Mitra KEMBARA

BANK ISLAM
Bank Islam Malaysia Berhad • 198301002944(98127-X)

JOINT PROMOTION
BANK ISLAM WITH MITRA KEMBARA SDN.BHD
(15 October 2026 – 30 November 2026)

Promotion Terms & Conditions

Promotion : Special promotion on selected Umrah Packages by Mitra Kembara
Sales period: 15 October 2026 – 30 November 2026
Travel period: 1 November 2026 – 30 April 2027
Promotion Code: BIMBMITRA26

Package Category	Packages	Minimum Pax	Starting From
Umrah	12H10M Hijrah Jiwa	4 Pax	RM 8,290

MITRA KEMBARA TERMS AND CONDITIONS

1) Payment must be made using a Bank Islam Card-i (Credit/Debit) only.
2) All prices quoted are in Malaysian Ringgit (RM) and based on a per person basis.
3) Inquiry / Reservation: For any enquiries / reservation, please contact Mitra Kembara via
   a) email : syihra.rozman@mitrakembara.travel or nadrotul.siner@mitrakembara.travel
   b) Phone : +603 2779 1349.
4) All prices quoted for Umrah packages are inclusive airfare.
5) Rates quoted are based on the standard room category. Higher room categories can be quoted upon request.
6) Rates are not applicable during festive seasons, including Chinese New Year, Hari Raya Puasa, Christmas, school holidays, or any peak periods where surcharges may apply. Final rates will be confirmed upon booking confirmation.
7) All rates are subject to room availability, peak season surcharges, and blackout dates.
8) Blackout dates and peak season (public holiday, school holiday, festive season) surcharges may apply, depending on the selected destination and travelling period.
9) Booking must be made at least 30 working days prior to arrival, and a 50% deposit is required upon confirmation. The balance payment must be made at least 14 working days before tour commencement. For bookings made less than 14 working days prior to arrival, full payment is required upon confirmation. Rooms will be automatically released if the required deposit is not received.
10) Only 50% of the full payment will be refunded for cancellations made less than 7 working days before tour commencement. A 100% cancellation charge will apply for cancellations within 48 hours, no-shows, or any unused services.

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11) MITRA KEMBARA SDN BHD shall not be liable for any loss, damage, liability, expenses, or costs incurred by any guest, including loss or theft of property, unless caused directly by the gross negligence or wilful misconduct of MITRA KEMBARA SDN BHD.
12) The company reserves the right to amend routes, itineraries, schedules, and accommodations whenever necessary or due to force majeure circumstances.
13) Resorts, hotels, and management reserve the right to revise or discontinue rates at any time. Rates are subject to change based on revisions by the respective operators or park management.
14) Accommodation availability is subject to change and is not guaranteed at the time of inquiry. Bookings can only be confirmed upon receipt of guests' personal details and deposit payment.

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GENERAL TERMS AND CONDITIONS

1) Eligible Cardmembers are advised to read and understand these Terms and Conditions before participating in any of our campaigns and / or promotions.
2) The Terms and Conditions herein contained are in addition to and without prejudice to the Product / Facility terms and conditions. In the event of any inconsistency between these terms and conditions, these Terms and Conditions shall prevail with regards to this Campaign / Promotion.
3) The Terms and Conditions herein shall be governed by and construed in accordance with the laws of Malaysia and the customers agree to submit to the jurisdiction of the Courts of Malaysia.
4) For more information, please visit Bank Islam branches or call our Contact Centre & Customer Care at 03 26 900 900 or visit our website at https://www.bankislam.com

DISCLAIMER

1) Bank Islam shall not be responsible or liable for any claims, loss, or damage whatsoever resulting from or in connection with this promotion.
2) Bank Islam's prevailing terms and conditions governing the use of Bank Islam Card-i shall continue to apply in addition to the terms and conditions of this promotion.
3) Cardmembers are advised to observe the Shariah principles while enjoying this promotion.
4) Promotion is subject to the terms and conditions of the respective merchant.
5) Payment must be made by using the Bank Islam Card-i, and the customer must quote or show the advertisement to the company representative.
6) In the event of any dispute relating to any promotion, the decision of the merchant is final.
7) This is a promotion by Mitra Kembara . There is no Bahasa Malaysia version available for these Terms and Conditions.
8) Cardmembers are advised to visit https://www.bankislam.com/promotions/ and the merchant's website www.mitrakembara.travel for further information on the promotions. The use of merchant/third party websites and applications is subject to the merchant's / third party's privacy policy and terms of use.