

Athiya Global Travel and Tourism – Terms and Conditions

General

1. Athiya Global Travel and Tourism is a tour organizer and consolidator of various travel related services within UAE and across the globe. We do not directly own any services / facilities provided by us. All our services are provided by independent entities which operates airlines, ground transportation, hotels, restaurants, cruises, theme parks, exhibitions, Seminars, art galleries, Museums, etc . We take utmost care in selecting quality suppliers worldwide. However, we cannot be held responsible for any delay, lapse, omission, deficiency in the quality of service provided by any of our suppliers.
2. Athiya Global Travel and Tourism is not liable to our clients who choose us as organizers for the services, for any delay, damage, loss, injury, death caused on the above accounts for the services booked through us. In case if our clients are not satisfied with a particular service, we will take it up with our respective supplier and do the needful for resolving the issues within the available and possible resources.
3. The suppliers reserve the right of admission, if any traveler is found to be engaged in activities /behavior resulting in injury, damage, danger to the / life/ limb or property of fellow travellers or local people or affecting the sanctity of local culture etc. Athiya Global Travel and Tourism will not take responsibility for any act and subsequent omission of co travellers and third parties from the tour and no refunds will be processed in such cases.
4. Athiya Global Travel and Tourism, reserves the right to modify / amend the price of any service at its discretion without giving any prior notice.
5. Athiya Global Travel and Tourism reserves the right to modify/amend/ cancel / alter the tour advertised at any given time without giving any reason and at its sole discretion without giving any prior notice.
6. Athiya Global Travel and Tourism, is not responsible for the quality of the third party service providers like airlines, hotels, transportation, Guides etc. We select quality service providers of specific class / standards as per the package booked.
7. Athiya Global Travel and Tourism is only a tour organizer or consolidator and is not responsible for any acts of misbehavior, omission, damage, personal affairs etc of the customer. Clients are responsible for the safety of their belongings, life, and proper conduct on tour, legal and cultural issues arising at foreign land, following various rules and regulation of the country of the visit, damages to the properties caused, etc. Athiya Global Travel and Tourism is not responsible for any of the medical , legal and other consequences arising out of the clients such behavior/ actions and any reclamation from the authorities based on the above will be directly passed on to the clients.
8. Rates quoted are per person only unless mentioned. Please contact our support team for further details.
9. Airline fare, if quoted are dynamic in nature and is confirmed only at the time of issuing the ticket. Any increase or reduction in the same will be informed to our client and consent is obtained at the time of issuance.
10. Validity of price mentioned (if any) in our quotes are only for the land package. The rates may vary post the validity date.

Payment Policy

11. Athiya Global Travel and Tourism will not be holding any confirmed hotel reservations or airline seats or any other forms of inventory at the time of giving the quote. All services are subject to availability at the time of booking. The final price may change based on the actual availability at the time of booking. Since we deal with various suppliers across the globe, in certain cases it may take minimum 24 hours and more in order to get the confirmation status from the suppliers. The same will be intimated to you with the detailed confirmation status and the respective price.
12. Cost of services may change from time to time due to various reasons. Any price changes post booking will be intimated to you at the earliest possible time.
13. Peak seasons, Special occasions, festival time, local regulations etc will result in surcharges for the package quoted. We may know the same only after the booking confirmation received from our supplier. We will subsequently update you about the change in the pricing and after your confirmation, we will proceed with the booking.
14. Customer need to make payments as per the payment schedule advise at the time of booking. Any delay in making the balance payment within the stipulated time will result in cancellation of the tour without any intimation to the client and applicable cancellation fee will be levied.
15. No credit for any services booked through us. All payments must be done before the departure date. We reserve the right of admission of any clients where payments are due and the services will be cancelled to recover the cost.

How to book? Booking procedure

UAE tour packages.

16. Customer can initiate the booking with copies of valid Govt issued photo id card of all passengers and initial non- refundable deposit of AED 1000 per person or the amount as per slab given below , whichever is higher.

For International Tours

17. Customer can initiate all international tour booking by paying a non-refundable deposit amount of AED 1000 or the minimum amount mentioned as per the below payment slab, whichever is higher.
18. The following documents are mandatory for booking International tour packages.
19. Passport copies of all travellers with 6-months minimum validity from the date of return.
20. Balance payment must be paid according to the payment schedule mentioned at the time of booking.

Payments:

21. Before 30 days prior to the departure date : 50% of the Tour Cost.
22. Before 20 days prior to the departure date : 100% of the Tour Cost.

Cancellation / amendment Policies:

23. We book services well in advance and are committed to our suppliers for payments based on our commitment. In the event of clients' cancelling the booking for various reasons including those follows, but not exhaustive like, illness, medical issues, visa not granted, no show etc, cancellation charges will be applicable.

24. After confirmation of services any cancellation requests must be given in writing or by email and client must obtain acknowledgment from us for the same. Verbal cancellation requests will not be entertained under any circumstances.
25. You can also email the cancellation request to operations@agtt.com , preferably from the person who booked the tour or any member who is travelling. We will not proceed with cancellation in case any conflict arises or ambiguity in communication from the client/travellers and will advise you for further clarifications. Any delay in cancelling and subsequent increase in cancellation charges will be applicable to clients.
26. Certain third-party services like air, cruise, rail, entry pass, concession fare etc may be non-refundable as per the specific service provider's policy. Once issued, no refunds will be applicable for the same.
27. For third party services like Airlines, Cruises , etc , if the services are cancelled by the service providers or by the client/ traveller, the Convenience fee, if levied will be non refundable.
28. For air tickets, if your cancellation request is within 24 hours of departure time, you need to directly contact the respective airline customer care number to get your reservation cancelled or rescheduled. We will not be able to assist you for any airline cancellation requests raised within 24 hours of the departure time.
29. Discounts, if any availed, will be non-refundable in case of any amendments/ cancellations and will not be passed on to the subsequent bookings.
30. Any change in departure dates, destinations, services, etc will be considered as a cancellation of the initial booking and confirmation of a fresh booking and the booking, payment, amendment and cancellation charges of the new package will be applicable. Clients have to pay the difference in cost arising due to amendment/ modifications in the package over and above the cancellation charges for the previous booking.
31. If in case, Athiya Global Travel and Tourism, is not able to provide you the booked travel arrangements, our liability will be limited to the tour cost quoted and we will refund the amount as per the terms and conditions. Athiya Global Travel and Tourism will not be responsible / held responsible for any personal, medical, legal , financial and other liabilities arising to client / traveler because of the same.

Cancellation Charges.

General

32. If Cancellation request received from customer...
33. 30 Days prior to the departure date: 50% of the tour amount.
34. 15 days prior to the departure date: 90% of the tour amount.
35. 7 days prior to the departure date: 100% of the tour amount.

Cancellation by the company.

36. Due to certain unforeseen circumstances like natural disasters, war, riots, civil unrest, terrorist activities or such threats, political uncertainties, closure of airports, access denial etc, we may be obliged to cancel the trip.
37. If any such situation arises, we will do our best to update you at the earliest and will try our best to offer you an alternative solution. If that doesn't suites you, we will make a refund of the amount paid after deducting the actual expenses/ cancellation charges incurred in confirming the package, which includes, flight bookings, land reservations, visas, permits, hotels, vehicle bookings etc.

38. We insist you to make use of suitable travel insurances to cover the unforeseen cancellations.

Refunds

39. Athiya Global Travel and Tourism reserves the right to determine the amount of refund payable based on various factors like the number of participants, cancellation policies of other/ third party suppliers like hoteliers, cruise, airline, transporters, Embassies, Consulates etc.
40. Refunds, if any will be processed on actuals received from the supplier/s after deducting necessary service charges of Athiya Global Travel and Tourism.
41. For foreign currency refunds, the prevailing rate of currency conversion including bank charges on the date of refund or on the date of booking, whichever is lower will be applicable . All refunds will be processed in AED/USD only.
42. No refund for unutilized services!
43. Refunds (if any) for amendments and/or cancellation will be paid to the account from which the payment received by the company.
44. Please allow us minimum 45 days to process the refund. In case, third party suppliers are involved, the number of days may increase based on the refund we receive from the respective supplier.
45. No refund for unutilized services on tour like no show, not adhering to time, missing the connecting flights/ trains/ transportation, due to delay, technical issues, medical issues, not able to reach the tour commencing point, etc.
46. No refund will be made for the services denied due to lost, damaged, mislaid coupons/ tickets/ vouchers etc.
47. There shall be no refund on Visa fees and other service charges paid to respective Embassies/ Consulates/ Facilitators etcetera irrespective of whether visa is granted or not.
48. There shall be no refund in case client wants to join the tour later or wants to leave the tour before the culmination of the same.

website terms and conditions.

49. All services offered in this website are subject to Athiya Global Travel and Tourism terms and conditions.
50. For Third party packages / services like Rail tickets, day passes, coach, hotel reservations, sightseeing etc. respective company's terms and conditions specified by them will be applicable along with Athiya Global Travel and Tourism terms and conditions.
51. Athiya Global Travel and Tourism is a service facilitator ,consolidator and organizer. In various destinations, our services are provided by independent suppliers like hotels, transportation, restaurants, sightseeing, entry tickets, airlines, ships, cruises, boats etc. We select reputed suppliers throughout the world after verifying their authenticity, service history, service quality and various other parameters.
52. Due to unforeseen circumstances, any services which are not provided by the suppliers, Athiya Global Travel and Tourism cannot be held responsible as we do not have any direct control over the suppliers providing the services. Consequently any loss /damage incurred due to the same including injury, death does not imply us liable to the clients who selected us as the tour organizer.

53. If in case ,a client is not satisfied with a particular service and intimated us within the stipulated time, we will take up the same with the respective supplier and do the needful to provide you an alternative within the parameters of their terms and conditions.
54. Athiya Global Travel and Tourism is not responsible for any act including access denied to co-travellers / third parties, if the same directly or indirectly affect the safety of entire tour comprising damage /danger to the life/ body or property/assets of any client.

Services described in the website.

55. We have tried to describe the services as accurately as possible. Various unforeseen factors mentioned below can affect the services/ itinerary. Factors like traffic situations, local weather, re-routing of traffic, flights, ships, rail , natural disasters, landslides, political unrest, strikes, various events , closure, destruction of hotels, properties, overbooking of all reservations like flight, hotels, restaurants, restriction imposed at sightseeing, religious gatherings, etc. may affect the services/ itinerary flow. We will notify you, if we get information on the same well in advance. Any deviation or changes from the itinerary while on tour, the respective tour manager, person in charge will update you and direct you for the further course of action.
56. In case any alternate arrangements are done which results in cancellation/ tour not happening etc., we will refund the difference amount as per booking terms and conditions. If in case, any arrangements made superior to the packages confirmed, we will be charging additional for the same as charged by the supplier.
57. We have tried our best to provide accurate information in this website. Athiya Global Travel and Tourism, in no way be held responsible/liable for any decision that you make based on the information provided on this website. We periodically update the website. We urge our valued clients to authenticate the information with respective authorities before taking a decision. Information displayed on this website should not be used for legal/ personal/ medical/ financial decision making. Athiya Global Travel and Tourism or its subsidiaries, Suppliers make no authentication, validation , representation about the accuracy of information provided on this website.
58. Above policies governs the terms and conditions of Athiya Global Travel and Tourism and its operations unless specifically entered into a written agreement with our clients. Clients are advised to rely the above terms and conditions "as it is " and No authority has been given to anyone including our employees/ partners to change/ modify/ alter the terms and conditions.
59. Athiya Global Travel and Tourism, reserves the right to amend/ modify/alter/ change and implement the above terms and condition at any given point of time without giving a prior notice.

Disclaimer

60. Athiya Global Travel and Tourism, will not be liable/responsible for any inaccuracy, typographical error etc in the content, products , services mentioned in the website and decisions made by clients based on the same. We strongly insist you to verify the same with respective authorities before taking any decision based on the above.