



## **AMSAAN UK TERMS AND CONDITIONS**

### **1. General**

These terms and conditions form a legal agreement (hereinafter - “Agreement” and/or “T&Cs”) between You as a “traveller” (hereinafter - “Customer”) and Amsaan Accessible Tours UK Ltd (“Amsaan UK”). Amsaan UK may amend these Terms from time to time with notice to the Customer.

### **2. Acceptance of the T&Cs**

These Terms and Conditions set out your rights when you purchase travel services from us. By making a booking, you are accepting these terms and conditions and consenting to the processing of your personal information. These terms and conditions are regulated by the laws of England.

### **3. Application of these T&Cs**

An agreement will exist between us once you have made your booking, which means paid your deposit, and we have issued you with our booking confirmation. If any part of Our Terms is found to be invalid or unenforceable, then the remainder of them will not be affected and will remain valid and enforceable.

These T&Cs also apply to the Dubai Christmas Festival (“Event”), comprising various performing arts programs including music, entertainment, and cultural activities, which is organized by Amsaan UK and hosted at Expo City Dubai.

### **4. Your Booking with Amsaan UK**

#### **4.1. Booking Responsibility**

When you make a booking, you guarantee that you have the authority to accept this Agreement on your behalf. It is your responsibility to ensure that all of the details on your travel documents are correct. Please note that bookings with Amsaan UK do not include flights to or from your destination.

Please verify that all names, dates, and timings in your documents are accurate upon receipt and alert us immediately if there are any mistakes, as modifications can't be made afterward. Failure to inform us about any discrepancies in any document right away may compromise your rights.

The booking details you share with us will only be relayed to the pertinent suppliers of your travel services or others who are essential for coordinating your travel arrangements. Consequently, information might be shared with public authorities like customs or immigration when demanded or mandated by law. This extends to any sensitive information you provide, such as disability details, or dietary and religious preferences. Some information might also be conveyed to security or credit verification companies. Please note, it is your responsibility to comply with all vaccination



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requirements in the country of travel. Amsaan UK will not be responsible in case you're denied entry due to a lack of vaccinations or compliance with other entry requirements.

#### 4.2. Customer's Account Registration and Maintenance

1. To utilize specific features on Amsaan UK, you need to create an "account." You are tasked with safeguarding your account password and login information and are responsible for any activity related to your account.
2. You must inform us promptly if you perceive unauthorized usage of your account. Your account is intended for personal, non-commercial usage only. It's not permissible to pretend to be someone else (e.g., assume a celebrity's identity or use pseudonyms), set up an account for someone else, use an email address that isn't yours, or establish multiple accounts on Amsaan UK.
3. Amsaan UK reserves the authority to terminate your account at any point, for any reason which may violate our guidelines. We reserve the right to halt or suspend your account or your access to the Website, either partially or fully, at our exclusive discretion, for any reason, without providing notice or incurring any liability. For instance, we may suspend or terminate your account or website access if there's misuse. Such termination or suspension might restrict you from accessing your account, the Website, your Content, Website Content, or any related data.
4. You can terminate your account whenever you wish by closing or deleting your account and ceasing your use of all portions of the Website. As a user of Amsaan UK, you comprehend and agree that neither Amsaan UK nor its affiliates will be liable to you or others for any unauthorized transactions executed utilizing your account details.

#### 5. Deposits & Payment

Amsaan UK offers payment options to all customers, which depend on the type of tour, event, and/or tour season - as noted below:

##### 5.1. Standard Tours

Tours for all dates (except for the cases specified separately by Amsaan UK, in particular for the Tours for the New Year and Christmas period and Tours for Children Holidays period):

Terms of payment:

- 40% of the tour price - a non-refundable deposit payable at the time of booking.



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- The remaining 60% of the tour price should be paid not later than 40 days prior to tour departure.
- You can split the remaining 60% of the tour price into equal monthly payments. The final payment must be made no later than 40 days before the tour departure.

## 5.2. Dubai Christmas Festival Events:

### Terms of payment:

- 100% of the Event Ticket price is payable at the time of booking.

Terms of cancellation and/or booking transfer are prescribed below in the Chapter “Cancellation Policy”.

We accept payments through major credit/debit cards (Visa, MasterCard, American Express), and bank transfers. Once the payment is successfully processed, you will receive a confirmation email with the details of your booking.

### 5.2. Processing of the Deposit

After you have paid your deposit, we will automatically process the remaining balance due on the date(s) specified in your booking invoice from the same credit/debit card used to pay the initial deposit. If you need to change the payment card, please notify us at [info@amsaantours.com](mailto:info@amsaantours.com) at least five working days before the due date. If we do not receive payment, you will receive an email and have up to 10 working days for the balance to be settled, after which time we will consider your holiday cancelled by you. Late payments which are processed 1-10 days after the balance due date will be subject to a late payment charge of £50 per transaction.

## 6. Tour and Event Prices

### 6.1. Price Changes

The prices quoted in our brochures, on our website, or in our publicity and promotions are correct at the time of publication. In the event of any change in our prices or offer conditions to those stated, we will notify you prior to accepting your booking. All of our prices are quoted in GBP £ Sterling.

- Holiday (tour) arrangements or extra services:

We reserve the right to issue an invoice to you on any charges levied on us by our suppliers in respect of extra services made/ordered by us on your behalf. Please note, our prices do not normally include:



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1. Visa fees, overseas airport departure charges payable locally, portorage, personal expenditure, hotel extras, fuel, and extras for car hire.
2. Taxes or compulsory charges are introduced by Governments, regulatory bodies or airlines after you have booked.
3. Security charges introduced or increased after you have booked relating to transportation costs.

The price payable by you for your holiday and what this price includes will be confirmed to you by us at the time of booking and set out in our booking confirmation.

## 6.2. Terms for Usage of Discounts and Promo Codes

Amsaan UK may occasionally offer special discounts and/or promo codes for booking tours or other Amsaan UK services. Please note the following rules for using these discounts and promo codes:

1. Different discounts and/or promo codes cannot be combined unless we specifically inform you otherwise. Discounts cannot be applied to bookings that have already been made.
2. Discounts and/or promo codes can only be used on new bookings and must be applied at the time of booking. If booking online, enter the promo code before completing the checkout process. If booking through our representatives, provide the promo code before they finish the booking.
3. Only one discount or promo code can be used per booking. Unless we inform you otherwise, a promo code cannot be used in conjunction with a returning customer discount. If you apply a returning customer discount, it will remove any promo codes from the booking.
4. Promo codes cannot be applied to existing bookings. Promo codes cannot be transferred to another person, exchanged for cash, or used as credit. Discounts and/or promo codes only apply to specific items and are subject to availability.
5. We reserve the right to change or remove discounts and/or promo codes at any time. Contact us for the specific terms of a given promo code. Any additional discounts will be calculated based on the price after the promo code discount has been applied

## 7. Insurance or Coverage

By accepting these terms and conditions, you confirm that you have read, understood, and agreed to the policy wording of the travel insurance provided by Amsaan Accessible Tours UK Ltd through our partner, Orient Insurance PJSC.



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You as our customer will be provided with your personal Certificate of Travel Insurance and Insurance Terms and Conditions ([Policy Wordings](#)) before the start of the Amsaan tour. It is your responsibility to ensure you understand these terms and conditions.

Travel insurance policy for Amsaan tours is arranged by Orient Insurance PJSC – UAE, with services provided by NEXTCARE Claims Management L.L.C.

**Please note, that in the UAE, consumption of alcohol invalidates all travel insurance coverage.**

What is covered by the insurance policy?

Medical & Related Benefits

- Emergency Medical & Associated Expenses
- Emergency Medical Evacuation
- Accommodation costs related to COVID-19 quarantine (if diagnosed with COVID-19)
- Repatriation of Remains

Loss of Travel Documents

- Costs for issuing a temporary passport
- Costs for issuing a temporary visa

**Please note!** The emergency expenses are covered **UP TO THE LIMIT of compensation** indicated in your insurance policy provided before the start of the Amsaan tour.

Medical expenses are covered only if the emergency situations result from the sports and leisure activities indicated in your insurance policy.

Emergency insurance contacts

24-hour Emergency Medical Assistance of Orient Insurance PJSC:

Phone: +971 4270 8706

Email: [international\\_dept@nextcarehealth.com](mailto:international_dept@nextcarehealth.com)

For Other Claims or Complaints to Orient Insurance PJSC:

Phone: +971 427 08705

Email: [Travel.Claims@nextcarehealth.com](mailto:Travel.Claims@nextcarehealth.com)



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## Important information

Please read the whole Certificate of Travel Insurance and Insurance Terms and Conditions ([Policy Wordings](#)) before you travel and make sure you understand what is covered and what is not covered by your insurance policy.

If you have any queries please call directly to Orient Insurance PJSC directly by phone (UAE) at +971 427 08705 or

Write an email to: [Travel.Claims@nextcarehealth.com](mailto:Travel.Claims@nextcarehealth.com)

*Disclaimer. The information provided on this Travel Insurance page shall not be deemed as an offer of the insurance policy and does not oblige Amsaan Accessible Tours UK Ltd for the provide of any kind of insurance emergency services.*

*The insurance provider is Orient Insurance PJSC which is responsible for fulfilling the terms of your insurance policy. The legal basis of the insurance service provision is your personal Certificate of Travel Insurance concluded with Orient Insurance PJSC.*

## 8. Financial Protection Information

Amsaan UK is a member of the Association of Bonded Travel Organisers Trust Limited, which provides financial protection when you buy a travel package (tour) through Amsaan UK. In the case of any alternative travel arrangements, that were not included in the tour but were purchased by you, this protection does not apply.

- The Association of Bonded Travel Organisers Trust Limited (ABTOT) provides financial protection under The Package Travel and Linked Travel Arrangements Regulations 2018 for Amsaan Accessible Tours UK LTD and in the event of their insolvency, protection is provided for:
  - Non-flight packages;
  - Dubai Christmas Festival Tickets that INCLUDE Accommodation.
- ABTOT cover provides for a refund in the event you have not yet traveled or repatriation if transportation was included in your package. Please note that bookings made outside the UK are only protected by ABTOT when purchased directly with Amsaan Accessible Tours UK LTD.



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## Contact Details:

- UK
  - Amsaan Accessible Tours UK LTD
    - Centralpoint, 45 Beech St, Barbican, London EC2Y 8AD, UK
  - [info@amsaantours.com](mailto:info@amsaantours.com)
  - +44 7897 744119
- UAE
  - Amsaan Tours LLC (Amsaan UAE)
    - Blue Bay Tower - Business Bay - Dubai - United Arab Emirates
  - [info@amsaantours.com](mailto:info@amsaantours.com)
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Please note that bookings made outside the UK are only protected by ABTOT when purchased directly with Amsaan Accessible Tours UK Ltd. In the unlikely event that you require assistance whilst abroad due to our financial failure, please call our 24/7 helpline on 01702 811397 and advise you are a customer of an ABTOT-protected travel company. You can access The UK Package Travel and Linked Travel Arrangements Regulations 2018 [here](#). You can find out more about ABTOT [here](#)

## 9. Vaccinations and Travel Advice

### 9.1. Vaccination Requirements

Tourists should refer to the travel advice posted by the Foreign and Commonwealth Office at <http://www.fco.gov.uk/> for all the countries you intend to visit. It is your responsibility to ensure that you have arranged the necessary vaccinations, including the COVID vaccine, for your itinerary.

- Inability to Travel:

If you are presenting any symptoms of COVID-19 prior to your tour, or if you have tested positive for COVID-19 within 14 days of travel, in line with government advice you must remain at home and should not travel. Please inform us via email at [info@amsaantours.com](mailto:info@amsaantours.com) if this is the case.

- Baggage:

All clients' personal belongings are brought onto the holiday at the owner's risk, and Amsaan UK's liability is limited to taking reasonable care in the handling of such items by its tour team.



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## 9.2. Checking Meals Before Your Booking

1. Meals provided during the tour are outlined in the tour itinerary, which you can review on our website or on a separate blank provided to you by us to know which ones are included.
2. We can accommodate vegetarians, but please let us know when you book and tell your tour leader at the beginning of the tour. Be mindful that vegetarian meals in many places globally mean meals without meat or fish and might be different from what you're accustomed to.
3. We can meet specific religious dietary needs with the vegetarian option. Meals that aren't included are your responsibility and give you a chance to explore local foods.

## 10. Complaint Procedure

If you have a problem during your holiday, please inform the relevant supplier (e.g. your hotel) or your Amsaan Accessible Tours UK Ltd representatives in your destination immediately. Should they be unable to resolve the matter, please contact Amsaan Accessible Tours UK Ltd in the UK, either via the person with whom you made your arrangements or through the email [info@amsaantours.com](mailto:info@amsaantours.com). If you fail to contact Amsaan Accessible Tours UK Ltd, we will not be permitted the opportunity to investigate your complaint and rectify any error whilst you are away, and this may affect your rights under this contract.

Should a customer wish to make a complaint regarding services provided by Amsaan Accessible Tours UK Ltd, this must be notified in writing to [info@amsaantours.com](mailto:info@amsaantours.com). All complaints will be acknowledged within 3 working days of receipt, and Amsaan Accessible Tours UK Ltd is committed to resolving all complaints within 30 days following investigation. Complaints can only be investigated within 14 days of the tour's return.

## 11. Cancellation Policy

1. Event Ticket + Meals according to program:

a) Cancellations made less than 30 days prior to the event date: 0% of the total ticket price will be refunded.

2. Event Ticket + Meals according to program + Transport (From Partner Hotels Only) + Accommodation:

a) Cancellations made less than 50 days prior to the event date: 0% of the total ticket price will be refunded.



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3. Event Ticket + Meals according to program+ Transport (From Partner Hotels Only) + 2 Days of Excursions + Accommodation:

a) Cancellations made less than 70 days prior to the event date: 0% of the total ticket price will be refunded.

Note: This cancellation policy applies to the Event as outlined in this T&Cs.

In order to find out the conditions of cancellation of a particular tour please also refer to our website: <https://amsaantours.com>

- **General Cancellation Terms**

Deposits are non-refundable. This applies to all ticket types and is applicable at any time after the booking is made. Our company reserves the right to offer a refund for cancellations made less than the specified days prior to the event date in exceptional cases on a discretionary basis. In these cases, such as cancellations due to ill health, guests must provide proof of their cancellation reason, for example, a signed doctor's note confirming their inability to attend. We strongly advise that guests take out adequate travel insurance with an independent provider for all bookings regardless of the destination. If your remaining balance is not paid on or before the due date, we reserve the right to treat your booking as canceled, and you will be charged as per our cancellation charges mentioned above.

- **Change of Details:**

If you are already participating in an Amsaan Accessible Tours UK Ltd tour, and voluntarily decide to leave the tour early due to reasons outside of our control, Amsaan Accessible Tours UK Ltd will not be responsible for providing a refund or compensation for any costs incurred on your part.

If you wish to change or amend any part of your booking after you have received your booking confirmation, you must inform us as soon as possible. Whilst we will do our best to assist, we cannot guarantee that we will always be able to meet your requests. Where we can meet the requests, all changes will be subject to payment of an administration fee of £50 per person per change, as well as any applicable rate changes or extra costs incurred by ourselves and any costs or charges incurred or imposed by any of our suppliers.

You should be aware that any of these costs could increase the closer to your departure date that changes are made, and that you should contact us in the earliest instance to avoid an increase in charges. If we are unable to assist you and you do not wish to proceed with the original booking, we



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will treat this as a cancellation by you. A cancellation fee may be payable. If you are prevented from traveling, it may be possible to transfer your booking to another suitable person provided that written notice is given. An administration fee of £50 per person per change will be charged in these circumstances. is given. An administration fee of £50 per person per change will be charged in these circumstances.

- **Transfer of Booking**

If you are prevented from traveling, you may be able to transfer your place to someone else (introduced by you and satisfying all the conditions applicable to arrangements) provided: a) you contact us as soon as possible and provide us with the name of the replacement passengers and who they will be replacing from the original booking. We can only transfer customers up to 70 days before departure, subject to availability; b) you pay an amendment fee of £50 per person transferring, meet all costs and charges incurred by us and/or incurred or imposed by any of our suppliers and; c) the transferee agrees to these Booking Conditions and all other terms of the contract between us. If there are any payments outstanding for the applicable booking when the transfer is requested these must also be paid before the transfer can be made.

You and the transferee remain jointly and severally liable for the payment of all sums. If you are unable to find a replacement, cancellation charges as set out herein will apply in order to cover our estimated costs. Otherwise, no refunds will be given for passengers not traveling or for unused services.

Please note that replacement customers will be accepted subject to our assessment of a completed care questionnaire and that if our Care Manager deems the replacement customer to require any mobility equipment and/or care packages above the original booking requirements, an additional charge will be incurred for these products and services. If the original customer paid for mobility equipment and/or care packages, it may not always be possible to refund the costs if no longer required by the replacement customer if these have already been booked by Amsaan Accessible Tours UK Ltd.

Important note - changes beyond our control Compensation will not apply if a significant change is made for reasons beyond our control. These include war, threat of war, riots, civil disturbances, terrorist activity, industrial disputes, natural and nuclear disasters, fire, epidemics, health risks, changes due to 8 cancellations by a supplier; closed or congested airports or ports, hurricanes and other actual or potential severe weather conditions, and any other similar event. In the event that any of the above situations occur and your trip cannot proceed as a result, then you will be issued with a travel credit for the full value of your trip to be used on a future date.



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### - **How Changes Affect Flights booked by You**

Please note that in the event of changes to the dates of your package holiday and/or Event either by Amsaan UK or by You, we recognize the potential impact on independently booked flights. While our primary responsibility remains with the package components we provide, we may offer assistance with flight-related costs on a case-by-case basis. Any such assistance will be determined based on the specific circumstances of the change and its impact on your travel plans. Our assistance with flight-related expenses is not guaranteed and is subject to evaluation. We encourage customers to communicate with us promptly regarding any changes to their travel dates and flight bookings. While we strive to accommodate our customers to the best of our ability, it is essential to understand that assistance with flight adjustments may not always be feasible or provided. Additionally, while our travel insurance covers aspects such as lost documents and medical emergencies, it may not fully cover all potential expenses related to flight changes or cancellations. Therefore, we strongly advise customers to obtain comprehensive travel insurance from a reputable provider to cover unforeseen changes in travel plans, including flight adjustments. This ensures additional protection and peace of mind in situations where assistance may not be available from Amsaan UK.

## **12. Information on Passport, Visa, and Health Provisions**

Passport:

- Ensure that your passport is valid for at least six months beyond your return date.
- Check if you have sufficient blank pages for visa stamps and immigration officials. Some countries require a minimum of two blank pages.
- Keep photocopies of your passport's personal details page in case of loss or theft.

Visa:

- Depending on your nationality, a visa may be required. It is your responsibility to check and obtain any necessary visas for your journey.
  - British Passport Holders will be granted an automatic 30-day Tourist Visa upon entry to UAE.

## **13. Damages**

If you caused any damages to the hotel or resort property you will be responsible for the payment of any charges incurred prior to departure.



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#### **14. Unreasonable Behaviour**

Should a client behave in an abusive manner, Amsaan UK reserves the right to terminate the contract with this client, with no further reimbursement in respect of any lost part of the holiday or additional expenses incurred.

#### **15. Documentation**

Amsaan UK general practice is to send documents to our customers electronically whenever possible. We reserve the right to charge an administration fee should you make a request for such documents to be sent as hard copies.

#### **16. Data Protection**

##### **16.1. Compliance with Data Protection Laws**

We follow the requirements of the UK Data Protection Act 2018 (the Act) and General Data Protection Regulation in respect of all personal data held by us at any time. If you have any queries about data protection, please contact Amsaan UK via email at [info@amsaantours.com](mailto:info@amsaantours.com).

##### **16.2. Consent for Media Use and Photography**

1. When you make a booking with us, you're allowing us to use photos and videos that have you in them, along with your name and likeness, for Amsaan UK promotional and marketing materials.
2. Additionally, you're releasing Amsaan UK from any expected privacy or confidentiality related to the mentioned media. You understand that you're taking part voluntarily and that there will be no financial reward connected with the use or publication of such images and videos or your participation in promotional materials.
3. You agree that having your images and videos published doesn't give you any ownership rights or any royalties. You also release us, our employees, contractors, and anyone else involved in making or publishing marketing materials, from any liability related to claims by you or someone else regarding your participation.

#### **17. Brochure and Website Contents**

The content of the website or other publication materials from Amsaan UK may be updated from time to time. All publication material is true at the time of publication, but we cannot guarantee that it is true and accurate at the time of your booking.



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**ACCESSIBLE TOURS**  
A M S A A N

### **18. Privacy Policy**

Any personal information you provide to us will only be collected, used, and disclosed in accordance with our Privacy Policy



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