



*Tour From Bali*

PT. Tur Indo Bali

[www.tourfrombali.com](http://www.tourfrombali.com)

[customerservice@tourfrombali.com](mailto:customerservice@tourfrombali.com)

## PROCEDURE OF INQUIRY, BOOKING, FINALIZATION, PAYMENT, AFTER ARRIVAL, POST STAY.

### 1. INQUIRY / QUOTATION REQUEST :

- a. Inquiry by email addressed to Inquiry by email addressed to [customerservice@tourfrombali.com](mailto:customerservice@tourfrombali.com) and cc to one of the sales and admin representative. Inquiry should consist of below necessary information :  
*(Screenshots or TFB system outputs, forwarded emails, information via messaging programs will not be counted as official and won't be processed. Only in case of emergency we shall accept these channels of communication. However, TFB person must follow up with an email afterwards in order to receive official confirmation from us. In case of failure to do so, our side will not be counted as responsible party.)*
  - i. Market/Nationality (each hotels or supplier has different rate for each nationality)
  - ii. Number of pax, number of needed rooms. (Which includes; adult and child count (extra bed required or not (adult & child), birth date of children (if possible), etc...)
  - iii. Clear stay period. (check in/out date)
  - iv. Details or highlight of itinerary including or exclude accommodation type or class
  - v. Tour guide type (Mandarin, English or other language)
  - vi. Flight details if any (at this stage not so important but upon booking or finalization is a must if transfer service is requested.)
- b. Our operation will calculate according to your given details in the inquiry and will offer based on per person rate or total cost as NET price (no commission). TFB shall decide the profit and set up own selling price and offer to the client or TA. Our invoice amount will be as same as our offered price during the inquiry period.  
Please note that we won't be blocking or holding any space at our vendors/suppliers until we reach the BOOKING stage.

### 2. BOOKING

- a. Once the offered price is accepted and the booking is ready to be sent, it should be sent continuing the original email correspondence from the Inquiry stage. No alteration should be made in the email body or email subject. If needed, only the email subject can be edited by adding the new subject text next to the original email subject text without deleting the original one.
- b. Booking form or email must include all the information as same as the inquiry email plus below details:
  - i. Name list (with child details)
  - ii. Rooming list



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- iii. Full name of hotel
    - iv. Stay period
    - v. Flight details
  - c. We will process your booking and return with a confirmation once the hotel and other suppliers confirm to us.
  - d. Pro-forma invoice will be attached in our reply including the information of deposit and balance payment deadline.
  - e. TFB shall follow the given deadlines and once the payment is done, the proof of payment must be sent to us by email.
  - f. Before deadline, booking can be amended (change, postponed and cancel).
  - g. The deposit deadline means the final day for amendments as well. Amendments shall be informed before the deposit payment is processed.
3. **AMENDMENT/REVISION/CANCELLATION**
  - a. Any revision should be received by email before the deadline.
  - b. The revision must be highlighted and pointed out for attention and action to be taken. It is highly recommended and required to do so by sending the below.
    - i. Original itinerary/services booked.
    - ii. New plan.
  - c. Confirmation of the amendment/revision will be sent including a new pro-forma invoice in case any change of cost.
4. **FINALIZATION & RECONFIRMATION**
  - a. Once the booking becomes definite, TFB shall send the final confirmation with the related itinerary with all details to us by email. At the same time we expect to receive the signboard detail too. If the signboard information not sent to us, mean signboard shall be created automatically by us with the arriving guest name on the board.
  - b. We will reconfirm the booking with the final itinerary including tour guide information and other necessary details.
  - c. Balance payment will be expected to arrive in to our bank account one day prior the guest check in date.
5. **BEFORE ARRIVAL**
  - a. One day before guest arrival, we will do a technical meeting with our tour guide regarding the itinerary and other services according to the final confirmation received from TFB.
  - b. Any missing details related to the booking must be completed on this day before noon by TFB.



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- c. In case of failure to provide missing details, TFB person must advise us what to do and we shall follow the advice accordingly.

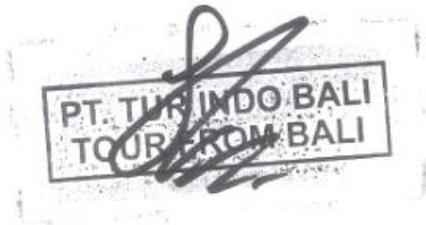
**6. FROM ARRIVAL UNTIL DEPARTURE**

- a. Our tour guide will be the main contact for the guests for anything related with the itinerary.
- b. On spot change requests (i.e. to follow different itinerary, add new points of visit, upgrade meals and so on...) from the guests will be possible with a written and signed statement provided by the guests to our guide. In case any additional cost occurs, guests will be asked to bear the cost as own account.
- c. In case the guests will claim that the services were actually confirmed to them by their local agent we will advise them to contact them and the local agent shall contact TFB. Only if TFB confirms the changes and confirms to cover the occurred cost, then we shall proceed. We shall accept messaging app messages as temporary confirmation. The original confirmation from TFB must be sent by email following maximum 1 hour from the time the messaging app message confirmation sent to us. Or else, the rest of the committed service until departure will be reduced to match the original cost of the itinerary.

**7. PAYMENT PROCEDURE**

Full payment before arrival with payment scheme as below:

- Deposit payment one week after booking date OR before deadline from supplier
- Balance payment latest by 1 day before arrival OR before customers check out.



CEO – Ilham Bachtiar

PT Tur Indo Bali

(.....)

Client / Customer