



#### 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: 21/05/2018

Signature:

**Ally Bhuanee**  
Executive Director

Read and approved by:

"TRAVEL AGENT"  
(Company stamp)

Date: 21/05/2018

Signature:



**H. M. DILAN BANDARA**  
Proprietor