

Standard Requirements - **FOR FREE INDEPENDENT TRAVELERS** v250411

A. Payment and Booking Terms & Conditions

1. A non-refundable minimum Booking Fee of 50% of the invoice value shall be payable upon booking with any balance due 45 days of arrival.
2. Full payment shall be due immediately for booking made within 45 days of arrival.
3. Booking shall be considered CONFIRMED only after the minimum 50% of invoice value is paid. Otherwise the booking shall be considered as a PROVISIONAL CONFIRMATION. Earth Lodge is only obligated to provide services when booking is CONFIRMED
4. If Full Payment is not received 45 days before arrival, Earth Lodge reserves the right to Cancel the booking without notice and with no obligation what so ever.
5. 15% of invoice value shall be retained as cancellation fees if cancellation is made before 45 days prior to arrival.
6. 50% of invoice value shall be returned for cancellation made within 45 and 14 days of arrival.
7. No refund shall be due for cancellation made within 14 days of arrival.
8. During peak season (June-August and December-January), no refund shall be due for any cancellation within 45 days of arrival).
9. Notwithstanding #4 above, Earth Lodge reserves the right to cancel any confirmed booking at any time and for any reason. In such a situation, full refund shall be given and Earth Lodge shall not be liable for any loss or inconvenience caused by the cancellation.
10. Payment to be made to **Earth Lodge Sdn Bhd**, at Maybank Bhd, #2-C Azuria Business Center, Jalan Lembah Permai, 11200 Tanjung Bungah, Penang, Malaysia, Account # 507 143 332 782 (Swift address: mbbemykl).

B. Documents required

1. The Booking Form returned to us duly filled.
2. Copies of all guest's passport main information page for non-Malaysian and Malaysian IC (front only) for Malaysians (Required). For passports, photo, name, date-of-birth and passport number must clearly be seen.
3. These documents to be submitted as soon as possible upon booking to apply for a Government Entry Permit.
4. Only guests with a valid Entry Permit issued by the State Forestry Department shall be allowed to enter the Ulu Muda State Park.

C. Things to bring

As Earth Lodge is located in a remote area, guests are strongly advised to bring along the following items: Covered shoes with good grip (no studs or spikes please), flash light / headlamp with spare batteries, organic / natural insect repellent, sun block lotion, a good sized (1ltr min) refillable water bottle (throw away water bottles strictly prohibited), day pack, hat, poncho / rain coat, swimming gear, sandals/flip-flops, bath towel, toiletries and other personal grooming items (**Earth Lodge does not provide these items**). Lastly, a camera and a reasonable pair of binoculars is highly recommended. A dry bag or similar would be very useful to keep valuable documents and sensitive equipment dry.

D. Other Matters

1. If you have a medical condition, please inform us and do ensure that you bring enough medication. For vegetarians or guests with other dietary requirements, please inform us upon booking (See Booking Form).
2. Unless stated, all Earth Lodge packages are quoted ex-Lake Muda Jetty and is inclusive of boat transfers, accommodation, all meals, activities, guide and entry permits.
3. We only accept guests aged 13 years (on the date of arrival) or older. It is an insurance requirement due to the remoteness of Earth Lodge. See our FAQ for more information.
4. We require a minimum of 2 pax for any booking. There is a 20% surcharge for any solo traveller booking.

Feel free to contact us via email at contact@earthlodgemalaysia.com or call/text us at +6019 480 8926 if you need any other information. You can also visit our webpage at www.earthlodgemalaysia.com or Facebook at www.facebook.com/earthlodgemalaysia or Instagram at www.instagram.com/earthlodgemsia.

Terima Kasih (Thank you)!

Earth Lodge