



## **Terms and conditions:**

### **1. Services:**

The company offers travel- related services and accommodations including the following:

- Hotel reservations
- Airline tickets
- Transportations
- Airport pick up and drop off
- Tours.

The travel agency will offer the above listed services and accommodations to business and consumer clients as part of travel packages pursuant to the terms of this travel agency agreement.

Al Wasat Travels will offer items listed in this agreement to businesses and consumers as part of travel packages.

### **2. Payment of Travel Fee**

The travel fee must be paid before the 14th day in advance of the departure date. If an application is made on and after such 14th day, the travel fee must be paid on the application date or date specified by the agency.

### **3. Costs included in the Travel Fee**

(a) Transportation fees and charges for transportation facilities used, such as airplane, ship and railway, are those expressly indicated in the travel schedule.

(b) Accommodation fees and taxes and service fees expressly indicated in the travel schedule.

### **4. Costs not included in Travel Fee**

Any expenses other than those set out in Section 4 will not be included in the travel fee.

### **5. Change of Customer**

The customer may change the dates and destinations only when it's approved by the hotel suppliers and airlines. However, for business reasons it may be rejected.

### **5. Cancellation fee**

Customers may at any time cancel the reservations by paying the cancellation fees. The charges will be applicable based on the airline and hotels policies.

#### **6. Refund and Return**

For payments made in cash, cheque, or bank transfers, refund will be made by way of cheque and will generally be processed within 2 to 4 weeks from the date of cancellation. For credit card payments, refund will be made via the respective credit card company and will generally be processed with 2 to 4 weeks from the date of cancellation.

After the departure date, there will be no refund and the itinerary cannot be fulfilled or changed for any reason beyond our control.