

GROUP TOUR BALKAN 5 COUNTRIES (10D7N)

North Macedonia – Albania – Montenegro – Croatia – Bosnia & Herzegovina

→ PACKAGE INCLUDE FLIGHT & TIPPING

DAY
01

DEPARTURE KLIA

Meal on Board

- Assemble at Kuala Lumpur International Airport
- Take flight to Istanbul

DAY
02

ISTANBUL – SKOPJE – OHRID

Lunch, Dinner

- Arrival at Skopje International Airport
- Meet & greet with local representative
- Skopje City Tour
- Visit **Stone Bridge, Macedonia Square, Alexander The Great Statue & Fountain, Daut Pasha, Hammam, Mustafa Pasha Mosque, Old Bazaar, Mother Theresa Memorial House, & Old Railway Station**
- Overnight in Ohrid / Struga

DAY
03

OHRID – TIRANA – SHKODER

Breakfast, Lunch, Dinner

- Breakfast at Hotel
- Ohrid City Tour
- Visit **Old Bazaar of Ohrid, Ali Pasha Mosque, Old Chinar Tree & Pearl Shop, Ohrid Square, Fortress of Samuil, Church of St Sophia & St Jovan Kaneo**
Optional Ohrid Boat Tour
- Proceed to Tirana, Albania
- Visit **Skanderbeg Square, Et'hem Bey Mosque, Pyramid of Tirana & National History Museum**
- Overnight in Shkoder

DAY
04

SHKODER – KOTOR – DUBROVNIK – NEUM

Breakfast, Lunch, Dinner

- Breakfast at Hotel
- Proceed to Kotor, Montenegro
- Visit **Kotor Old Town, St Tryphon's Cathedral, Kotor City Walls, Clock Tower, & Square of Arms**
- Continue to Dubrovnik, Croatia
- Dubrovnik City Tour
- Photo Stop at **Dubrovnik Old Town, Dubrovnik City Walls, Onofrio Fountain, Harbor, & Rector's Palace**
- Overnight in Neum

DAY
05

NEUM – BLAGAJ – MOSTAR – SARAJEVO

Breakfast, Lunch, Dinner

- Breakfast at Hotel
- Proceed to Blagaj
- Visit **Blagaj Tekke (Dervish Monastery)**
- Continue to Mostar
- Mostar City Tour
- Visit **Stari Most (Old Bridge), Old Bazaar Bazar, & Koski Mehmed Pasha Mosque**
- Overnight in Sarajevo

DAY
06

SARAJEVO

Breakfast, Lunch, Dinner

- Breakfast at Hotel
Optional Horse Carriage Ride
- Visit **Vrelo Bosne & Tunnel of Hope (War Tunnel)**
- Sarajevo City Tour
- Visit **Bascarsija Old Bazaar, Gazi Husrev-beg Mosque, Latin Bridge, Sebilj Fountain & Sarajevo City Hall (Vjecnica)**
- Free Time for Leisure
- Overnight in Sarajevo

DAY
07

SARAJEVO – TRAVNIK – JAJCE – BIHAC

Breakfast, Lunch, Dinner

- Breakfast at Hotel
- Proceed to Travnik
- Visit **Sulejmanija Mosque, Stari Grad (Old Town), & Ibrahim Pasha Madrasa**
- Continue to Jajce
- Photo Stop at **Pliva Waterfall, Mlinčići (Wooden Watermill's)**
- Enjoy **Panoramic View of Jajce Town**
- Overnight in Bihac

DAY
08

BIHAC – ZAGREB

Breakfast, Lunch, Dinner

- Breakfast at Hotel
- Visit **Una National Park**
- Proceed to Zagreb, Croatia
- Visit **Ban Jelacic Square, Zagreb Cathedral, St Mark's Church, Upper & Lower Town, Dolac Market & Islamic Center & Mosque**
- Free Time at **Dolac Market & Ilica Street**
- Overnight in Zagreb

TRAVEL DETAILS

DAY 09

ZAGREB – ISTANBUL – DEPARTURE

Breakfast, Meal On Board

- Breakfast at Hotel
- Transfer to Zagreb International Airport
- Check in for flight to Istanbul
- Continue flight back to Kuala Lumpur

DAY 10

ARRIVAL KUALA LUMPUR

Meal On Board

- Arrival Kuala Lumpur International Airport

Note: Package itinerary schedule is subject to change.

Package Inclusion

- Return International Economy Flight Ticket With 30kg Luggage
- 7 Nights' Accommodation with Twin/Triple Sharing
- Meals As Stated in Itinerary (Breakfast, Lunch & Dinner)
- Entrance Fee and Tour as Per Itinerary
- Air Conditioned / Heated Bus
- Complimentary Premium Bag Pack Manazel
- Services Of Professional Tour Leader to Ensure Smooth Operation
- Escort English Speaking Guide
- 1 Bottle Drinking Water Daily
- Tipping for Guide and Driver

Package Exclusion

- Personal Expenses; Mini Bar, Laundry, Tel Bills, Etc.
- Extra Meals and Drinks
- Optional Tour
- Porterage
- Travel Insurance
- Other Not Stated in Itinerary
- Visa for non-Malaysian

Season



Spring
Mar – May



Summer
Jun – Aug



Autumn
Sep – Nov



Winter
Dec – Feb

Currency

United States Dollar (USD) **1 = MYR 4.5***

Euro (EUR) **1 = MYR 4.83***

Route Map



DEPARTURE DATES

Package Price are Per Person in Ringgit Malaysia (RM)

DEPARTURE DATE	ARRIVAL DATE	SEASON	FLIGHT	ADULT TWIN / TRIPLE	INFANT (<2 YEARS)
01 Jan 2026	10 Jan 2026	Winter	Turkish Airlines	RM 8,890	RM 2,500
01 Feb 2026	10 Feb 2026	Winter	Turkish Airlines	RM 8,690	RM 2,500
28 Mar 2026	06 Apr 2026	Spring	Turkish Airlines	RM 8,690	RM 2,500
11 Apr 2026	20 Apr 2026	Spring	Turkish Airlines	RM 8,690	RM 2,500
29 Apr 2026	08 May 2026	Spring	Turkish Airlines	RM 8,690	RM 2,500
28 May 2026	06 Jun 2026	Spring	Turkish Airlines	RM 8,690	RM 2,500
29 May 2026	07 Jun 2026	Spring	Turkish Airlines	RM 8,690	RM 2,500
19 Jun 2026	28 Jun 2026	Summer	Turkish Airlines	RM 8,690	RM 2,500
04 Jul 2026	13 Jul 2026	Summer	Turkish Airlines	RM 8,690	RM 2,500
28 Aug 2026	06 Aug 2026	Summer	Turkish Airlines	RM 8,690	RM 2,500
04 Sep 2026	13 Sep 2026	Autumn	Turkish Airlines	RM 8,690	RM 2,500
12 Sep 2026	21 Sep 2026	Autumn	Turkish Airlines	RM 8,690	RM 2,500
07 Oct 2026	16 Oct 2026	Autumn	Turkish Airlines	RM 8,690	RM 2,500
04 Nov 2026	13 Nov 2026	Autumn	Turkish Airlines	RM 8,690	RM 2,500
20 Nov 2026	29 Nov 2026	Autumn	Turkish Airlines	RM 8,690	RM 2,500
07 Dec 2026	16 Dec 2026	Winter	Turkish Airlines	RM 8,890	RM 2,500
18 Dec 2026	27 Dec 2026	Winter	Turkish Airlines	RM 8,890	RM 2,500
22 Dec 2026	31 Dec 2026	Winter	Turkish Airlines	RM 8,890	RM 2,500

*Notes : Single Surcharge : Additional RM 1400 | Child With Bed : Same Price As Adult | Child No Bed : Less RM 700

Flight Details Turkish Airlines (TK)

DAY	FROM	TO	FLIGHT NO	ETD	ETA	DURATION
Day 1	K. Lumpur	Istanbul	TK 61	2305	0445+1	10H 35M
Day 2	Istanbul	Skopje	TK 1003	0725	0750	1H 30M
Day 9	Zagreb	Istanbul	TK 1056	2030	2340	2H 32M
Day 10	Istanbul	K. Lumpur	TK 60	0120	1640	10H 25M

*Flight details are subject to change

Category	City	Hotel	Night
4 Stars	Ohrid	Imperial Hotel & Spa	1 Night
4 Stars	Shkoder	Hotel Rozafa	1 Night
4 Stars	Neum	Marea Hotel & Spa	1 Night
4 Stars	Sarajevo	Hollywood Hotel Sarajevo	2 Nights
4 Stars	Bihac	Hotel Safir Bihać	2 Nights

Hotel is subject to change to similar category

1) DEPOSIT & FULL PAYMENT

Upon booking of seat	: Deposit RM 1,000.00 per person per booking
90 days before group departure	: 50% of the total payment
60 days before group departure	: Balance of the outstanding payment

If full payment is not received within the stipulated days before departure, **Manazel Al Mashaer Travel Services Sdn Bhd** at its sole discretion reserves the right to forfeit the deposit and cancel the booking.

If the reservation made between **60 days** before the departure date or less, full payment must be made within three (3) working days.

2) MODE OF PAYMENT

- i. Cash or via MEPS
- ii. Cheque
- iii. Bank Transfer
- iv. Credit Card (Visa / Master) by Terminal + 2.5% Charge

3) BANK PARTICULAR

All payment to be paid to **Manazel Al Mashaer Travel Services Sdn Bhd**

Public Bank	: 3239 9312 01 (Tour)
Maybank	: 5640 7061 5954 (Tour)
Maybank	: 5640 7061 1605 (Umrah & Palestine)

4) CANCELANCATION BY CUSTOMER

- i. Customer are not allowed to cancel the booking without any valid reason.
- ii. Any change of departure date, or Package is considered a cancellation and fee will apply.
- iii. Cancellation of bookings by the Tour Member must be made in writing or email to **Manazel Al Mashaer Travel Services Sdn Bhd** Customer Service Department to avoid any miscommunication.
- iv. In the event the cancellation is done **60 days** or more before the departure date, the deposit will be refunded less the stipulated administrative charges
- v. Tour packages cancelled **less than 59 days** before group departure date, cancellation fee will be imposed as follow:
 - Special promotion package eg. MATTA (Non-refundable of deposit)
 - 60 days or more from the departure date (administrative charges **50%** from the total deposit amount will be applied)
 - 45 – 59 days before the departure date (charge of **RM 350** per person or **15%** of the package price, whichever is higher, will be applied)
 - 36 – 44 days before the departure date (35% of the total package price)
 - 21 – 35 days before the departure date (50% of the total package price)
 - 15 – 20 days before the departure date (75% of the total package price)
 - Less than 15 days from the departure date (100% of the total package price)
- vi. Customer will be notified of the amount of the cancellation fee payable as soon as possible following the cancellation of the reservation. Should the deposit be insufficient to meet the cancellation fee, you must settle the shortfall within 3 days of such notification.
- vii. Customers are subject to the cancellation terms set forth by **Manazel Al Mashaer Travel Services Sdn Bhd**

5) CANCELTION OUTSIDE COMPANY CONTROL

- i. **Manazel Al Mashaer Travel Services Sdn Bhd** reserves the right to cancel the package due to any unforeseen circumstance(s), or force majeure event such as pandemics, natural disasters, war, strikes, riots and/or order from the government of Malaysia or the government of any country to be visited.
- ii. **Manazel Al Mashaer Travel Services Sdn Bhd** will recommend an alternative to the applicable Package Tour or part thereof, to either the same or another destination.
- iii. If customer does not accept the alternative offer given, all money paid will be returned after deducting the following charges:
 - A charge of **RM 350** or **15%** per person from the package price (whichever is higher) and includes;
 - Any penalty charges imposed by the airline or;
 - Any payment that has been paid by **Manazel Al Mashaer Travel Services Sdn Bhd** to any supplier or third party
- iv. Customer are subject to the cancellation term by **Manazel Al Mashaer Travel Services Sdn Bhd**

6) CANCELTION BY COMPANY

- i. **Manazel Al Mashaer Travel Services Sdn Bhd** reserves the right to cancel the package if the number of participants is less than **20 paying passengers**.
- ii. These packages are under **Series Group Departures**, if the group are below of our minimum **20 paying passengers**, we will be informing our customers as our Company SOP 1 Month Before Departure. The customer might choose the optional as per below:
 - a) Postponed travelling
 - b) Refund full amount paid
 - c) Change or postponed to other destination
- iii. As for group packages, in the event of a cancellation by the company due to insufficient passengers or inability to secure seats or accommodation, the company will refund the amount of money paid and also pay compensation as follows:
 - Full refund and a compensation of **RM 50.00** per person (within 8-14 days before departure date)
 - Full refund and a compensation of **RM 75.00** per person (within 1-7 days before departure date)
 - Full refund and a compensation of **RM 100.00** per person (on the departure date)

7) REFUND POLICY

- i. Once Return Ticket has been issued and customer request for cancellation. No refund will be entitled.
- ii. Refunds will only be allowed in the case of Death (No refund will be made If the flight ticket has already been issued), Hospitalization & valid Medical Reasons supported by a Medical Report from Private/Government Hospital (Medical Report from Clinics are not acceptable), **subject to approval**.
- iii. No refund if any of the item in the package is not utilize fully or partially when tour has departed.

Refunds will be made by way of cheque or bank transfer and will generally be processed within 60 working days from the date of cancellation. The refund process may take longer during peak seasons, due to the increase in transaction volume.

8) TRAVEL ESSENTIAL

All travelers are strongly encouraged to obtain a comprehensive travel insurance policy to protect against unforeseen circumstances, such as baggage loss, flight delays, travel agent insolvency, medical emergencies and etc. We shall not be responsible, under any circumstances, for any such matters.

9) IMAGE AND VIDEO USAGE AND RIGHTS

During tours, **Manazel Al Mashaer Travel Services Sdn Bhd** members have right to take multiple photos, individual or group and/or produce video recordings, hereafter referred to as 'marketing materials' for the purpose of the following but not limited to:

- a) Website marketing
- b) Booklets or flyers
- c) Social Media campaigns including Facebook and Instagram
- d) Electronic Media such as Television Media

Tour members hereby agree and give permission to **Manazel Al Mashaer Travel Services Sdn Bhd** to use their image and video recordings as 'marketing materials'

10) IMPORTANT NOTE

- i. The above rates quoted are subject to change without prior notice.
- ii. **Manazel Al Mashaer Travel Services Sdn Bhd** and its agent reserve the right to change or alter the program and revise fares without prior notice due to unforeseen circumstances.
- iii. All flights and hotels are provisional and will be subjected to change until final confirmation.
- iv. Not all hotels have rooms for 3 people. Therefore, extra bed or mattress only (subject to hotel) will be added only on twin sharing rooms.
- v. Passport must be valid for more than 6 months from the date of travel.
- vi. Flight seats and room arrangement for hotel are auto assigned.
- vii. **Tour Leader** only will be sent if the group is more than **20 minimum passengers**.
- viii. It is the responsibility of the tour members to ensure that their names are cleared from blacklisted by any regulatory bodies in Malaysia or destination that may prohibit overseas travel or arrival.
- ix. **Manazel Al Mashaer Travel Services Sdn Bhd** will not be held responsible or liable in the event any tour member is denied to travel by the Malaysian Immigration. Tour fares will not be refunded.
- x. All meals mentioned in our program are suitable for Muslim, Except for breakfast which normally will be served based on standard international buffet menu by hotel.
- xi. **Manazel Al Mashaer Travel Services Sdn Bhd** term & conditions will apply.

11) COMPANY DETAILS

Manazel Al Mashaer Travel Services Sdn Bhd (1198200-D)

MOTAC : KPL 8779

Address : 55-2, KL Traders Square (Plaza KLTS), Blok C, Jalan Gombak, Setapak, 53000 Kuala Lumpur

Phone : +603-7890 5994 (Hotline) | +603-4041 4494 (Office)

Email : Info@manazel.com.my

Website : www.manazel.com.my

Once payment received customers consider agree to the Terms & Conditions.

Any payment that has been made for a reservation will not be refunded and cannot be transferred if unused or canceled due to non-compliance with the terms and conditions (including deposit payment, full payment, name list, etc.)

Failure to comply with any of the terms and conditions will result in immediate cancellation of the booking.