TERMS AND CONDITIONS
reservation.sabahparks.org.my

Terms and Conditions:

1. Climbing Permit:

1.1 Climbers need to apply and pay the climbing permit prior to climbing Mt Kinabalu. Permit fee is subject to climber categories. Please check your category before paying.

1.2 Climbing Permit is valid for only two (2) days. If climbers wish to extend their stay, additional permit and insurance fees will apply. Fees to be paid in cash term at Sabah Parks' office at Kinabalu Park.

1.3 In the case of climber's injury or fatigue, to which affected climber(s) need to extend their stay on Mount Kinabalu (prior to completing the descend), additional permit and insurance fees will apply.

2. Insurance Coverage:

2.1 In the event of death or accident while in the premise, the insurance coverage and payable insurance are as stated below:

Sum Insured	**Age between 13 to 75 years**	**Age below 13 and above 75 years**
Death & Per. Disablement	RM 70,000.00	RM 50,000.00
Medical Expenses	RM 5,000.00 per climber	RM 2,000.00 per climber
Funeral/ Repatriation Expenses/ Cremation	RM 2000.00 per climber	
Rescue/Search operation	RM 5,000.00 per operation and RM 15,000.00 per annum	

3. OTHER FEES such as **CONSERVATION FEE** and **CERTIFICATE** are to be paid in **CASHLESS TERM**, and **GUIDE**, **TRANSPORTATION** and **PORTER FEE** are to be made in **CASH TERM** at KINABALU PARK on the actual day of climb.

4. Cancellation Policy:

4.1 Mountain Climbing:

4.1.1 Cancellation or No-Show will not be entertained. **No refunds** or reimbursements will be made.

5. Change of Reservation Policy:

5.1. Mountain Climbing:

5.1.1. After a reservation has been confirmed and climbers wish to change to an alternative date within the same year. Climbers will be subjected to a penalty fee of:

Change of Reservation Penalty Fee	Nationality/Rate (RM)	
	Malaysian	**International**
18 years old and above	110.00/pax	410.00/pax
17 years old and below	60.00/pax	210.00/pax

5.1.2. In the event the revision is of a lesser value, Sabah Parks will not refund the difference.

5.1.3. Revision can only be allowed one time within the same year, subject to availability of slots/accommodation.

5.1.4. Climbing permit and Insurance for the new selected date will be charged and subject to the latest revised pricing.

5.2. Any change of reservation **MUST** be made in writing to Sabah Parks.

6. Delivery Policy:

6.1. General Information

All orders are subject to product availability. If an item is not in stock at the time you place your order, we will notify you and refund you the total amount of your order, using the original method of payment.

6.2. Delivery Location

All items offered on our website are only available for delivery through the email address and in a form of e-tickets.

6.3. Delivery Time

The estimated delivery time is less than 1 day, once your order is completed you shall expect to receive your e-tickets on the same day.

7. What is a PR Holder?

