

## **TERMS AND CONDITIONS OF HOLIDAYS CARNIVAL DUBAI**

### **ADVANCE BOOKING FEE:-**

Holidays Carnival Dubai is NOT responsible for the cancellation of booking if 100% payment is not received on time. You are requested to pay 80% of the booking amount in advance for the confirmation of the services and rest payment should be paid 15 days before date of departure.

Payment should be made in USD as per the invoice. All bank charges should be borne by the agent/client. We ensure that the invoicing amount has to be credited into our bank account to proceed further with the booking.

In case payment is made in INR, we charge ROE as per Xe.com on the day of the payment + 1.00INR as rate difference + T.T. Charges.

### **CANCELLATION POLICY:-**

If you want to cancel your booking at any time before the departure date then you have to notify us in writing. There will be no refund after departure or for any unutilized services. You may cancel your travel arrangements by written notification over the e-mail. The applicable cancellation charges will be charged as per cancellation policy. Booking can be changed or cancelled on basis of cancellation policy of hotel as well as the company norms which is as follows.

<b>CANCELLATION PERIOD</b>	<b>CANCELLATION POLICY</b>
30 days or more before departure	: 25% of total package cost
30-15 days before departure	: 50% of total package cost
Less than 15 days before departure	: 100% of total package cost

### **MODIFICATION IN PACKAGE:-**

Holidays Carnival Dubai helps you at any time changes or modification of your package. If your tour plan gets effected by sudden calamities (bad weather, other circumstances), we will try to provide you other dates only if your tour has not begun yet (Nil guarantee). There will be no refund of any amount due to natural calamities or non-availability of resources.

In continuation to above If there will be any changes in the plan related to date or package, after the conformation of your booking. Holidays Carnival Dubai will not be responsible for the charges and penalty for any amendments and Client will be liable to bear all the charges.

### **TRAVEL INSURANCE:-**

Holidays Carnival Dubai shall not be responsible for any kind of damages as an outcome of accident, illness, injury, or loss of personal baggage or even the cancellation of trip due to any reason. It is advisable that the traveler should avail of a travel insurance policy to tackle unforeseen events. If

you want an Insurance for holidays for your clients then you will have to make it yourself for your clients as Being a DMC Holidays Carnival Dubai does not provides any travel insurance policy.

**TERMS & CONDITIONS - GENERAL POLICY:-**

- Standard Hotel check-in time: 02:00 PM
- Standard Hotel Check-out time 10:00 AM – 12:00PM
- Guest will have to pay Dubai Tourism Dirham fee directly to the Hotel as follows:
- 2 Star & 3 Star Hotel & standard hotel apartment – AED10/- Per room Per night
- 4 Star Hotel – AED15/- Per room Per night
- 5 Star Hotel & Deluxe Hotel apartment – AED20/- Per room Per night
- Subject to 5% VAT from 01st January 2018 (Applicable on future bookings once same is notified to us) Municipality fees and service charges are subject to change, should the government alter the above, the hotel has the right to change the rates accordingly without prior approval from the client.
- Early check-in and late check-out will be always subject to availability of rooms depends on Hotel occupancy.
- In case of any delay or cancellation of flight, customer can miss the opportunity of sight-seeing. Holidays Carnival Dubai will not refund any amount for this. All these terms and conditions are governs by tour operations. No employee of the company can modify this.
- Given Quotation does not include any surcharge during the requested date of travel, if there is any surcharge levied by the respective hotel's during any Event's or Exhibition will be borne by the agent / customer.
- Holidays Carnival Dubai reserves the right to change any rate without any prior notice and we are not liable to accept any claim.
- Holidays Carnival Dubai do not guarantee of any room availability.
- Holidays Carnival Dubai will provide you the similar hotel in case of mentioned hotels are overbooked/not available.
- Holidays Carnival Dubai will not be responsible for ensuring safety of your personal belongings or documents.
- Holidays Carnival Dubai will not be responsible for any stay in the hotel unless you have any written documents with you that are provided by us.
- Guest is requested to get ready as per services schedule provided in the itinerary.
- If there are any service used by the guest out of given package inclusion, will be borne by guest directly like: telephone bill, laundry charge, tipping, meal, water and any personal expenses.
- All the services will be providing as per issued services voucher by Holidays Carnival Dubai, if there is any change will be updated in advance.
- Holidays Carnival Dubai will not be responsible for any services and star rating of the hotel. We recommend the hotel through customer reviews and rating placed on the internet by customers and also by our previous customers' experience.
- All our customers are requested to go through reviews and photos of the hotels before making any booking with us to avoid inconvenience to your clients during their holidays.

- Some hotels normally ask for the non-refundable deposit at the time of booking. Please check with us regarding the refund policy for the same.

#### **UEA TOURIST VISA:-**

- Visa fee is 100% non-refundable. Minimum 4/5 working days are required (Mon, Tue, Wed, Thu) to process visa with Dubai Immigration and visa is subject to Dubai Immigration approval.
- If there is any rejection, Black list OR any type of interruption by Dubai immigration then Visa charge + visa application cancellation charge (USD 40 per Visa) will be applicable.
- If any guest visit to Dubai and exist and Dubai Immigration system shows status as “Entered in Country” then we will need Exist stamp copy (in & out both) within 24 Hrs + clearance fees USD40 per person. If respective client or guest fail to provide it, this will be considered as absconding and USD2000/- per person will be charged and agent or guest must have to pay the same within 24Hrs, above fee subject to change.
- UAE Visa is separate identity of any package or individual visa booking. If there is any rejection or any type of objection by Dubai Immigration, rest all inclusions of package will be charged including above conditions (Cancellation policy).  
We reserve the right to deny any document related visa process but remaining all inclusions cost will be charged (In case of any under cancellation or non-refundable booking).

#### **OK TO BOARD:-**

- We can provide the proof for submission but we are not liable to chase and authorize to update in the Airlines system.
- If Travel agent / individual guest may have to bear any cost because of Ok to Board update, we are not responsible for any losses.
- If there is any objection by Dubai Immigration in visa process (Delay, rejection, black list) & if there is any non-refundable or normal ticket booked by respective travel agent or individual guest full package cost will be applicable.

#### **IMPORTANT INFORMATION:-**

- Customers are requested to carry their valid photo ID proof and the hard copy of complete vouchers and services provided by Holidays Carnival Dubai to present the hotel & avail the services through bookings. If you don't present vouchers at the hotel while check-in, hotel can deny your booking & not allowed you to check-in the Hotel. Holidays Carnival Dubai will not be responsible for any inconvenience caused during the tour.
- Kindly avoid being over drunk by intake of hard drinks during the flight to avoid any inconvenience during your arrival & Immigration.
- We request you to book your package immediately so that there will not be any issue regarding the rates. All the confirmation will be considered after receiving the payment for the booking.

- You can deposit cash payments in our bank account. Holidays Carnival Dubai will not be responsible for any compensation if the company or the customers are forced to cancel the booking due to any outside uncontrolled situation.

**DISCLAIMER:**

Holidays Carnival Dubai always ensure its customers for the good quality services at most affordable prices that displayed on our websites and are accurate at the date of issue. Change in market condition or circumstances may occur after the issue date, it no longer reflects the current position. We will neither be responsible for any losses if any and nor we are responsible for any change in rates or any other change that may occur during the verification and billing process. We make full efforts to work with hotels and packages which provide an acceptable standard of paid services.