

Terms and Conditions of Use for Travelfrenz.com

These Terms and Conditions ("Terms") apply to your use of the website and services provided by Travelfrenz.com ("Services"). By using the Services, you agree to be bound by these Terms. If you do not agree to these Terms, you may not use the Services.

Services

Travelfrenz.com provides an online platform that allows users to book travel-related services, including flights, hotels, and activities, among others. The Services are provided on an "as is" and "as available" basis. Travelfrenz.com reserves the right to modify, suspend, or discontinue the Services at any time without notice.

Booking and Payment

To book a travel-related service through the Services, you must provide your personal information, travel details, and payment information. You agree to provide accurate, complete, and up-to-date information. You are responsible for all charges incurred through your account, including any fees, taxes, and charges imposed by third-party service providers.

Refund Policy

We at Travelfrenz.com want you to be completely satisfied with your travel bookings. In case you need to cancel your booking for any reason, we offer a refund policy as follows:

Cancellation and Refunds

If you wish to cancel your booking, you must notify us by email at support@travelfrenz.com. The cancellation policy for each travel booking may vary, and you are advised to carefully review the cancellation policy of your booking before making a reservation.

If your cancellation is covered under the cancellation policy of your booking, we will process your refund within 1-3 days business days of your cancellation request. Please note that we may deduct an administration fee of [amount] from your refund.

Refund Eligibility

Refunds are only available for eligible bookings. To be eligible for a refund, you must meet the following criteria:

Your booking must be covered under the cancellation policy of your booking.

Your cancellation request must be received by us in writing at least 3 days before the scheduled travel date.

You must have paid for your booking in full before cancellation.

Refund Processing

Once we receive your cancellation request, we will process your refund as soon as possible. Please allow 1-3 days of business days for the refund to appear in your account.

Refund Exceptions

Please note that certain travel bookings may be non-refundable or have different refund policies. These will be clearly stated in the booking terms and conditions.

Changes to Refund Policy

We reserve the right to modify our refund policy at any time, and any changes will be effective immediately upon posting on our website.

User Content

You may be able to upload, submit, or otherwise make available content, including reviews and ratings, through the Services ("User Content"). You retain all ownership rights in your User Content. By submitting User Content, you grant Travelfrenz.com a non-exclusive, transferable, sub-licensable, royalty-free, worldwide license to use, reproduce, modify, distribute, and display your User Content in connection with the Services.

Intellectual Property

All trademarks, service marks, logos, and other intellectual property rights used in connection with the Services are owned by Travelfrenz.com or its licensors. You may not use or reproduce any of these without prior written consent.

Limitation of Liability

In no event shall Travelfrenz.com, its affiliates, or their licensors, service providers, employees, agents, officers, or directors be liable for damages of any kind, including, without limitation, any direct, indirect, special, incidental, consequential, or punitive damages, arising out of or in connection with the use or inability to use the Services, including but not limited to damages for loss of profits, use, data, or other intangibles, even if Travelfrenz.com has been advised of the possibility of such damages.

Indemnification

You agree to indemnify, defend, and hold harmless Travelfrenz.com, its affiliates, licensors, and service providers, and its and their respective officers, directors, employees, contractors, agents, licensors, suppliers, successors, and assigns from and against any claims, liabilities, damages, judgments, awards, losses, costs, expenses, or fees (including reasonable attorneys' fees) arising out of or relating to your violation of these Terms or your use of the Services, including, but not limited to, your User Content, any use of the Services' content, and any services or products procured using the Services.

Termination

Travelfrenz.com reserves the right to terminate or suspend your access to the Services, without notice or liability, for any reason whatsoever, including, without limitation, if you breach these Terms. Upon termination, your right to use the Services will immediately cease.

Governing Law and Jurisdiction

These Terms shall be governed by and construed in accordance with the laws of Malaysia. Any disputes arising under or in connection with these Terms shall be subject to the exclusive jurisdiction of the courts located in Kuala Lumpur, Malaysia.

Modifications to the Terms

Travelfrenz.com reserves the right to modify these Terms at any time without prior notice. Your continued use of the Services after any such modifications constitutes your acceptance of the new Terms.

Entire Agreement

These Terms constitute the entire agreement between you and Travelfrenz.com with respect to the use of the Services and supersede all prior or contemporaneous understandings and agreements, whether written or oral, relating to the Services.

If you have any questions or concerns about these Terms, please contact us at support@travelfrenz.com.

By using the Services, you acknowledge that you have read, understood, and agreed to these Terms.