

TERMS AND CONDITIONS

1. Scope of application

All bookings made with SCE AGENCY FZCO are subject to these terms and conditions. Please read them carefully as they set out our respective rights and obligations. By asking us to confirm your booking, we are entitled to assume that you have had the opportunity to read and have read these booking conditions and agree to them. In the event of a lack of understanding, it must appear before the use of our services for explanation. If necessary, it is up to him to have them translated by a professional to ensure his full understanding.

2. Client requirements & relation

If you are under 18 at the time of booking, the application form also needs to be signed by your parent or guardian or initialled online during the booking process.) It may be necessary for the Company to ask you for certain personal information. Examples of this would be dietary requirements, disability/medical or religious information etc. This information will be kept confidential by the Company

All communications by the Company in relation to your holiday will be sent to the address stated on the booking form. Each member of the tour must have a valid passport, visas and all necessary documentation for the countries they are touring. The Company accept no responsibility for any delay or expense should your documents not be in order. You are responsible for checking-in for flights at the correct time and for presenting yourself to take up all pre-booked components of your holiday. The Company cannot accept responsibility for clients missing flights as a result of late check-ins and no credit or refunds will be given if you fail to take up any component of your holiday. No credit or refunds will be given for lost, mislaid or destroyed travel documents.

3. Reservation

Where we have already confirmed the availability of your chosen arrangements and booked, your booking will be treated as firm and a contract between us will come into existence as soon as we receive your complete details and your deposit. Where you book through our website without prior confirmation of availability, any electronic acknowledgement of your booking is not a confirmation of it. Contact us immediately if any information which appears on the invoice or any other document appears to be incorrect or incomplete.

4. Payments

Your holiday must be paid in full at least 30 days before the departure date. If payment is not received by the due date, the Company reserves the right to cancel the booking and retain the deposit. The person who signs the booking form guarantees payment of the total amount shown on the booking form in accordance with these conditions. No reminders will be sent.

If you book within 30 days of your departure date payment must be made in full at the time of booking

5. Price

We reserve the right to make changes to and correct errors in quoted prices at any time before your trip is confirmed. We will advise you of any error of which we are aware and of the then applicable price at the time of booking. Once the price of your chosen trip has been confirmed at the time of booking, then subject to the correction of errors, we will only increase or decrease the price in the event of any change in our transportation costs or in dues, taxes or fees or in the exchange rates which have been used to calculate the cost of your trip.

A surcharge or refund will be payable, subject to the conditions set out in this clause. Even in the above cases, only if the amount of any increase in our costs exceeds 2% of the total cost of your trip will we levy a surcharge. If any surcharge is greater than 10% of the cost of your trip, you will be entitled to cancel your booking and receive a full refund of what you have paid to us or alternatively purchase another trip from us. You have 14 days to ask for it. We will not levy a surcharge within 30 days of departure and no refund will be payable during this period either.

6. Health

By booking any activity, you certify you are in good health, physically capable of undertaking all aspects of the trip, and unaware of any reason why you may be unsuited to taking part or may be likely to suffer illness or injury during the trip, taking into account its challenges and purposes.

7. Insurance

You are responsible for arranging your own travel insurance. Please ensure that your insurance cover applies to the specific activities you are booking and which are confirmed on the Confirmation Invoice.

8. Special request

Please advise us of any special requests prior to making your booking. Unless and until specifically confirmed, all special requests are subject to availability. For your own protection, you should obtain confirmation in writing that a special request will be complied.

9. Cancellation and charges

Cancellation of bookings must be notified to us by letter or email by the party leader as soon as possible. Your notice of cancellation will only be effective when it is received in writing by us.

Period before departure within which written notification of cancellation is received by us	Cancellation charge per person (% of total cost)
3 months and more before date of departure	10%
Between 1 up to 3 months before date of departure	25%
Less than a month before date of departure	50%
2 weeks before date of departure	100%

The Company reserve the right to cancel your holiday at any time before the date of departure, even after a confirmation notice has been sent. If your holiday is cancelled the Company will refund in full the money you have already paid. No compensation will be payable.

10. Trip Modification

Occasionally it may be deemed necessary to make changes to your holiday and the Company reserves the right to do so at any time, and you will be notified of any changes at the earliest possible opportunity. If a major change to your tour is necessary, providing it does not arise from circumstances beyond the Company's control, you may choose (i) to accept the change of arrangements (ii) to purchase another holiday from us or (iii) to cancel your holiday

Changes to your confirmed trip can be considered depending on practicalities and availabilities, but there might be a cost associated with these changes. We do not charge an amendment fee for doing so and will only pass on any extra costs involved in providing additional or alternative services which are incurred or imposed by any of our suppliers. A change of holiday dates will normally be treated as a cancellation of the original booking and rebooking in which case cancellation charges will apply. Changes may result in the recalculation of the holiday price where, for example, the basis on which the price of the original holiday was calculated has changed.

The Company regret that no refund will be made on unused tickets where travel, sporting event or other types of ticket, unless a refund can be obtained from the carrier or provider.

11. Compensation

No compensation will be payable and the above options will not be available if we cancel as a result of your failure to comply with any requirement of these booking conditions entitling us to cancel (such as paying on time or being at meeting point on time). Very rarely, we may be forced by "force majeure" to change or terminate your trip after departure but before the scheduled end of your time away. If this situation does occur, we regret we will be unable to make any refunds (unless we obtain any refunds from our suppliers), pay you any compensation or meet any costs or expenses you incur as a result. Such events may include, whether actual or threatened, war, riot, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, significant risks to human health such as the outbreak of serious disease at the travel destination, adverse weather conditions, fire and all similar events outside our control.

12. Liability

We will not be responsible for any injury, illness, death, loss (including loss of possessions and loss of enjoyment), damage, expense, cost or other sum or claim of any description whatsoever which results from any of the following:

- your act(s) and/or omission(s); or
- the act(s) and/or omission(s) of a third party not connected with the provision of your trip and which were unforeseeable or unavoidable; or
- 'force majeure'

Suppliers, including transport operators, provide their services in accordance with their own terms and conditions. These terms may limit or exclude their liability to you in the event of death, personal injury, delay or loss / damage of personal possessions.

13. Errors and complaints

The Company has made all reasonable efforts to check the accuracy of the information contained in our website. The Company cannot however accept any responsibility for any errors or omissions that may appear in this site.

If you have a problem during your holiday, please inform the relevant airline, hotel, local agent or other suppliers immediately so that they can endeavour to put things right. The Company will not hold themselves responsible for the non-performance of an itinerary through causes beyond their control or when they are not notified of a problem at the point where remedial action can be taken

Any dispute that may arise will be governed by UAE law and both parties shall submit to the jurisdiction of the Dubai Courts.