

RELIANCE GUARANTEES YOU

More Than 100 Guaranteed Departures

HAVE A PEACE OF MIND WITH US!

CHOOSE GUARANTEED DEPARTURES

Customers :

The Norm Reply:

RELIANCE DIFFERENCE:

Can you tell me if this departure date is confirmed?

Oh yes, sir. Don't worry, it is selling very well. It shouldn't be a problem

Sir, this departure is marked as **Guaranteed Departure**.

Customers :

The Norm Reply:

RELIANCE DIFFERENCE:

How sure are you this will not be cancelled?

Sir, don't worry. There is still lots of time. This is our top seller product. We already have other passengers booked on this departure

We can't our control such events like rescheduling / cancellation of flights , technical constraints etc. However, such incidences are rare and since we introduced this concept, the success rate is 95%

Customers :

The Norm Reply:

RELIANCE DIFFERENCE

Oh, so not 100% guaranteed lah, correct?

We can't guarantee you. You see, all travel agents the same. Groups can only move if we have minimum group size but not to worry sir. We are very confident it will materialize. However, we will let you know 2 weeks before departure if it is definitely moving.

If any event occurred that rendered it necessary to cancel the departure, we take ownership and compensate generously even if we can't control the circumstances. We recognize there must be compelling reasons why our clients should trust us

Customers :

The Norm Reply:

RELIANCE DIFFERENCE

Do you compensate if the tour is cancelled 2 weeks before departure?

I don't think it will happen but in case it does happen, rest assure we will refund all your monies in full. We have lots of other good value package you can choose. **We can't compensate because we did not guarantee in the first place.** Don't worry sir, book first in order not to be disappointed. Hurry, seats are running out.

We will offer alternative dates for the same product . Have an option to choose to (i) accept alternative travel dates (ii) select a different tour or (iii) demand full refund ;

We GUARANTEE to pay / discount:

A) RM 800 per pax for tours > RM 3,000

B) RM 500 per pax for tours < RM 3,000

Customers :

RELIANCE DIFFERENCE:

Wah!!! Reliance pays money if tour is cancelled on top of refund?

Yes, you can't lose. Either your guaranteed departure goes on as planned or you enjoy a discount/cash up to RM800 per person. That's a lot of shopping money!

Sincerely we valued our customers support in our 39 years!