose stricter cancellation policies, such terms shall prevail regardless of payment status or cancellation timing.

Company Cancellations:

The Company reserves the right to cancel, postpone, or alter any tour due to insufficient participants or circumstances beyond its reasonable control, including but not limited to natural disasters, pandemics, airline disruptions, strikes, war, civil unrest, or government restrictions.

Clients will be notified as early as reasonably practicable. Where feasible, the Company will offer alternative arrangements of comparable standard and value. Any additional costs arising from such alternative arrangements shall be borne by the client and payable prior to confirmation. If such arrangements are declined, refunds, where applicable, will be made after deduction of all non-recoverable expenses incurred by the Company, including but not limited to air tickets, accommodations, transportation, meals, and land tours.

In the event that a client's inbound or outbound flight is cancelled or disrupted by the airline or due to circumstances beyond the Company's control, the land tour and other ground arrangements may proceed as scheduled.

The Company's liability in such circumstances shall be limited to facilitating available alternatives from relevant suppliers and remitting to the client any refunds or credits actually received from the airline and other suppliers.

All non-recoverable expenses incurred by the Company shall be deducted from any refund payable. No further claims, damages, or compensation of any kind shall be payable by the Company.

Unused Services:

No refunds, exchanges, or credits shall be provided for any unused services, including accommodations, meals, transportation, attraction tickets, or land tours, regardless of reason, including but not limited to early departure, missed services, personal reasons, route changes, or denied entry by immigration authorities.

Any additional expenses incurred shall be borne solely by the client.

Pre-Departure Expenses:

The Company shall not be responsible for any non-recoverable expenses incurred by the client prior to departure, including but not limited to visa fees, travel insurance, vaccinations, winter clothing or equipment, luggage purchases, independent flight bookings, accommodation bookings, or land arrangements.

Refund Processing:

Any applicable refunds shall be processed according to the original mode of payment and may require up to thirty (30) days for completion, subject to processing by banks, credit card issuers, and relevant service providers. Refunds will be made to the original payer or verified account used for the transaction.

4. Travel Documents, Visa, and Immigration

Clients are solely responsible for ensuring they possess valid travel documents, including passports, visas, health certificates, vaccination records, and any other entry requirements applicable to the destination country.

Passports must have a minimum validity of six (6) months from the date of departure.

Visa approval is subject to the discretion of the relevant immigration authorities. Any visa rejection, delayed approval, denied boarding, or refusal of entry shall not entitle the client to any refund beyond the applicable cancellation terms.

The Company shall not be liable for any losses, expenses, delays, deportation, quarantine requirements, penalties, or refusal of entry arising from incomplete documentation, customs regulations, possession of prohibited or unlawful items, or actions of immigration authorities.

5. Travel Insurance

Clients are strongly encouraged to purchase comprehensive travel insurance covering trip cancellation, medical expenses, emergency evacuation, travel delays, baggage loss, personal accidents, and other unforeseen circumstances.

6. Health and Fitness to Travel

Clients are responsible for ensuring they are medically and physically fit to participate in the tour and related activities. Clients must inform the Company in writing of any pre-existing medical conditions, mobility limitations, dietary requirements, or special assistance requirements at the time of booking.

The Company reserves the right to decline participation or require medical clearance where a client's condition may affect their safety, the safety of others, or the smooth operation of the tour.

Clients with contagious illnesses or conditions deemed unsuitable for travel may be refused participation without refund. Any additional costs arising from such circumstances shall be borne solely by the client.

Certain activities may involve uneven terrain, snow, ice, prolonged walking, cold weather exposure, or remote locations. Clients are responsible for assessing their own suitability, physical ability, and ensuring they are appropriately attired and equipped for such conditions prior to booking and participation.

7. Weather and Natural Conditions

Natural phenomena and weather-dependent experiences, including but not limited to the Northern Lights (Aurora Borealis), snowfall, wildlife sightings, and access to certain sightseeing places, viewpoints, and outdoor attractions (which may be restricted, closed, or altered), are beyond human control and cannot be guaranteed.

Certain tour activities, experiences, and sightseeing components may be adjusted, rescheduled, omitted, or substituted according to weather conditions, daylight hours, aurora forecasts, or operational requirements to ensure safety and maximize the overall travel experience.

No refunds, price adjustments, or compensation of any kind shall be provided in the event such experiences are not observed or occur differently than expected.

8. Activity Changes and Substitutions

Where necessary due to adverse weather conditions, insufficient snow, safety considerations, operational requirements, or other circumstances beyond the Company's control, the Company reserves the right to modify, reschedule, substitute, or replace activities, experiences, or arrangements with alternatives of similar nature, standard, and value where reasonably possible.

Where such changes are implemented, reasonable alternatives will be provided where available. No refunds or compensation shall be payable for such modifications, substitutions, or adjustments.

9. Activities, Experiences, and Independent Arrangements

Activities, experiences, and independent arrangements not directly operated or managed by the Company are undertaken entirely at the client's own discretion and risk.

This includes, but is not limited to, activities such as snowmobile rides, husky sledding, reindeer experiences, sightseeing tours, dining, shopping, and any other activities conducted outside the official itinerary, program schedule, or tour operating hours.

The Company shall not be liable for any injury, loss, accident, delay, expense, damage, or cancellation arising from such activities or arrangements, whether operated by third-party service providers or independently arranged by the client.

10. Itinerary and Accommodation Changes

All travel arrangements indicated in itineraries, promotional materials, or quotations, including but not limited to flights, accommodations, transportation, tours, activities, and meal arrangements, are provisional and subject to availability and supplier acceptance.

The Company will make every reasonable effort to operate tours as published. However, the Company reserves the right to alter the sequence of the itinerary or amend any part of the itinerary, with or without prior notice, where necessary due to safety, operational requirements, availability, supplier changes, or other circumstances beyond its control.

The order of the itinerary may be adjusted, while all stated inclusions remain unchanged. Where changes are necessary, reasonable alternatives of similar standard and value will be provided where possible. No compensation shall be payable for such changes.

Hotels and accommodations are subject to availability and may be substituted with properties of similar or higher category. During peak seasons, festivals, or high-demand periods, accommodations may be arranged in nearby areas of comparable standard.

11. Room Allocations and Flight Seating

Specific bedding configurations (twin, double, or triple sharing), room preferences, adjoining rooms, and special requests are subject to hotel availability and are not guaranteed.

Triple room occupancy and bedding configurations are subject to hotel policies and local regulations. Certain properties may not accommodate three adults in one room, and additional rooms or single supplements may apply where required.

Hotel room sizes, bedding configurations, and facilities may vary by destination and local hotel standards. In certain European destinations, room sizes and single or twin bedding arrangements may be more compact compared to hotels in other regions.

Flight seat assignments are determined by airline policies and ticket class. Specific, adjacent, preferred, or group seating arrangements cannot be guaranteed and may incur additional charges where applicable.

12. Liability and Responsibility

Agency Role:

The Company acts solely as an intermediary for third-party service providers including airlines, hotels, transportation companies, restaurants, attraction operators, and land tour providers.

The Company shall not be liable for any acts, omissions, delays, service failures, injuries, losses, or damages caused by such third-party providers.

Authority of Representatives:

No employee, tour leader, guide, representative, or agent of the Company is authorized to vary, waive, or amend these Terms and Conditions unless confirmed in writing by an authorized management representative of the Company.

Service Standards:

Clients acknowledge that travel arrangements may occasionally be affected by operational or local circumstances beyond the Company's control, including but not limited to hotel room allocations, airline schedules, transportation timing, attraction operations, and service standards. The Company shall not be liable for unsatisfactory service quality or performance issues arising from such third-party providers.

Airline and Transportation Disruptions:

Flight schedules, airline routes, aircraft types, and operating carriers are subject to change without prior notice by the airline.

The Company shall not be liable for delays, cancellations, missed connections, baggage delays, or service disruptions beyond its control, including but not limited to air traffic control restrictions, airspace closures, armed conflict, war, civil unrest, terrorism, sanctions, government directives, or security advisories.

In such events, the Company's responsibility is limited to assisting clients with available alternatives from suppliers, such as rebooking, rerouting, or processing eligible refunds in accordance with airline and supplier policies. No additional compensation, damages, or consequential losses shall be payable by the Company.

Baggage Responsibility:

Clients are responsible for safeguarding their personal belongings and baggage throughout the tour.

The Company shall not be responsible for any loss, theft, or damage to personal items.

Travel Risk Acknowledgement:

Clients acknowledge that participation in tours, travel activities, and outdoor experiences may involve inherent risks associated with travel, transportation, weather conditions, activities, and experiences.

Limitation of Liability:

The Company's liability shall be limited only to services directly under its management and control, and only in cases of proven negligence.

Force Majeure:

The Company shall not be liable for any disruption, delay, cancellation, loss, injury, or additional expense arising from events beyond its reasonable control, including but not limited to adverse weather conditions, natural disasters, pandemics, strikes, transportation disruptions, government actions, civil unrest, or force majeure events.

The Company further reserves the right to cancel, shorten, or amend any tour or portion thereof where the safety, wellbeing, or property of any participant may be at risk.

13. Participant Conduct and Safety

All tour commentary and briefings provided by the Company's Tour Leader shall be conducted in the English language. The Company does not guarantee commentary in any other language unless expressly confirmed in writing.

To ensure a fair and comfortable experience for all participants, the Company reserves the right to implement reasonable arrangements including transportation seat rotation, room allocations, and restaurant seating arrangements.

Clients are required to comply with all instructions issued by the Company's tour leaders and local authorities, and to observe all applicable laws and safety regulations.

The decisions of the Company's tour leader or representatives during the tour shall be final in matters affecting the safety, wellbeing, and smooth operation of the group.

The Company reserves the right to refuse participation or remove any client whose conduct is deemed disruptive, unsafe, offensive, or non-compliant, without refund. Any resulting costs shall be borne solely by the client.

The Company may use photographs or videos taken during the tour for promotional purposes. Clients who do not wish to appear in such materials must provide written notice at the time of booking.

14. Claims and Dispute Resolution

Clients must promptly report any issues during the tour to allow the Company an opportunity to provide immediate assistance or resolution.

All complaints or claims must be submitted in writing within seven (7) days after completion of the tour. Claims submitted after this period may not be entertained.

15. Errors and Omissions

The Company reserves the right to correct any typographical, printing, presentation, pricing, calculation, or publishing errors appearing in brochures, advertisements, social media, websites, quotations, itineraries, or other promotional materials without prior notice.

All photographs, images, and visual materials shown in brochures, websites, social media, advertisements, or itineraries are for illustration purposes only. Actual services, accommodations, transportation, attractions, and conditions may vary from those depicted.

16. Governing Law and Jurisdiction

These Terms and Conditions shall be governed by and construed in accordance with the laws of Malaysia.

Any disputes arising out of or in connection with the tour, booking, or these Terms and Conditions shall be subject to the exclusive jurisdiction of the courts of Malaysia.

17. Third Party Rights

A person or entity who is not a party to this Agreement shall have no right to enforce any provision of these Terms and Conditions under any applicable laws relating to third-party rights.

Version: 1.3

Effective Date: 1 August 2026

Last Updated: 1 August 2026

The Company reserves the right to amend these Terms & Conditions at any time. The latest version shall apply unless otherwise agreed in writing.