



# **Policy for Travel Agents & Tour Guides**

## **Terms, Conditions & Booking Requirements**

*Updated as of 29 January 2026*



## 1. PURPOSE

This policy outlines the terms, conditions, and procedures between Seria Energy Lab and registered travel agents. It ensures consistency, transparency, and professionalism in bookings, promotions, and visitor management.

## 2. SCOPE

This policy applies to:

- Licensed and registered travel agents in Brunei Darussalam registered under Tourism Department of Ministry of Primary Resources and Tourism.
- Tour operators and destination management companies (DMCs).
- Any third party acting as a booking intermediary for tourists.

## 3. OPERATIONAL TERMS FOR TOUR AGENCIES

### A. Tour Guide Allocation

- Seria Energy Lab will provide ONE (1) complimentary entry for a tour guide for every TEN (10) tourists per group.
- Additional charges will be applied if the above policy is not met. (Refer to **Appendix A** for pricing).
- Example scenario:

No. of tourists	No. of tour guides	Action
4 pax	1 pax	Tour guide entry is chargeable
10 pax	1 pax	Complimentary entry for 1 tour guide
15 pax	2 pax	Complimentary entry for 1 tour guide only; second tour guide is chargeable

### B. Group Definition and Booking Requirement

- Any visit involving LESS than ten (10) tourists is classified as a **non-group visit**. All **non-group visits** may be accepted on a walk-in basis without prior booking.
- Any visit involving MORE than ten (10) tourists is classified as a **group visit**. All **group visits** must be pre-booked and are NOT accepted on a walk-in basis.
- Seria Energy Lab reserves the right to reclassify multiple smaller groups arriving together as a single group visit where necessary.



#### C. Advanced Booking Timeline

- For visits without structured activities, bookings must be made at least TWO (2) WEEKS in advance of the intended visit date.
- For visits with activities, workshops, or facilitated programs, bookings must be made at least ONE (1) MONTH in advance to allow for operational planning and resource allocation.
- Bookings are only accepted via official email to [info@seriaenergylab.com](mailto:info@seriaenergylab.com) and SEL's official website at [www.seriaenergylab.com](http://www.seriaenergylab.com).
- Bookings made through unofficial channels will not be entertained.

#### **4. FAMILIARIZATION (FAM) TRIPS**

- Any familiarization (FAM) trip requests must be formally submitted through the Tourism Department under the Ministry of Primary Resources and Tourism.
- Direct requests from travel agents or tour operators will not be entertained without official endorsement from the relevant authority.

#### **5. ROLE OF SERIA ENERGY LAB'S SCIENCE COMMUNICATORS/FACILITATORS**

- Science Communicators/Facilitators are NOT designated tour guides and will not lead the tours.
- Their role is to provide content support, clarification or assistance when required, subject to availability and operational priorities.

#### **6. OPERATIONAL DISCLAIMER**

- All visit arrangements, tour allocations, staffing and scheduling are subject to operation feasibility, safety considerations and staff availability.
- Seria Energy Lab reserves the right to amend, adjust, reschedule or decline visit arrangements where necessary to ensure operational efficiency, safety and compliance with internal policies without prior notice.
- Such decisions shall not constitute a breach of agreement, and no compensation shall be payable in such circumstances.



## APPENDIX A

Particular	Ticket Rate (BND)	Terms
Kids	FREE Admission	Age 4 years old and below
Child & Teen	\$7.00	Age 5 – 17 years old
Adults	\$9.00	Age 18 years old and above