

# Borneo Discovery Route by BDR Travel SDN. BHD. Terms & Conditions

If you have any questions, please let us know: [borneodiscoveryroute@gmail.com](mailto:borneodiscoveryroute@gmail.com)

Upon payment of your deposit, you are accepting our terms and conditions, and you guarantee that you have the authority to accept them, and that you do accept them on behalf

of all members of your party. Borneo Discovery Route by BDR Travel reserves the right to update or amend these terms and conditions at any time.

## 1. Terms

The following terms shall apply. “Borneo Discovery Route,” “BDR Travel SDN. BHD.,” “we,” “us,” or “our” refers to the operator

of this website and the party providing the tour services, whether operating as a sole proprietorship or other legal entity. The terms “you” or “participant” refers to the user, viewer of our website, and participant of our tour. The term “rider” refers to the rider of a motorcycle on one of our tours, and may be the same as “participant”, and the term “pillion” refers to the participant riding in the pillion seat of the motorcycle. The term “tour” is the tour you have chosen to participate in, and the term “local” refers to the country or countries in which the tour takes place.

## 2. Registration, Deposit, & Payment

(2a) **Step 1 – Contact Form** – Upon submission of the website’s contact form, a representative from

BDR Travel will contact you by email to discuss your interest in the tour and set up a phone interview.

- *Important* – Please do not purchase airfare or any other non-refundable travel expenses related to the tour until after your spot has been confirmed by paying the deposit. See (2c).

(2b) **Step 2 – One-on-One Call** – This step is very important to us, because not only do we want to get to know you, but we want to be able to provide you with the best possible tour that suits your individual needs. During this phone call, among other things, we will ask you about:

- Your motorcycle riding experience and preferred riding styles,
- Your dietary requirements or food allergies,
- Any special travel arrangements that we might help you with,
- Any special needs (medical and others),
- Any limitations that will prevent you from participating fully in the tour.

During this phone call, we may answer any questions you might have about the tour. It is your responsibility to advise us at this time of any illness, medical conditions, allergies, or dietary needs that may affect your tour.

(2c) **Step 3 - Deposit** - Submitting a contact form does not confirm availability nor participation on the tour. In order to confirm a reservation, a €500 (five hundred Euro) deposit per participant is required at the time of booking. This deposit is applied towards your balance.

- **Protect Your Payments** – Expect the unexpected. If you would like to protect your deposit and balance, as well as other travel plans, please consider purchasing trip interruption and travel insurance, which may be obtained through your credit card or a third party.

- **Reservation** – Upon receipt of the deposit, it is agreed that you, and anyone else in your party, accept these terms and conditions, and we will reserve a place on your chosen tour. All bookings are made on a first-come, first-served basis. We reserve the right to decline any booking at our discretion.

(2d) **Step 4 - Balance Payment** – BDR Travel requires your tour balance to be paid at least 30 days prior to the tour start date. The tour reservation can be canceled by BDR Travel with no refund of the deposit as a result of unpaid balances existing inside of 30 days to the tour start date.

- Upon receipt of a completed contact form and deposit, BDR Travel SDN. BHD. will issue you a confirmation notice and invoice via email which contains details of your tour reservation, terms and conditions, and the tour 'balance payment' date.
- Bookings made 30 days or less before the departure date will be accepted only with full payment, subject to availability.
- Only those who have paid in full will be allowed to participate in the tour.

(2e) **Currency** – All payments must be made in Euros.

### 3. Laws, Rules, and Regulations

(3a) **Participant's Legal Conduct** – At all times, participants are required to:

- Abide by all local laws,
- Possess a legal visa that allows you to travel within the countries of the tour,
- Never travel with or be in possession of drugs, tobacco, or other products that are illegal in the country that you are traveling in,
  - **For Borneo and all of Malaysia:** At the time of writing, substances that contain cannabis or marijuana are PROHIBITED in Malaysia. Additionally, by around mid-2026, all vape products will also be PROHIBITED (including bringing them into the country).
- Always treat people in positions of official authority with respect.

(3b) **Infractions** - Tour participants are responsible for their own actions, and BDR Travel SDN. BHD.

is in no way responsible for any legal infractions that a tour participant may commit either abroad, in transit, or within their home country.

- **Detention** – In the event that any participant is stopped or detained by local authorities, the consequence of this remains the participant's responsibility, and we are not obliged to unduly delay the tour.
- **Expulsion** – We reserve the right at our absolute discretion to order a participant to leave the tour if they are found flouting such laws and customs, or interfering (or is judged to have the potential to interfere) with the well-being of the group, other participants, or if they are putting the progress of the tour in jeopardy.
- **Cessation of Responsibility** – If you commit an illegal act under the laws of the country in which you are touring, we will cease to have any responsibility to or for you.

### 4. International Travel

(4a) **Traveling Responsibilities** – On our tours, you are always responsible for yourself, or any pillion

travelling with you. You are also responsible for the following:

- **Damage or Harm to You** – Any accident, bodily injury, illness, or death to rider or pillion during your tour is not the responsibility of BDR Travel SDN. BHD..
- **Tour Suitability** – When booking a tour, we assume that the participant, and pillion if applicable, will have read the tour itinerary and will be fully aware of the route, destinations, and the approximate mileages for each day, and will have made the judgement that it is an appropriate tour for them to undertake.
- **Insurance** – It is your responsibility to arrange adequate personal and medical insurance to cover treatment and emergency evacuation in the event of accident or illness.

- **Emergency Repatriation** – All participants must have the financial ability to get you, your pillion, and/or your motorcycle (if owned by you) home in the event of a breakdown, accident, or emergency.

(4b) **Required Documents** – To join one of our international tours, participants must be in possession of the following documents:

- **Passport** – Make sure it does not expire in less than six months after the tour end date and has at least four blank pages.

- **Motorcycle Driver's License** – Only required for participants who will be riding a motorcycle.

- **International Driver's License** – Must be valid and up to date.

- **Vaccination Yellow Card** – Where applicable. Please check the vaccination requirements for Sarawak, Malaysia.

- **Suitable Waterproof Covers** – For your legal documents to protect them against water and other forms of damage. Participants are responsible for keeping their documents safe at all times.

BDR Travel SDN. BHD. is not responsible for any disruption to the tour due to you failing to carry these

documents or your loss of these documents. All additional direct and indirect costs incurred by the participant to replace documents, or because they cannot continue with the tour, are borne by the participant. Refunds will not be made for any part of the tour missed.

(4c) **Recommendations while Traveling** – Although not required, all participants are encouraged to be familiar with the following prior to the tour start date:

- **Local Laws** – Particularly concerning drug and alcohol use. See (3a) and (3b) above.

- **Local Rules of the Road** – This includes an understanding of international road signage, as well as an understanding that we may be driving on the opposite side of the road than what you are used to.

- **Local Cultural Norms** – Particularly concerning offensive behavior and speech.

Additionally, all participants are encouraged to be in possession of the following prior to the tour start date:

- **Travel Insurance** – It is your responsibility to hold personal travel insurance for both yourself and your pillion, should you have one. Personal travel insurance is not required to participate on the tour, but it is highly recommended.

- **Emergency Numbers for Your Embassy** – We encourage you to register your travel dates with your embassy in the country that you will be traveling to so that they know your whereabouts.

- **Bank Notification** – We recommend you alert your bank that you will be using your credit/debit/ATM card abroad so that they don't flag your card for suspicious behavior. They will need to know the countries and dates of travel.

(4d) **Use of Medical Facilities Abroad** – In the extreme case of a medical emergency, it may become

necessary for you to use the medical services provided at an international facility. By participating in this tour, you hereby accept that in this rare circumstance, you are willing to be treated at one of these

institutions, and that you cannot hold BDR Travel SDN. BHD. responsible for the quality or cost of such

services and medical treatments.

## 5. Tour Logistics

(5a) **Changes to Itinerary** - Our itineraries are designed with the utmost care, and our objective is to provide our guests with the best possible experience. However, we cannot guarantee that we will not have to make sudden changes to our itineraries, as this is simply the nature of adventure travel.

- At all times, we reserve the right to make changes to our advertised tours, pricing, and itineraries when considered appropriate. Reasons for making such changes may include, but are not limited to accommodation constraints, industrial action, and acts of God.
- Please be aware that during the tour, some amenities (i.e. hotel elevators, swimming pools, etc.) require regular servicing and cleaning, and therefore may be inaccessible at times. We cannot be held responsible for some amenities being affected by local circumstances, maintenance, weather conditions, or mechanical breakdowns.

(5b) **3<sup>rd</sup> Party Contractors** – BDR Travel SDN. BHD., its employees, shareholders, officers, directors, successors, agents, and assigns (collectively BDR Travel SDN. BHD.), purchases hotel and other lodging accommodations, restaurant, ground handling, and other services from various independent suppliers.

- All such persons and entities are independent contractors. As a result, BDR Travel SDN. BHD. is not liable for any negligent or willful act of any such person or entity or of any third person.

(5c) **Time Zone Changes** – Participants coming from locations that are very far away from the tour's location will be subject to the effects of jet lag, which include lack of sleep and exhaustion from the travel itself. BDR Travel SDN. BHD. takes the consequences of jet lag very seriously, and we

highly recommend that participants allow for an appropriate amount of time to stay in the region of the tour before the tour start date.

- **Coming from Nearby** – Participants traveling from three time zone hours or less away from the tour start location may arrive to the tour's region on the tour start date, or earlier.
- **Coming from Fairly Far** – Participants traveling from four to eight time zones away should allow at least one full day of rest in the tour's region prior to the tour start date.
- **Coming from Very Far** – Participants traveling from nine to twelve time zones away should allow at least two full days of rest in the tour's region prior to the tour start date.
- **Age 50+** – Jet lag often effects worsen with age. Consequently, participants aged 50 or older should consider adding at least an additional full day of rest to the recommendations above.
- **Extra Travel Expenses** – Arranging for accommodations for these advance days of rest, and all other associated expenses, are the responsibility of the participant. BDR travel SDN. BHD. recognizes that these precautions add expense to the trip, but taking jet lag consequences seriously will allow participants to start the tour refreshed and alert, and therefore be able to enjoy every part of the journey.

## 6. Safety

(6a) **Adventure Travel Disclaimer** - There are many inherent risks in adventure travel of the type involved in our tours, which can lead to illness, injury, or even death. These risks are increased by the

fact that these tours may take place in remote locations, far from medical facilities. The participant assumes all such risks associated with participating in this tour.

- In addition and without limitation, BDR Travel SDN. BHD. is not responsible for any injury,

financial or physical loss, death, inconvenience, delay, or damage to personal property in connection with the provision of any goods or services whether resulting from but not limited to acts of God or force majeure, illness, disease, acts of war, civil unrest, insurrection or revolt, animals, strikes or other labor activities, criminal or terrorist activities of any kind, overbooking or downgrading of services, food poisoning, mechanical or other failure of any means of transportation, or for the failure of any transportation mechanism to arrive or depart on time.

- We are not responsible for any loss or damage to your property, including your motorcycle (if owned by you) irrespective of how any damage may have been caused.

(6b) **Safe Riding Requirements** – At BDR Travel SDN. BHD., we take extra care to make sure that all

our tours are as enjoyable and as safe as possible. This means that participants are required to adhere to the following guidelines while riding a motorcycle at all times during our tour:

- **Follow the Local Laws** – The rider is responsible for abiding by all local laws, including adhering to the speed limits. Any fines or violations are the rider's responsibility.

- **Wear a Helmet** - Helmets are required for all riders and passengers by BDR Travel SDN. BHD. in all locations irrespective of the local laws and norms.

- **Not Under the Influence** – Operating a motorcycle on our tour while under the influence of alcohol, marijuana (even if it is legal within the country), or drugs is strictly PROHIBITED.

(6c) **Safety Gear Recommendations** – Although not required, all riders and passengers are highly encouraged to wear safety gear, such as:

- **Protective Clothing** - Motorcycle jacket and pants with armor, or armored equivalent gear.

- **Protective Boots** - Sturdy motorcycle boots that provide some ankle support.

- **Gloves**

Before the tour start date, BDR Travel SDN. BHD. will provide participants with all our recommendations

for proper riding gear that is suitable for the array of climates and riding conditions that exist in the tour's locations.

(6d) **Environmental Challenges** – Due to the nature of adventure travel and the diverse locations that our tours go to, the change in weather and environmental conditions may be extreme, especially compared to what you are used to. Participants should be aware that they may come across some or all of the following environmental conditions, and within short succession:

- Intense rain,

- High heat and humidity,

- High altitude,

- Intense sun

Activities that may occur during these conditions involve motorcycle riding, hiking, and other outdoor endeavors.

(6e) **Food & Water Concerns** – BDR Travel SDN. BHD. tries to select food stands, meals, and restaurants that

have previously met our standards, and we have chosen these establishments in good faith.

However,

we cannot guarantee the quality and health safety of any of the food or water served at any food establishments or places that we visit. Participants bear full responsibility for the consequences of eating and

drinking from any place during the tour, whether that establishment was recommended by us or not.

- **Allergies and Other Dietary Concerns** – Assuming that we are aware of any allergies or dietary concerns that a participant may have, we will try our best to acquire food for the participant that meets their specific needs. That being said, we cannot be held responsible in any way for failing in this regard, and it is up to the participant to adhere to any particular diet that they may have.

- **Water Concerns** - Water quality in the countries that your tour takes place may not meet your standards, and poor-quality water may lead to illness and severe health issues. Consequently, participants are encouraged to drink only bottled water or drinks, to avoid canned drinks soaking in water, and to avoid ice in your drinks. Brushing your teeth with only bottled water is also recommended.

(6f) **Unruly Behavior & Abuse** - BDR Travel SDN. BHD. reserves the right at our absolute discretion

to terminate a participant's tour without prior notice if the participant is in our opinion disruptive, likely to cause annoyance, damage to any other person or property, or danger by putting themselves or others in harm's way.

- **Abuse** – We have a zero-tolerance policy regarding any type of abuse. Any form of threatening behavior, verbal, racial, sexual, or physical abuse to another member of the group or towards any of our staff, contractors, or tour leaders, will result in you being expelled from the tour and your tour terminated.

- **Expulsion** – In any of these circumstances, the participant(s) concerned will be required to leave the tour, and we will have no further responsibility to them including any return travel arrangements. No refunds will be made, and we will not pay any expenses or costs incurred as a result of the termination.

## 7. Motorcycle Riding

(7a) **Rider Responsibility** – We have no influence or control over your riding ability or skills, and it is entirely your responsibility to ensure that you are safe, riding within your own ability, and abiding by local laws, rules, and regulations for each country.

(7b) **Riding Conduct** – We expect a level of competency and an ability to fully control your motorcycle at all times. You are expected to ride in a courteous and safe manner in respect to your fellow riders and other road users, and are responsible for maintaining safe riding practices for the duration of the tour.

- If we feel you are not riding in a safe and courteous manner, or you are putting other members of the group or other road users at risk, we reserve the right at our absolute discretion either to ask you to leave the tour group and ride alone, or to leave the tour group altogether.

- The rider may be held responsible if mechanical or personal damage occurs due to their negligence in operating their motorcycle due to an intentional disregard for following safe and acceptable riding practices.

(7c) **Tour Difficulty Gradings** – Our tour gradings have been given in good faith, but without any responsibility to BDR Travel SDN. BHD. whatsoever. It is the participant's responsibility to choose the appropriate tour to their skill level and ability.

- We cannot be held responsible if the participant is out of their comfort zone in regard to the grading and difficulty of the tour.

(7d) **Riding with the Weather in Mind** – Participants should be aware of and be prepared for riding

a motorcycle in the following weather conditions:

- **Rain** – As long as the rain is not too severe, motorcycle travel typically continues (cautiously)

during the rain. Possessing appropriate rain gear is essential. Rain may also make roads flooded, slick, and muddy, and participants are expected to have experience riding in such conditions.

- **Heat** – For extremely hot climates, participants are encouraged to ride with proper lightweight, mesh gear that is suitable for the region. BDR Travel SDN. BHD. will also assist participants with tips on dealing with the climate. However, participants are responsible for monitoring their own health during the tour, and should inform the BDR Travel SDN. BHD. staff if they are feeling any signs of heat stress, heat exhaustion, or heat stroke, such as headache, confusion, nausea, light-headedness, rash, and other unusual symptoms.

(7e) **Fueling the Motorcycle** – During the tour and when riding together, we reserve time for fuel stops for the entire group based on the travel times involved and the mileage of the typical motorcycle

used. Participants are required to monitor their own fuel use and notify tour organizers if they are in urgent need of a fuel stop. Please note that diesel is never to be put into the motorcycle.

(7f) **Accidents** – BDR Travel SDN. BHD. incurs no responsibility whatsoever for any motorcycle accident involving a participant with an unrelated third party or another participant.

- In such an occurrence, BDR Travel SDN. BHD. will if possible, and at its entire discretion, assist participants in obtaining necessary medical treatment and resolving disputes arising from accidents, but such assistance can be withdrawn if any involved participants refuse to abide by the directives of BDR Travel SDN. BHD. staff or directives of local authorities. BDR Travel SDN. BHD. bears no responsibility for the outcome of any such assistance.

## 8. Motorcycle Rental

(8a) **Requirements for Motorcycle Rental** –

- **Motorcycle License** – You must hold a valid motorcycle license from your home country (which must be presented at the time of motorcycle pick-up).

- **International Driver's License** – You must also hold a valid IDP from your home country.

- **Age Requirement** – You must be 21 years of age or older at the time of your motorcycle rental.

- **Experience** – You must have 3 years of riding experience on a similar-sized motorcycle or larger.

- **Renter's Terms & Conditions** - In addition to these terms and conditions, the rider is also subject to the local motorcycle rental terms & conditions. This paperwork must be signed and completed

upon arrival at the tour destination and before receiving a motorcycle.

- **Local Limited Liability Insurance** – This insurance coverage does not typically apply to damage or injury caused to third parties by the participant. Plus, any coverage for damage to the motorcycle may be void if such damage results from negligent or unlawful conduct, including but not limited to operating the motorcycle under the influence of drugs or alcohol. As of the time of writing, this insurance covers up to €200 Euros worth of damage to the motorcycle.

Any damage totaling over this amount will incur an additional cost. Depending on the date of tour, this amount may be subject to change and you will be informed of any changes during our orientation

presentation on the first day of the tour.

- **Unlimited Miles**

- **Fuel** – All fuel costs are included in the tour price.

- **Luggage Storage** – This will be provided mostly by the tour's support vehicle. Though panniers or a top box (or both) may be provided, be prepared for the circumstance in which

there is no motorcycle luggage storage system provided. In this case, having a comfortable backpack while riding is highly recommended for carrying your daily essentials.

**(8c) What is NOT Included with the Motorcycle Rental –**

- **Helmets and Safety Gear** - BDR Travel SDN. BHD. does not provide helmets or other riding gear to participants. Riders and passengers are encouraged to bring their own helmets and gear for comfort and safety.

- **Important** – Helmets are required for all riders and passengers by BDR Tours SDN. BHD. in all locations irrespective of local laws and norms.

- **Tolls, Ferry Travel, Fines, and Violations** – Tolls and any ferry travel are covered by BDR Travel SDN. BHD.

Any fines, infractions, or violations are the responsibility of the rider and will in no way be paid by BDR Travel SDN BHD.

- **Tire Damages** – The rider is responsible for all costs associated with tire damage, punctures, and tire repair during the rental duration. We will carry spare tires and a tire patch kit in the support vehicle.

**(8d) Rental Motorcycle Substitution** – BDR Travel SDN. BHD. does not guarantee the model of motorcycle you have asked for. In rare situations, an issue might prevent a motorcycle from going out

as planned, and we work hard with our participants to make sure they get a resolution they are happy

with. We reserve the right to substitute the motorcycle confirmed to the rental customer with a similar

model. This constitutes the maximum liability of BDR Travel SDN. BHD. in relation to the availability of specific motorcycle models.

**(8e) If You Bring Your Own Motorcycle** – In the case that you bring a motorcycle that you own on

our tour, that motorcycle, including damages, storage, maintenance, and repairs, is solely your responsibility.

- **Road-Legal** – Your motorcycle must be road legal in the country where it will be ridden, including having the appropriate insurance.

- **Breakdown Coverage** – You must hold the appropriate level of valid breakdown cover for your motorcycle in the form of insurance or finances. This should include repatriation coverage in the event of an accident or breakdown.

## **9. Cancellation Policy**

**(9a) If You Cancel** – BDR Travel SDN. BHD. is not responsible for a participant's inability to attend a

tour due to any circumstance, whether it be due to health, family, environmental, or other reasons.

- **If You Cancel MORE Than 3 Months Before** – Cancellations initiated by the participant and received in writing to [borneodiscoveryroute@gmail.com](mailto:borneodiscoveryroute@gmail.com) with more than 90 days' notice before the tour start date will be subject to a €250 (two hundred and fifty Euros) cancellation fee per package with a private room. That means that if you are two people sharing a room, the cancellation fee is €250 for the two of you. Any funds paid above this amount will be refunded.

- **If You Cancel LESS Than 3 Months Before** – Cancellations initiated by the participant and received in writing to [borneodiscoveryroute@gmail.com](mailto:borneodiscoveryroute@gmail.com) between 90 and 30 days' notice before the tour start date will be subject to a €400 (four hundred Euros) cancellation fee per person. Any funds paid above this amount will be refunded.

• **If You Cancel LESS Than 1 Month Before** - Cancellations initiated by the participant and received in writing to [borneodiscoveryroute@gmail.com](mailto:borneodiscoveryroute@gmail.com) with 30 or less days' notice before the tour start date will invoke the forfeiture of all funds paid as a cancellation fee.

○ You may also use the entirety of the amount paid as a credit towards a future Borneo Discovery Route by BDR Travel SDN. BHD. tour within 18 months of the original booking date.

• **If You Cancel DURING the Tour** – Cancellations initiated by the participant while the tour has already commenced will invoke the forfeiture of all funds paid. This includes if a participant feels obligated to leave the tour due to difficulties relating to the climate, food, travel conditions, jet lag, amount of motorcycle riding, or other environmental considerations.

(9b) **Protect Your Payments** - Unless otherwise specified above, all funds paid towards participation

in a tour are nonrefundable. If you would like to protect your deposit and balance as well as other travel plans, please consider trip interruption and travel insurance purchasable through your credit card or a third party.

(9c) **Transference of Booking to Someone Else** – In the event of you having to cancel the tour for

any reason, you may transfer the booking to another person providing a minimum of 14 days' notice is given in writing to [borneodiscoveryroute@gmail.com](mailto:borneodiscoveryroute@gmail.com). This will incur a €50 (fifty Euros) administration charge, plus any additional direct costs we may incur.

(9d) **If We Cancel** – BDR Travel SDN. BHD. retains the right to cancel any tour, for any reason, at any time. That being said, we will certainly do our best not to cancel a tour except for the most extreme and essential reasons.

• **If We the Tour** – In the event that BDR Travel SDN. BHD. cancels a tour prior to the tour start date, all deposits and balance payments will be refunded. We may also offer rebooking on alternative dates, where applicable.

• **If We Cancel DURING the Tour** – In the extraordinary event that a tour must be canceled once it has commenced due to catastrophic and unforeseen circumstances, partial refunds and/or credit will be assessed and issued.

(9e) **Extreme Events** – BDR Travel SDN. BHD. will not be held responsible or offer a refund or compensation for damages or lost travel in any of the following situations: terrorist activity, pandemic,

biological outbreaks, war, threat of war, civil strife, riots, natural or nuclear disasters, industrial disputes, unavoidable technical problems with transport, or acts of God.

(9f) **Participant Travel Expense Reimbursement** – BDR Travel SDN. BHD. will not be held responsible for the reimbursement, in part or in whole, of any pre-booked hotels or transport arrangements relating to your tour should we cancel. This includes but is not limited to - hotel bookings, flights, ferries or train travel costs, taxis, buses, rental costs, or any other out-of-pocket costs

or expenses incurred as a result of the tour being cancelled. Personal travel insurance is advised.

## 10. Tour Alterations

(10a) **If We Make Significant Changes** – It is possible that changes to an itinerary might be necessary prior to the tour start date. In most cases, these changes will be minor and will not greatly affect your experience. However, it may be necessary for significant changes to be made (i.e. point of departure, date of departure, final destination, or any event which may reduce the tour's quality).

- **If We Make Significant Changes BEFORE the Tour** – If significant changes are made after you have booked, but before the tour start date, you are free to continue with the tour with the revised itinerary, or accept an offer of an alternative tour of the same value at a different date. Alternatively, the booking may be cancelled in return for a voucher to the value of the deposit paid valid for 12 months from the date of original booking.

- **If We Make Significant Change DURING the Tour** - Once the tour has commenced, BDR Travel SDN. BHD. reserves the right to alter routes and accommodations at short notice due to circumstances beyond our control. In this situation, we will notify you as soon as reasonably possible, and no refund or credit will be issued.

(10b) **Tour Delays (Force Majeure)** – BDR Travel SDN. BHD. cannot be held responsible for unforeseen delays caused by: terrorist activity, pandemics, biological warfare, war, threat of war, civil strife, riots, natural or nuclear disasters, industrial disputes, unavoidable technical problems with transport, failure of hoteliers, blockades, acts of God, ferry operators or other suppliers.

- **Tour Delay Compensation** – Similarly, BDR Travel SDN. BHD. cannot be held responsible for any compensation or delays to a journey including international or internal flights or ferry crossings. In the event of any of the above, refunds or compensation cannot be made, and participants will be responsible for providing all their own additional meals, travel, and accommodation.

(10c) **Surcharges** – The tour price will not be subject to a surcharge save that in exceptional circumstances resulting from government action affecting transportation cost and/or currency fluctuations. There may be instances where circumstances beyond our control dictate an increase in the cost. We will not pass on any increase less than 5%, however BDR Travel SDN. BHD. reserves the right to introduce a proportionate surcharge for increases larger than this if they occur more than 60 days before travel.

- **Surcharge Refund** - If as a result of the surcharge, the increase is more than 10% of the stated tour price, you will be given the option to cancel your booking and receive a full refund on all deposits and funds paid.

## 11. Complaints

(11a) **Complaints Procedure** – We firmly believe that nothing ever improved without some constructive criticism. And so as part of our effort to continuously enhance our services as tour operators, we welcome any complaints or advice about our tour.

- **Step 1** – In the event of you wishing to make a complaint, you should first approach your tour representative with the complaint.

- **Step 2** – If you still consider that your complaint has not been properly addressed, you should put your comments in writing and send them to [borneodiscoveryroute@gmail.com](mailto:borneodiscoveryroute@gmail.com) within 28 days of your return giving full details of your complaint.

- **Failure to Comply** – If you fail to follow this complaints procedure (on tour and on your return home), we cannot accept responsibility, as we would have been deprived of the opportunity to investigate the matter and potentially rectify any problem.

## 12. Media & Photography

(12a) **Media Copyright** – All content appearing on the BDR Travel SDN. BHD. website and our social media platforms, whether written text, images, or video, is the property of BDR Travel SDN. BHD. under copyright.

(12b) **Photography** – We may take photographs and video footage of any participant (and/or pillion) and your motorcycle while on the tour. We reserve the right to use such material for any advertising, brochure, video production, social media, or for any other marketing uses without obtaining further consent.

### **13. Privacy Policy**

(13a) **Personal Information Confidentiality** – BDR Travel SDN. BHD. will keep all personal information provided by clients completely confidential. We do not and will never sell or otherwise provide that information to third parties. In the event that you no longer want to continue to receive emails from us, simply click the Unsubscribe button near the end of any of our email newsletters, or simply contact us at [borneodiscoveryroute@gmail.com](mailto:borneodiscoveryroute@gmail.com).

### **14. Release of Liability and Assumption of All Risks**

(14a) **Acceptance upon Payment of the Deposit** – By paying the deposit for any tour with BDR Travel SDN. BHD.,

you and all members of your party are accepting our terms and conditions. It is each participant's responsibility to read and understand the terms and conditions.

(14b) **Assumption of All Risks** – You acknowledge that motorcycling and traveling entails known and unanticipated risks. You also accept that such risks simply cannot be eliminated without jeopardizing the essential qualities of the activity. The risks include but are not limited to: traveling in mountainous terrain, altitude, civil unrest, acts of God, forces of nature, biological warfare, pandemics,

all forms of transportation, accident, or illness in remote areas without means of rapid evacuation.

(14c) **Release of Liability** – By accepting our terms and conditions, you acknowledge and hereby release BDR Travel SDN. BHD., their guides, any members of staff or contractors from any and all liability

arising from physical or emotional injury, paralysis, illness, death, delays, loss or damage to property or to third parties, recklessness of any kind, and from any and all claims, demands, or expenses resulting from the tour. You expressly agree and promise to accept and assume all of the risks existing

in this activity. You accept that participation in this activity is purely voluntary, and you elect to participate in spite of the risks.

(14d) **To Whom This Applies** – This release of liability and assumption of all risks statement applies

to you and all members of your party and family, and are binding upon your heirs, legal representatives, and assigns.

### **15. BDR Travel SDN. BHD. TOURS DISCLAIMER**

I have read and understood BDR Travel SDN. BHD.'s terms and conditions and I expressly agree to abide

by their terms of business. I certify that if I bring my own motorcycle, it is road legal, and that I hold a valid certificate of insurance covering my motorcycle, rider, and pillion (if applicable). I also certify that it is my responsibility to hold valid personal travel insurance and breakdown cover that includes the ability to get myself, my pillion (if applicable), and my motorcycle (if applicable) home in the event

of illness, accident, breakdown, or emergency, and I will cover any medical treatment that I (or my pillion) may need.

I have read the tour itinerary and I have made the judgement that the tour is suitable for both me and

my pillion (if applicable). I am fully aware of the route, destinations, approximate mileages, types of roads, and I have made the judgement that the tour is appropriate to my experience level and ability. I understand that BDR Travel SDN. BHD. reserves the right at their absolute discretion to ask me to leave

the tour group and ride separately from the main tour group.

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