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TERMS & CONDITIONS

OBS Vision Training & Tours Sdn Bhd

1. Acceptance of Quotation

All quotations issued by OBS Vision Training & Tours Sdn Bhd are valid for the period stated in the quotation. Confirmation of services shall be deemed accepted once the client provides written confirmation or makes the required deposit payment.

2. Payment Terms

Unless otherwise stated, a deposit may be required to secure bookings for venues, accommodation, transportation, activities, and other third-party services. The remaining balance shall be paid according to the payment schedule stated in the quotation or invoice. OBS Vision reserves the right to suspend services if payments are not received within the agreed timeframe.

3. Pricing and Taxes

All prices quoted are subject to applicable government taxes including but not limited to Sales and Service Tax (SST) where applicable. Any future changes in government tax regulations may result in adjustments to the final invoice.

4. Booking and Availability

All bookings are subject to availability at the time of confirmation. OBS Vision shall make reasonable efforts to secure the requested venues, hotels, transportation providers, and other services, but reserves the right to substitute equivalent alternatives when necessary.

5. Amendments

Any request for changes to the confirmed program, including changes in participant numbers, itinerary, venue, accommodation, or activity arrangements, must be submitted in writing. Additional costs may apply depending on the nature of the amendment.

6. Cancellation Policy

In the event of cancellation, written notice must be provided. Cancellation charges may apply depending on vendor policies, timelines, and commitments already secured on behalf of the client. Deposits paid may be non-refundable once bookings are confirmed.

7. Third-Party Services

OBS Vision Training & Tours Sdn Bhd acts as an organiser and intermediary for hotels, transportation providers, venues, and other suppliers. While every effort is made to ensure service quality, OBS Vision shall not be held liable for any act, omission, delay, or failure of services provided by third-party suppliers.

8. Liability Limitation

Participants shall be responsible for their personal belongings and conduct during the program. OBS Vision shall not be liable for any loss, injury, damage, delay, or inconvenience arising from circumstances beyond its reasonable control.

9. Force Majeure

OBS Vision shall not be responsible for failure or delay in performance caused by events beyond reasonable control including but not limited to natural disasters, government regulations, public health emergencies, transportation disruptions, or other unforeseeable circumstances.

10. Governing Law

These Terms and Conditions shall be governed by and interpreted in accordance with the laws of Malaysia. Any dispute arising from the services provided shall be subject to the jurisdiction of the courts of Malaysia.

11. Risk and Indemnity

Participants acknowledge that certain activities organised by OBS Vision Training & Tours Sdn Bhd, including but not limited to team building activities, outdoor programs, physical challenges, and travel-related activities, may involve inherent risks. By participating in such activities, the client and participants agree to assume full responsibility for their participation and confirm that they are physically and medically fit to participate in the program.

The client shall indemnify and hold harmless OBS Vision Training & Tours Sdn Bhd, its directors, employees, facilitators, and partners from and against any claims, damages, liabilities, losses, or expenses arising from injury, loss, or damage suffered by participants during the course of the program, except where such loss or damage is directly caused by proven negligence on the part of OBS Vision. OBS Vision shall not be responsible for any personal injury, loss of personal belongings, or damage to property occurring during the activities.