



Relux Experience LLC Booking Terms & Conditions

1. The Contract

In these terms and conditions ("Conditions"), "the Company", "we" or "us" means Relux Experience LLC, a United Arab Emirates company under the license number 2432394.01.

The Booking Form, these Conditions, the brochures (if any) of which the Booking Form forms a part, information on our website and any acceptance of a booking by the Company shall form the sole basis of the contract between the Company and the person signing the Booking Form ("Client" or "you") and us (the "**Contract**").

The Contract is governed by the laws of the United Arab Emirates, and the United Arab Emirates Courts shall have exclusive jurisdiction to determine any dispute or claim that arises out of or in connection with the Contract.

These Conditions apply equally to you and to all persons named in your booking. When you make your booking, you guarantee that you have the authority to accept and do accept on behalf of your party the terms of these Conditions.

The Client who signs the Booking Form or makes and pays for the booking must be at least 21 years old.

1.1 Contact Us

If you have a query regarding your booking or encountered any problems whilst making your booking, or if you experience any technical problems during your interaction with our website, (www.reluxexperience.com) please email details to info@reluxexperience.com.

2. Your Data

Any data, including your personal data, provided by you to us in relation to your booking shall be treated in accordance with our Privacy Policy, as per clause 8 below.

3. Researching a Holiday with Us

3.1 Prices

We reserve the right to alter the prices of any of the holidays shown on our website, in our brochures and other literature.

You will be fully advised of your tailor-made itinerary and pricing at the time of booking. Unless otherwise noted, prices are per person, based on one person or two people sharing and include flights, accommodation, transfers, attractions and meals as detailed in the itinerary. Extra transfers may be added for an additional cost which will be advised to you at the time of booking.

If you have made a booking but not paid the package price in full, flight ticket taxes are subject to change by the time full payment is made.

Prices you see online may be different to prices offered over the phone or via a travel agent. Before you make a booking, we will give you the up-to-date price of your chosen holiday including the cost of any supplements, upgrades or additional facilities which you have requested.

The price of any holiday booked includes only the items specified in the Booking Form and in our website.

Unless otherwise specified, it does not include items of a personal nature including, but not limited to, travel insurance,



airport transfers, meals, optional excursions, passport, visas, cots and food for infants, laundry, room service and hotel extras (including early/late check-in/check-out fees), hotel car parking (where applicable), gratuities or taxes.

3.2 Hotel Meal Plans and Room Configurations

Half-board or all-inclusive properties may base their inclusive meals on specific dining venues. When more than two people share a room the hotel may specify that this is based on the room's 'existing bedding' and not provide an additional bed as standard, although rollaway beds can often be booked at an additional charge.

3.3 Special Offers

Some of our hotels may run special offers and a selection of these may be outlined on our website. You will be advised of the full terms and conditions applicable to specific offers when you book and these may differ from the standard terms and conditions, particularly in relation to flights.

3.4 Flights

Please note that in order to qualify for infant status an infant must be under two years of age on the date of their return flight.

4. Making a Booking

4.1 Where to book and payment

A booking can be made through us, our website or our travel agent partners and must be accompanied by full payment, or the required deposit (to be advised at the time of booking). Special payment conditions may apply during peak periods (public holidays, exhibitions and special events, Eid holidays, Christmas and New Year, etc).

You will be advised of these at the time of booking. If you are unable to pay your final balance by the due date, your holiday may be cancelled without further notice and we shall retain your deposit.

4.2 Booking Confirmation

A booking is accepted by us only if and when we issue confirmation of acceptance of the booking and availability of the relevant accommodation, flights and other facilities. Once full payment has been made for an accepted booking, we will issue you with your travel documents including your flight ticket and your hotel booking, and service vouchers for land services if any.

It is important to check your travel documents to make sure that all the details are exactly as you requested. In the event of any discrepancy, please contact us immediately as it may not be possible to make changes later.

When a booking is made through a travel agent, all monies paid by you to the travel agent are held by the travel agent as your agent, until such time as we have accepted your booking and thereafter the monies are held by the travel agent as our agent.

4.3 Communications

Where you make a booking directly with us, communications from us will be sent to the email address you provided at the time of booking. Where a booking is made through a travel agent, communications with us must be via the travel agent.



4.4 Ways of Paying

For bookings made over the phone or in person, payments can be made by cash, debit or credit card. Subject to applicable laws in the location where payment is collected, payment by credit cards may incur a fee. For bookings made using our website, we accept Visa and MasterCard. Your card will be debited when you click on the confirm button. The invoice and documentation will be sent to the registered billing address of the card holder.

If, for any reason, a booking is not accepted by us, all monies you have paid to us for that booking will be refunded and we shall not have any further liability to you.

If you are unable to pay your final balance by the due date, we reserve the right to treat your booking as cancelled by you, in which case the cancellation conditions as set out in clause 6.2 will apply.

Refund claims should be requested within 15 days of the day of completion of the trip. Refund administration fee: USD100 per booking.

4.5 Special Requests

We will do everything we can to ensure that special requests are met, but cannot make any guarantees for requests like adjacent rooms, specific room numbers or bed types. Although they will be noted on your booking, any failure to meet special requests will not entitle you to compensation.

5. Important Travel Information

5.1 Passports & Visas

You must ensure that you have a valid passport in good condition and any necessary visas before traveling. Most destinations require that your passport remains valid for at least six months after your return date. It is also sensible to make a copy of all important travel documents to take with you.

Your specific passport, visa and other immigration requirements are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. We do not accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements.

5.2 Travel Insurance

We strongly recommend that prior to traveling all clients obtain a fully comprehensive policy of travel and medical insurance suitable for your specific requirements. It is your responsibility to ensure that the insurance cover you purchase is suitable and adequate for your particular needs.

5.3 Health Matters

It is recommended that you contact your doctor at least six weeks prior to traveling regarding any overseas health requirements or vaccinations that you may need. Certain countries ban you from possessing certain prescription drugs. Please check with your consulate before you travel.

It is your responsibility to ensure that you are fit to travel and participate in all parts of the services you have booked and undertaken.

5.4 Extra excursions You Buy Whilst on Holiday

Extra excursions (not included in our program) or other tours that you may choose to book or pay for whilst you are on holiday are not part of your package holiday provided by us. For any excursion or other tour that you book, your contract will be with

the operator of the excursion or tour and not with us. We are not responsible for the provision of the excursion or tour or for anything that happens during the course of its provision by the operator.

5.5 Your behaviour

If, in our reasonable opinion or the reasonable opinion of the provider of any part of the services to which your booking relates, your behaviour or the behaviour of any member of your party is disruptive, threatening or abusive, causes unnecessary inconvenience or is causing or likely to cause danger, damage, distress or upset, disturbance or annoyance to others or others' property, we may terminate your travel arrangements without any liability on our part. No refunds will be made and we will not pay any expenses or costs incurred as a result of the termination.

6. Changing or Cancelling a Booking

6.1 If you Wish to Change Your Booking

If you wish to change your travel arrangements in any way, for example your chosen departure date or accommodation, we will do our utmost to make these changes but it may not always be possible.

Any request for changes must be made in writing from the lead person on your booking. You will be charged an amendment fee in accordance with 6.3 below. You will also be required to cover any increase to the cost of your holiday as a result of your amendment. Please note that certain travel arrangements may not be changeable after a reservation has been made and any alteration request could incur a cancellation charge of up to 100%.

6.2 If you Cancel Your Booking

You or any member of your party may cancel your travel arrangements at any time. Written notification from the lead passenger must be received to info@reluxexperience.com.

Since we incur costs in cancelling your travel arrangements, you will be required to pay cancellation charges, which may in some instances be recovered under your policy of insurance. Please refer to 6.3 for details on cancellation and amendment fees.

Please note that if you do not cancel in advance, you may also incur a No-show fee in addition to any other supplier-imposed penalties.

Please note that certain travel arrangements may not be cancelled after a reservation has been made and any cancellation could incur a cancellation charge of up to 100%.

6.3 Cancellation and Amendment Charges

If you decide to make a change to your existing booking, in the event that we can meet that request, you will be charged a Change fee per person in addition to any applicable rate changes or extra costs incurred, as well as any costs incurred by ourselves and any costs or charges incurred or imposed by any of our suppliers. The change fee schedule is as follows:

Change	Change Fee Per Person
First change requests	USD 50 per person + any applicable rate changes or extra costs incurred as well as any costs incurred by ourselves and any costs or charges incurred or imposed by any of our suppliers.

Each subsequent change	USD 150 per person + plus any applicable rate changes or extra costs incurred as well as any costs incurred by ourselves and any costs or charges incurred or imposed by any of our suppliers.
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Note: Certain arrangements may not be amended after they have been confirmed and any alteration or cancellation could incur a charge of up to 100% of that part of the arrangements in addition to the charges above.

If you wish to cancel your booking, the following cancellation charges will apply:

Period before departure	Cancellation charge as a % of total holiday cost (Excluding any insurance premiums and any amendment fees already paid to us)
more than 31 days	25% of total holiday cost
30 - 16 days	50% of total holiday cost
15 – 0 days	100% of total holiday cost
The cancellation terms posted on your Invoice will apply, excluding any insurance premiums or amendment fees already paid to us.	

Please note that for certain travel arrangements and flights, the cancellation charge may be higher than those shown above. This includes, without limitation, certain travel periods and room types, published flights and special fares which are often non-changeable and non-Refundable at the time of reservation. In these cases, tickets are often issued with the airline immediately and as such 100% cancellation fee applies as soon as the booking is made. Please ask for full details of cancellation charges at the time of booking.

Charges for amendments or cancellations are calculated from the date we receive your request or notification.

6.4 If We Change Your Booking

It is unlikely that we will need to make any alteration to your travel arrangements but sometimes circumstances change and alterations have to be made. We reserve the right to change your booking at any time.

If we make a major change to your holiday, we will inform you as soon as reasonably possible if there is time before your departure. You will have the choice of either accepting the change of arrangements, accepting an offer of alternative travel arrangements of comparable standard from us if available (we will refund any price difference if the alternative is of a lower value), or cancelling your holiday and receiving a full refund of all monies paid.

You must tell us which one of the above choices you wish to make within 7 days of being informed of the major change we are making, or as soon as reasonably practicable if your departure is less than 7 days from the date you receive notification. If we do not receive notification from you about your choice, you are deemed to have accepted the change of arrangement proposed by us.

These options do not apply for minor changes. Examples of minor changes include alteration of your outward/return flights by less than 12 hours, changes to aircraft type, change of accommodation to another of the same or higher standard, changes of carriers.

We shall not be liable for any changes to or cancellation of a holiday due to events beyond our control. Examples of events beyond our control include, but are not limited to war or threat of war, riot or civil disturbance, political unrest, terrorist activity or threatened terrorist activity, industrial disputes or threatened industrial disputes, strikes, fire, floods and other natural disasters, nuclear disasters, adverse weather conditions, acts of God, acts of government, closure of airports, failure



of a carrier, a hotelier or other person to operate services for any reason.

We may cancel a booking at any time, when necessary, because of events beyond our control, or an over booking which arises from the default or omission on the part of any person such as carrier or a hotelier providing any services included in the booking. We will inform you of any such event as soon as practicable, and at its discretion refund monies paid or, where practicable, offer you a comparative alternative holiday for any booking, so cancelled. We will be under no further liability to you whatsoever in such circumstances.

7. If Issues Arise During Your Holiday

7.1 If You Have a Complaint

We are committed to offering our valued customers the highest standard of product and consistent service delivery. Should you have a complaint, kindly inform our representatives or email us at info@reluxexperience.com on or before your last day of travel. Complaints submitted after the conclusion of your trip will not have any legal value and will not be considered valid.

If you fail to follow this procedure, we will have been deprived of the opportunity to investigate and rectify your complaint during your holiday and this may affect your rights under this contract.

It is strongly recommended that you communicate any complaint to us without delay and complete any available report form during your travel time.

7.2 Feedback

We value your feedback. If you would like to share feedback with us about your holiday experience, you can do so by post or email us at info@reluxexperience.com.

7.3 Our Liability to You

Our obligation is to take reasonable skill and care in the performance of our contractual obligations, subject to and in accordance with the Contract.

The Company is not itself a provider of accommodation, ground services, tours or other activities nor does it control the third parties who provide such services in connection with your holiday.

We do not accept liability for any injury, illness, death, loss, damage, expense, cost or other claim of any description whatsoever which results from (i) the act(s) and/or omission(s) of the person(s) affected or any member(s) of their party; or (ii) the act(s) and/or omission(s) of a third party not connected with the provision of your arrangements and which were unforeseeable or unavoidable; or (iii) events beyond our control.

Except in the cases of death or injury, our liability is limited to a maximum of the booking price attributable to the person affected. This maximum applies where you prove that no benefit or enjoyment has been obtained. In all other circumstances, we agree to pay compensation that is reasonable and proportionate for the reduction in value of your booking and any loss of enjoyment you prove subject to the above maximum.

Where properties are not featured in our brochures or other literature or on our website, we will not be liable for any claims that such properties booked at your express request do not satisfy your expectations.

The terms, conditions and provisions in (or referred to in) the Company's ticket shall apply in respects to the carriage by air of a Client by the Company.

Your booking may be serviced by carriers, providers of accommodation, car rental companies, catering and other parties who have their own booking conditions of carriage and business and over whom we may have no direct control. Their booking



conditions may strictly limit the circumstances in which compensation is payable to you by them and you agree to be bound by their booking conditions. Such booking conditions are available from us upon request.

Air, sea, rail and road transport is subject to various International Conventions that limit the liability of the carriers. International Conventions which may apply include, without limitation: in respect of international air travel, the Warsaw Convention 1929 (as amended) or the Montreal Convention 1999; in respect of rail travel, the Berne Convention 1961; in respect of carriage by sea, the Athens Convention 1974; in respect of carriage by road, the Geneva Convention 1973; and in respect of hotels, the Paris Convention 1962. The carriage by air of passengers and their baggage is in addition subject to the Conditions of Carriage of the carrier concerned. With respect to Emirates flights, please refer to the Conditions of Carriage for Passengers and Baggage, available on www.emirates.com.

Where any claim or part of any claim (including for death or personal injury) concerns or is based on any of such travel arrangements (including the process of getting on and/or off the transport concerned where applicable) provided by any air, rail or road carrier, or by any hotel-keeper, the maximum amount of compensation to which you may be entitled may be limited.

We will not accept responsibility for services or facilities which do not form part of our contract with you, such as any excursion you book whilst you are away, or any service or facility which your hotel or other supplier agrees to provide to you. Such arrangements do not form part of your pre-booked holiday arrangement with us. We have no involvement in such activities or excursions and they are not run, supervised or controlled in any way by us. They are provided by local operators and other providers who are completely independent from us and in relation to whom we have no liability.

Save as set out above, and as is detailed elsewhere in these booking conditions, we shall have no legal liability whatsoever to you for any loss or damage.

7.4 Your Responsibilities

You must ensure that you and all members of your party have valid passports, visas, certificates of vaccination and any other documents required to enter any country you are visiting, including transit stops, prior to your departure. We cannot accept responsibility for any failure to comply resulting in any costs or fines being incurred and we advise you to check with the appropriate passport office(s) or consulate(s) in question if you have any queries.

7.5 Information

The information contained in this brochure is accurate at the time of publication. Please refer to our website www.reluxexperience.com for live information and booking conditions.

8. Privacy Policy

Privacy Policy Statement

The purpose of our Privacy Policy is; (a) to ascertain our policies and practices in relation to personal data; (b) to inform you of the types of personal data held by us; and (c) to inform you of the main purposes for which personal data held by us is used.

Our policy

We are committed to protecting the privacy, confidentiality and security of the personal data we hold, and to ensuring that our employees, agents, contractors and providers do the same. We are also committed to collecting, storing and processing personal data only for the purposes of which we have informed you or to which you have agreed.

Our collection of personal data

We will collect, store, use and process your personal data only for the purpose of providing tours, travel services and related products and services to you and for any other purpose that you have agreed, including but not limited to submitting an application form, booking or confirming a tour, answering your enquiries, organizing your tour, and managing your account



and payment, submit, make or confirm a booking, participate in our promotions, or participate in social media connected with us. On our website and social media channels, we regularly share photos and videos of our experiences for marketing and communication purposes. By participating, customers may appear in these images or videos. We are not responsible for any legal liability regarding this, unless the customer explicitly requests, previously and in writing form, to not be featured in any photos or videos.

The information we collect is determined by our actual operational needs and includes but is not limited to:

- Name
- Address
- Telephone numbers
- Email address
- Nationality
- Gender
- Date of birth
- Details of a travel group (number of persons, itinerary, dates)
- Type of tour and dates
- Medical conditions
- Dietary requirements

Some of the information we require is mandatory. Without it, we will be unable to provide our products or services.

How we use personal data

We use your personal data to provide our products and services to you. This includes but is not limited to: (a) processing your booking; (b) confirming your booking; (c) contacting you and responding to your enquiries; and (d) arranging your tour, including making arrangements with our tour leaders, hotels and other contractors and providers.

Third parties and direct marketing

We will never provide your personal data to third parties for direct marketing purposes. Minors we will not collect personal data relating to minors without the prior consent of a person with parental responsibility.

Retention of personal data

We will take all practicable steps to ensure that we do not keep your personal data for longer than is necessary for the purpose that we have collected it for. We may however be required to keep your personal data for a longer period for legal and compliance reasons.

Sensitive personal data

We will only collect sensitive personal data (e.g regarding medical conditions) that has been provided voluntarily. We will not disclose or transfer such data unless the individual concerned has agreed (or where he or she is incapable of doing so, an appropriate person has agreed on his or her behalf).

Disclosure of personal data

We will not ordinarily disclose or transfer personal data to a third party without your prior consent. However, we may transfer or disclose your data to: (a) any of our group or affiliated companies; (b) our agents, vendors, contractors or third party service providers who help us to provide products or services to you; and (c) medical professionals, insurers and clinics/hospitals or to anyone else in order to protect life, body, limb or property. We will take all practicable steps to ensure that these persons keep your personal data confidential. We may also transfer or disclose your data to relevant Government authorities (including immigration, customs and border control agencies), courts and tribunals as necessary or desirable or in order to comply with Law, regulation or codes of practice or in connection with a breach by you of our Booking Conditions.



Security of personal data

We store personal data in secure facilities and access is restricted to those persons who “need to know”. Where personal data is outsourced to third parties, we require such third parties to establish similar appropriate security measures.

Access to and correction of personal data

You have the right to ascertain what personal data of yours is held by us, to request access to your personal data and to request the correction of your personal data. If you have any such request, please contact us at info@reluxexperience.com. We may amend this Privacy Policy Statement at any time and from time to time in order to inform you of any changes to the way we collect, store, handle and process personal data.

