



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 and SEL's official website at 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