

Palma Plus Sdn Bhd (1608625-A)

Terms and Conditions

Your booking constitutes your full agreement to comply with these terms, which are designed to ensure a clear understanding of our services and your responsibilities.

1. Services Provided

We specialize in offering customized senior wellness packages within Malaysia, which include carefully selected accommodations, engaging sightseeing tours, and comprehensive medical travel assistance. Please note that services provided by third-party vendors (e.g., hotels, airlines, transportation companies) are subject to their respective terms and conditions, and we advise you to review them as well.

2. Booking and Payment Terms

- Confirmation: To secure your booking, full payment is required a minimum of 30 or 60 days prior to your scheduled departure date.
- Payment Methods: For your convenience, payments can be made via credit card, bank transfer, or other approved methods as specified by Palma Plus Sdn Bhd.
- Cancellation Policy: Please be aware that all payments made are non-refundable in the event of any cancellation.
- Amendments: Should you need to make any changes to a confirmed booking, such amendments are subject to availability and may incur additional charges. We recommend finalizing your plans as much as possible in advance.

3. Medical and Health Requirements

- It is mandatory for all travelers to disclose any pre-existing medical conditions at the time of booking to ensure we can better assist with your travel arrangements.
- Palma Plus Sdn Bhd cannot be held liable for any health complications or medical emergencies that may arise during your travel.
- Travelers are required to obtain and provide proof of comprehensive travel insurance that explicitly covers medical emergencies and related expenses for the duration of their trip.

4. Liability and Disclaimers

Palma Plus Sdn Bhd acts solely as an intermediary, facilitating services between our customers and various third-party service providers. Consequently, we are not responsible for any delays, cancellations, or service failures caused by these external providers. Furthermore, we are not liable for any loss, injury, or damage sustained during the program unless such incidents are directly caused by our proven negligence. In the event of unforeseen circumstances beyond our control (e.g., natural disasters, pandemics, political instability), Palma Plus Sdn Bhd reserves the right to reschedule or modify the itinerary as deemed necessary for the safety and well-being of our clients.

5. Customer Responsibilities

Travelers are expected to strictly follow all safety instructions provided by our staff and third-party service providers. It is also your responsibility to carry valid passports, necessary visas, and any required medical documents applicable to your travel destinations.

6. Privacy and Data Protection

We are committed to protecting your privacy. All customer data collected is exclusively used for booking and service-related purposes and will not be shared with third parties, except as specifically required to fulfill the booked services (e.g., sharing with hotels or airlines for reservation purposes).

7. Changes and Modifications

Palma Plus Sdn Bhd reserves the right to update or modify these Terms and Conditions at any time without prior notice. Customers will be notified of any significant changes via email or through our official website.

8. Governing Law and Dispute Resolution

These Terms and Conditions are governed by and construed in accordance with the laws of Malaysia. Any disputes arising from or in connection with these T&C will first be resolved through good-faith negotiation between the parties. If an amicable resolution cannot be reached, disputes will be settled through arbitration or, if necessary, legal proceedings in the Malaysian courts.