

## GENERAL INFORMATION

updated: 11.11.11

### RESERVATION / PAYMENT / FLIGHT / TERMS & CONDITIONS

1.0 Reservation (All these information are vital for entry permit applications)

1.1 **Reservation must be made at least 2 weeks before arrival with the following information:**

1.1a **Name as per passport, Passport Number, Nationality, Date of Birth, Gender and body weight**

1.1b **ETA & ETD with flight numbers and Hotel accommodation in Kota Kinabalu for emergency contact**

2.0 Payment

2.1 30% non-refundable deposit upon confirmation, balance payment 1 month before arrival.

2.2 Payments are non-transferable. All bank charges to be borne by sender.

2.3 Payment can be made via telegraphic transfer to the following :

A/C Holder : Layang Layang Island Resort Sdn. Bhd.

Bank : Maybank, Bukit Bintang, Kuala Lumpur, Malaysia.

A/C No. : 5-14084-241444 (Current Account)

Swift Code : MBBEMYKL

3.0 Flight

3.1 Layang Layang shall not be liable nor responsible for any changes in scheduled flights, or missed connections due to whatsoever reason. Hence, purchase travel insurance is necessary to avoid financial hassles.

3.2 **All return connecting flight should be at least 4 hours upon arrival from Layang Layang.** The Airline Operator will only assist to reschedule return connecting flight via Malaysia Airlines or airline who are member of the IATA in lieu of clause 3.1

4.0 Cancellation

4.1 Full cancellation charge on package rate for cancellation made less than 5 days before arrival date.

4.2 50% cancellation charge on package rate for cancellation made less than 4 weeks before arrival date.

4.3 30% cancellation charge on package rate for cancellation made less than 6 weeks before arrival date.

4.4 100% cancellation charge for flight fare made less than 6 weeks before arrival date.

### IMPORTANT INFORMATION AND CONTACT FOR ARRIVAL IN KOTA KINABALU (BKI)

1. The LLIR Kota Kinabalu Office is located at A-1-6, 1st Floor, Block A, Plaza Tanjung Aru, Jalan Mat Salleh, 88100 Kota Kinabalu, Sabah.

2. Contact Numbers

a. Operation Staff

Mr Venon Lee : 013 8787506

b. Kota Kinabalu Office

Tel : 6 088 257898

Fax : 6 088 257893

b. Resort

Tel : 6 085 761100/ 101/ 102

Fax : 6 085 761103

c. Sales & Reservation Office

Tel: 6 03 21702185

Fax : 6 03 27309959

3. a. **Please contact our Operation Staff on arrival day in Kota Kinabalu to reconfirm your flight to LLIR.**

b. **Kindly arrive at TERMINAL 1 for check in at least one & half (1 1/2) hours before flight departure time.**

c. There is no air ticket issued but verification is via passport or I/C of guest by our Operation Staff.

The boarding pass will be issued thereafter. Our Operation Staff will offer assistance for check-in.

d. Baggage allowance is 30kg per person inclusive of hand baggage. Excess baggage is chargeable by the Airline Operator at MYR 10.00 per kg per way which is payable at the Resort. Otherwise, storage rental is available at Airport Terminal 1.

4. Please refer to our Booking Confirmation for the flight schedule of Layang Layang.

5. Non-utilised services are non-refundable.

6. Layang Layang is not liable for any and all non-utilisation of services due to acts of God or Force Majeure.

7. Layang Layang assumes no liability for lost or stolen personal belongings during the length of the trip.

### ITINERARY FOR DIVERS

| <u>Arrival Day</u>                   | <u>Subsequent Day/Normal Day</u> | <u>Day Before Departure</u>   |
|--------------------------------------|----------------------------------|-------------------------------|
| 0500 Meet Operation Staff at airport | 0700 Light Breakfast             | 0700 Light Breakfast          |
| 0630 Flight to LLIR                  | 0800 1st Dive                    | 0800 1st Dive                 |
| 0750 Arrival at LLIR                 | 0930 Main Breakfast              | 0930 Main Breakfast           |
| Resort Orientation                   | 1130 2nd Dive                    | 1300 Lunch                    |
| 0930 Main Breakfast                  | 1300 Lunch                       | 1630 Tea Break                |
| 1130 2nd Dive                        | 1500 3rd Dive                    | 1930 Dinner                   |
| 1300 Lunch                           | 1630 Tea Break                   | 2100 Video in the bar         |
| 1500 3rd Dive                        | 1930 Dinner                      |                               |
| 1630 Tea Break                       | 2100 Video in the bar            | <u>Day Of Departure</u>       |
| 1930 Dinner                          |                                  | 0700 Light Breakfast          |
| 2100 Video in the bar                |                                  | 0800 Flight to Kota Kinabalu  |
|                                      |                                  | 0920 Arrival at Kota Kinabalu |