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# REFUND POLICY

## Introduction

At Koperasi Kakitangan Taman-Taman Sabah Berhad, KOKTAS (referred to as “we”, “us”, “our”), we are committed to the fullest extent into providing you the best of our provided products and services. However, there may be times or circumstances that may require one customer or party (referred to as “you” or “your”) to request a refund. In this Refund Policy, we will explain to you the terms and conditions under which refunds will be provided.

## 1.0 Eligibility for Refund

### 1.1 Cancellation by Customer, Party or Client

Cancellations made at least 7 days’ notice are eligible for refunds. However, cancellations made within 7 days of the scheduled date of booking will not be eligible for a refund.

### 1.2 Cancellation by KOKTAS

If KOKTAS were to ever cancel your booking or reservation for any reason, you will be contacted as soon as possible and will be provided an option to either rearrange your scheduled date or to receive a full refund.

## 2.0 Requesting for a Refund

Any refund request can be submitted through the contact information provided as below:

### MARKETING UNIT

#### KOPERASI KAKITANGAN TAMAN-TAMAN SABAH BERHAD

Tel: 088-253 443, or 011-6525 9118 (WhatsApp chat available)

Email: [marketing\\_koktas@hotmail.com](mailto:marketing_koktas@hotmail.com)

A request submission must contain your name, scheduled date of booking or reservation, proof of purchase or payment to KOKTAS, and the reason for refund.

Your refund will then be processed within 5 to 7 business days of receipt.

## 3.0 Non-Refundable Events

**For Accommodation Booking matters:** Please note that refunds are not eligible if you did not show up to our premise without prior notice.

#### 4.0 Payment Methods and Processing Time

We will issue your refund to the original payment method used at the time of payment for your booking or reservation. Processing Time may vary, depending on your banking service provider/payment method channel provider. Processing Time generally take up to 5 to 7 business days, and your refund may show up in your bank statement in 5 to 10 business days.

#### 5.0 Exceptional Circumstances

In an event of unexpected emergencies and situation occurrence that warrants the need of a refund, please contact us via the provided information below:

**MARKETING UNIT**

**KOPERASI KAKITANGAN TAMAN-TAMAN SABAH BERHAD**

Tel: 088-253 443, or 011-6525 9118 (WhatsApp chat available)

Email: [marketing\\_koktas@hotmail.com](mailto:marketing_koktas@hotmail.com)

#### 6.0 Changes to this Refund Policy

KOKTAS reserves the right to modify and amend this Refund Policy at any time. Any changes will be effective immediately upon posting the revised policy on our designated media, our website. Your continuous usage of our products and services means you are subjected to the policy.

#### Contact

Any concerns can be submitted to us via the provided information below:

**MARKETING UNIT**

**KOPERASI KAKITANGAN TAMAN-TAMAN SABAH BERHAD**

1<sup>st</sup> Floor, Lot 57, Block G,

Ruang Singgah Mata, Asia City,

88800 KOTA KINABALU

SABAH

Tel: 088-253 443

Email: [marketing\\_koktas@hotmail.com](mailto:marketing_koktas@hotmail.com)

Website: [www.koktastravel.com](http://www.koktastravel.com)