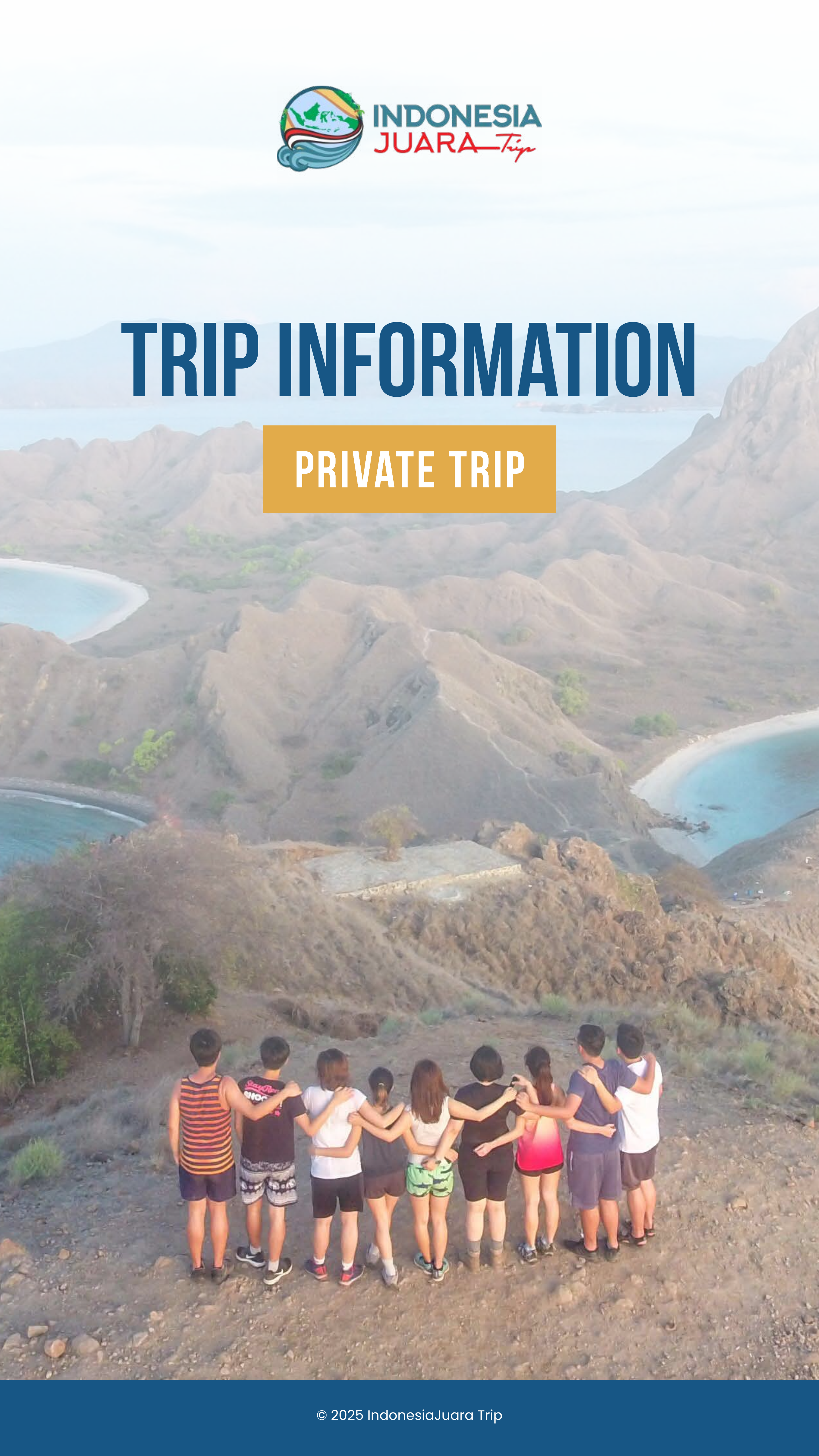




TRIP INFORMATION

PRIVATE TRIP



TRIP INFORMATION

TRIP DETAILS

TRIP INCLUDE

1. Stay on the boat during the trip
2. Premium photo and video documentation using Drone, GoPro, and Mirrorless cameras (raw footage only).
3. Meals during the trip
4. Mineral water, coffee, and tea during the trip
5. Guide
6. Snorkeling gear
7. Life vest
8. Pick-up and drop-off services from the hotel or airport to the meeting point are provided exclusively within the Labuan Bajo mainland area near the harbor.

Accommodation on other islands or in the Manjaga area will not be covered for pick-up services.

TRIP EXCLUDE

1. Crew gratuities
2. Flight ticket
3. Alcohol / Non-alcoholic drinks
4. Personal snacks
5. **Komodo National Park fee**
 - ***Ticket prices are subject to change based on the prevailing government regulations at the time of the trip.***
6. **Drone ticket for Komodo National Park**
 - Estimated cost : IDR **2.100.000**
 - *Not mandatory & permit should be requested 7 days before the trip*



TRIP INFORMATION

TRIP DETAILS

Important Notes:

1. Flight Arrangements

- Some airlines may not consistently offer direct flights to Labuan Bajo. Passengers are advised to confirm the availability of direct flights through the respective airline's official application or information center.

2. Arrival Recommendations

- Day Before the Trip: It is strongly recommended that passengers arrive in Labuan Bajo at least one day before the trip to ensure a smooth itinerary and avoid disruptions caused by potential flight delays or cancellations.
- Day of the Trip: Participants may also arrive on the day of the trip, provided they are in Labuan Bajo and ready by 9:00 a.m. local time (WITA/GMT+8). Please be aware that we are not responsible for any flight cancellations or delays.

3. On-Trip Issues

- Guests must immediately report any issues or concerns during the trip to the on-duty crew members or the Tour Guide. Prompt reporting ensures the opportunity to resolve the matter during the journey.
- Delayed or post-trip complaints cannot be addressed after the trip concludes.

4. High Season Crowds

- During the high season, popular destinations such as Manta Point, Padar Island, Pink Beach, and Komodo Island may experience high visitor traffic. IndonesiaJuara Trip is not responsible for any complaints related to crowded conditions at these locations

5. Complaint Policy

- Any concerns regarding service shortfalls during the trip must be reported to the **Tour Leader or Cruise Director** onboard immediately. The Cruise Director will work to provide an appropriate solution.
- Please note that complaints lodged after the trip will not be accepted by **IndonesiaJuara Trip**

MUST BRING ITEMS

- | | |
|------------------------|---|
| • Sunblock | • Power bank |
| • Sunglasses | <i>(Just in case the passanger has run out of battery in the island)</i> |
| • Beach hat | • Drybag |
| • Personal snacks | • Personal medicine |
| • Personal supplements | • Telkomsel SIM card |
| • Spare clothes | • Hiking sandals |
| • Toiletries | • Additional Cash |
| • Swimsuit | |
| • Wet wipes | |

TRIP INFORMATION

FLIGHT & HOTEL RECOMMENDATIONS

LABUAN BAJO FLIGHT INFORMATION

Jakarta (CGK) – Labuan Bajo (LBJ)

Dirrect Flights:

- Garuda Indonesia
- Air Asia
- Citilink
- Batik Air

1 Transit:

- Garuda Indonesia
- Air Asia
- Batik Air
- Super Air Jet
- Nam Air
- Pelita Air
- Air Asia

Surabaya (SUB) – Labuan Bajo (LBJ)

Dirrect Flights:

- Batik Air
- Super Air Jet

1 Transit:

- Batik Air
- Lion Air
- Super Air Jet

2 Transit:

- Lion Air
- Wings Air

Bali (DPS) – Labuan Bajo (LBJ)

Dirrect Flights:

- Garuda Indonesia
- Air Asia
- Batik Air

HOTEL RECCOMENDATION

- | | | |
|-------------------------------|--------------------|------------------------|
| • Ayana Komodo | • Ta’Aktana Resort | • Mohini Komodo Resort |
| • Plataran Komodo Resort | • Bintang Flores | • La Cecile |
| • Local Collection | • Sylvia Resort | • Bajo Escape |
| • Sudamala Resort Labuan Bajo | • Seaesta Hotel | |
| • La Prima Hotel | • The Jayakarta | |

TRIP INFORMATION

RESERVATION

1. Availability Confirmation

Please confirm availability in advance.

2. Registration Form

Complete the registration form below with all required details.

- RESERVATION FORM

Please kindly fill out the form below (for one person only) :

- Name :
- Email :
- Total Passangers :
- Name of Boat :
- Date of Travel :
- Type of Trip : (Leisure/ Diving / Combine)
- Destination : Labuan Bajo

3. Down Payment Requirement

Booking can only be made with a down payment.

4. Payment Process

Payment is made in the following steps:

- A 50% deposit is required to secure the trip
- The deposit is non-refundable in the event of participant cancellation at any time.
- The remaining payment must be made no later than 30 days before the trip.
- The full payment must be made if the trip is less than 30 days away.

5. Payment Details

Payment is made to Bank Account:

- Bank Name : Bank Mandiri
- Swift Code : BMRIIDJA
- Account Number : 1810000208018
- Branch Address : Labuan Bajo
- City : Manggarai Barat
- Recipient Name : Indonesia Juara Wisata
- Email : sales@indonesiajuara.asia
- Address : Jl. Soekarno Hatta 46, Labuan Bajo, Kec. Komodo, Kabupaten Manggarai Barat, Nusa Tenggara Tim.
- Postal code : 86763

6. Payment Confirmation

Confirm the payment through WhatsApp at +62 811-9941-919 / +62 811-2891-1991 (IndonesiaJuara Trip) by sending the receipt of the payment.

7. Documentation Consent

IndonesiaJuara Trip provides documentation during the trip. Each participant agrees to be recorded and photographed, and IndonesiaJuara Trip reserves the right to use the footage for promotional purposes.

8. Agreement to Terms

By registering, participants agree to the terms and conditions of the trip.

TRIP INFORMATION

TERMS & CONDITIONS

PAYMENT & BILLING POLICY

1. Pricing Terms

- Rates apply to the year in which they are issued and are subject to change annually.
- Price adjustments may occur due to factors such as fuel costs, additional routes or activities, government regulations, or other conditions beyond the control of IndonesiaJuara Trip.

2. Booking and Payment Schedule

- A **50% down payment** is required to secure a booking.
- **Full payment** must be made no later than **30 days prior to the departure date**.
- For bookings made **one year in advance**, a **30% deposit** is required to confirm the charter. An additional **20% of the deposit** must be paid **120 days before the trip**, with the remaining balance (full payment) due **30 days before departure**.
- **Kindly note that the terms and conditions of the respective vessel will apply to certain vessels.**

3. Child Policy

- Children aged **3 years and above** will be charged the full rate.

4. Bank Charges

- All bank charges related to payments must be borne by the sender.
- The total payment amount received by us must exactly match the amount specified on the invoice. Any discrepancies due to bank charges or transfer fees will be the responsibility of the client.
- Neither IndonesiaJuara Trip nor the tour operator will be held accountable for additional bank charges incurred during transfers, deposits, or balance payments.

CANCELLATION POLICY

1. General Cancellation Terms

- For cancellations made **30 days, less or more** before the departure date, **100% of the total payment** will be forfeited and is non-refundable.

2. Cancellation Fee Conditions

- **After Registration:** The deposit is forfeited and non-refundable.
- If a participant cancels, **payments cannot be refunded, rescheduled, or transferred to another trip**. However, participants may nominate a replacement person to take their place.

3. Force Majeure

- In cases of force majeure—such as natural disasters, adverse weather conditions, civil unrest, disease outbreaks, government regulations, Flight cancellation, or other uncontrollable events—the trip may be changed or canceled without a refund.
- IndonesiaJuara Trip is not responsible for any losses or inconveniences caused by such events.
- Force majeure refers to unforeseen circumstances beyond human control that prevent the trip from proceeding as planned.

4. Late Arrival

- Participants of private trips are advised that any delays impacting the itinerary or schedule will result in adjustments to the itinerary based on the available time. The vessel cannot be held responsible for or accommodate extensions to the allocated trip duration.

TRIP INFORMATION

TERMS & CONDITIONS

RESPONSIBILITY

1. Liability

- IndonesiaJuara Trip is not responsible for and cannot be held liable for changes or cancellations caused by:
 - Tight travel schedules.
 - Damage, loss, or delays of baggage by airlines, hotels, or other transportation providers.
- IndonesiaJuara Trip is also not liable for:
 - Damage or loss of participants' personal belongings during the trip.
 - Changes or reductions in the itinerary due to force majeure (uncontrollable events such as natural disasters, adverse weather, or government restrictions,).

2. Participant Responsibility

- Participants are responsible for any loss or damage to trip facilities, such as life jackets, snorkels, and masks. Damaged or lost items will be charged at their full replacement value.
- All participants are required to follow the tour leader’s instructions throughout the trip. Unilateral decisions or actions that deviate from the agreed itinerary or instructions are not permitted without prior approval from boat management.

3. Prohibited Behavior

- The use of illegal drugs or any actions causing disturbances or inconvenience to other participants during the trip will result in the immediate removal of the individual from the group.
- In such cases, no refunds will be provided for any payments made.

The guest acknowledges and agrees to all the terms and conditions outlined in this document. This acceptance confirms that the guest has read, understood, and willingly agrees to be bound by these terms.

Signature

Name :

Date :