SEPILOK NATURE LODGE

Valid 1 January till 30 June 2025

Ex-Sandakan, SABAH

Resort Facilities

21 Individual chalets, Main building with Huge Restaurant Area

Room Facilities and Amenities

Single/Double or Twin Sharing Chalet *Maximum capacity 2 adults
*child above 6 years is considered as adult and will be charged for extra bed
Note: Number of pax exceeded the room capacity will be charged on extra Bed and Extra person)

Ceiling Fan & Air-Conditioned Room, Mini Rattan Shelf with hangers, A Private Balcony, Coffee and tea making facilities, En suite bathroom with hot and cold shower Basic toiletries, Bath towels, Hair Dryer, Mini Fridge, 3 pin socket - 220V

Accommodation (per night):-

Chalets	Rate	8% SST	TOTAL
SGL/TWN/DBL	500.00	40.00	540.00
Extra Bed	160.00	12.80	172.80

Tourism Tax (TTx) RM 10.00 per room per night (subject to change without prior notice) This tax will be collected at the resort

Meals (per person):-

Meals	Rate	8% SST	TOTAL
Breakfast	60.00	4.80	64.80
Lunch	75.00	6.00	81.00
Dinner	85.00	6.80	91.80

Note:

- Breakfast serve at 07:00 am, breakfast as early as 5:00am is subjected to extra charge of RM 20.00 on top of the existing rate
- Lunch and Dinner book and pay at the resort
- Below 12 years old entitled to 50% off from the meals rate

ALL PRICES ARE QUOTED IN MYR (RINGGIT MALAYSIA)

CHECK IN/OUT TIME
Check-In Time to Chalet - 2.00 pm
Check-Out Time from Chalet - 12.00 pm

MEALS AND TIMING
Breakfast: 7.00am – 9.00am
Lunch : 11.00am – 2.00pm
Dinner: 6.00pm – 9.00pm

Sit-In-Coach Transfer (per way):-
(minimum order requirement : 2 persons)

Routes and Destinations	Rate	8% SST	TOTAL
SDK Airport – SNR area	75.00	6.00	81.00
SDK Airport – Hotel/SDK Town area	80.00	6.40	86.40
SNL-Sepilok area	20.00	1.60	21.60

GENERAL TERMS & CONDITIONS
Please ensure to read and understand the Terms & Conditions below before proceeding with reservation and booking.

1. **Reservation/Deposit/Full payment**

1.1.
Reservation
Advance reservations by email are preferred (at least sixty (60) days in advance)

Booking Request Standard Deadline (cooling-off period)
Upon inquiry, subjected to room availability, room(s)/space(s) will be held for **3 days only**. Should there be **NO RECONFIRMATION** within the given period, the temporary held room(s)/space(s) will be released by our booking system automatically without further notification to you.

Once booking has been reconfirmed, a **non-refundable deposit** will be required to block the room(s)/space(s) until 30 days to arrival date where full payment should be made to finalized the booking. Reservation will be automatically cancelled if deposit is not received.

Please review and verify all booking invoice thoroughly and contact us immediately if the invoice appears to be incorrect or incomplete. We cannot accept responsibility if we are not notified of inaccuracies within 5 days after sending out the invoice. In the case of billing errors, we reserve the right to re-invoice you with the correct pricing.

1.2. **Deposit (Non-refundable deposit)**
A **non-refundable deposit** per person and/or per room per night is required to reserve space for you.

1.2.1. **Sepilok Nature Resort (Accommodation only)**
RM 150.00/room per night (exclusive 8% SST).

Note:
Non-refundable deposits are required at time of booking to hold or to confirm space for you. Deposit payment indicates you have read and accepted these Terms and Conditions. When a booking is made, space is held and other bookings are turned away. Please bring along your Travel Service Voucher (if any).

1.3.
Full Payment (Final Payment)
Full/final payment is due 30 days prior to commencement of services. If final/full payment is not received by the due date, your reservation will be cancelled and your full deposit will be retained. We are not responsible for cancelled of reservations in the event final balance is not received by the final payment date.

2. **Bookings within thirty (30) days**
For reservations made within the final payment date of your vacation (in most cases, within 30 days of departure and subjected to availability of accommodation), **FULL PAYMENT** is required at time of booking.

3. **Accompanying Children and Infants**
Child above 6 years in a chalet will be charged for extra bed. Infants may share bed with parent without charge.

4. **Package Prices**
Package prices are in Ringgit MALAYSIA and exclude airfare, beverages, laundry, room service and others not specified or mentioned in the tour itinerary or in brochures. Package price is per person, based on two adult. Prices are subjected to change without prior notice.

5. **Extension stay request**
One may apply for extension of stay while at the resort but subjected to accommodation availability.

6. **Participation**
For the benefit of everyone at the resorts,We reserve the right to accept or reject any vacation participant and to remove any participant whose conduct is deemed incompatible with the interests of the other participants. We will not refund or cover any cost or expenses incurred for termination of vacation arrangements due to unacceptable behaviour.

Note:
a) Smoking is not allowed on transportation that is exclusively provided by us. Smoking is restricted to certain areas at the resorts.
b) Strictly no outside Food & Drinks allowed into the Resort

7. **Travelers Who Need Special Assistance On Tours and/or Cruises**
You must advise any disability requiring special attention at the time the reservation is made. We will do their best to accommodate the special needs request, but is not responsible in the event it is unable to do so nor responsible for any denial of services by, hotels, restaurants, or other independent suppliers. We cannot provide individual assistance to a vacation participant for walking, dining, getting on and off motor coaches, passenger boat and other vehicles, or other personal needs. We strongly recommends a qualified and physically able companion must accompany travellers who need such assistance. All travellers are subjected to the Participation **CLAUSE 6.**

8. **Cancellation Charges/Refund**
Please notify us via email of the intention to cancel any booking at the earliest instance available. Any request for refunds is subjected to these Terms & Conditions.

After commencement of service no refund in part or full, will be made (in cash equivalent or vacation price reduction) for unused services/activity for voluntary modifications made by the traveller.

If a booking cancellation is received by PSRT prior to the final payment date of your vacation, the non-refundable deposit payments will be retained.

In the event of cancellation after full payment, the following will apply minus administrative charges of **RM 108.00,** any bank charges and any exchange rate losses, if incurred:
a) From 29-16 days before arrival in Sabah - 30% of the trip's full price forfeited
b) From 14 days to arrival date in Sabah - 50% of the trip's full price forfeited
c) From 7 days to arrival date in Sabah - 75% of the trip's full price forfeited
d) "No show" by customer - 100% of the trip's full price forfeited

We reserves the right to cancel or reschedule any vacation departure for any reason, including insufficient demand or force majeure. If a vacation is cancelled prior to departure, We will only refund the amount received for the reservation. We will try to rebook the same vacation with a different departure date, or a similar vacation but there is no guarantee of availability of offering

9. **Unforeseen Circumstances**
We will not be held liable for any delay, additional expense or inconvenience which may be caused directly or indirectly by events outside of the company control, such as late arrival of domestic or international flights, civil disturbance, fire, floods, unusually severe weather, act of God, act of Government, or the failure of any machinery or equipment. Additionally, We will not accept any responsibility for any injury, guest loss of or damage to personal equipment and property whilst staying at the resort, or during participation in any activity. In the unlikely event that the dive trip is cancelled due to bad weather, rough and dangerous sea conditions, a natural disaster, an act of God, war, political unrest, a danger to passengers, or the boat, then the resort has the right to cancel or delay the departure. The resort withholds the right to change the planned itinerary, leave for jetty early or change the schedule.

10. **Liability**
We cannot be held responsible, or in any way liable, for property losses, personal losses, accidents, injury, or death for any reason whatsoever, whether through any activities booked through us, or caused to you by third parties connected, or not connected to us. We will not be liable, for any additional expenses incurred by customers, for any reasons whatsoever. If a complaint is received about the package, for any reason, the company will agree to investigate and may act upon the complaint dependent upon our findings.

11. **Insurance**
We strongly recommend that all guests take out adequate travel insurance covers accident, loss caused by cancellations, loss of luggage, personal property, medical expenses, medical evacuation and weather disruption / cancellations (including activity cancellations).

12. **Travel Documentation**
Please check you have the required travel documents before booking your holiday. Make sure your passport has at least 6 months to run from your time of entry into Malaysia.