



Emir Tours

SNTTA Emir Tours ONLINE RESERVATION SYSTEM

TERMS AND CONDITIONS

SNTTA Emir Tours is a dedicated global wholesale travel company and does not deal directly with the end consumer. To obtain a login ID and password to access the SNTTA Emir Tours online reservation system, you must be a bonafide travel agent, tour operator, wholesale travel company or an airline providing ground services to its customers ("a Travel Company").

We sell to Travel Companies various travel components for onward sale by the Travel Company to the Consumer. We do not supply, own or control the actual travel components which are to be sold. We purchase them from companies that do.

General Information:

Agent's access on this website implies acceptance and knowledge of the terms and conditions stated below.

SNTTA Emir Tours – reserves the right to change these terms at anytime. The user is responsible for regularly reviewing these terms. Continued use of this engine following any such changes shall constitute the user's acceptance of such changes.

Terms and conditions apply to all your bookings requiring arrangements. Hotel accommodation and any special offers have specific terms, which we require you to acknowledge (such as hotel cancellation policies, release dates, minimum pax for excursions) before confirmation of any bookings.

This contract is between the Travel Company and SNTTA Emir Tours, Dubai, UAE where both parties are acting as principals.

Credit Sales

A Travel Company with an established credit line ("Credit Line") will be provided with access to our inventories to receive instant confirmations.

To obtain a Credit Line, we would require a floating deposit or a bank guarantee (issued by an internationally recognised bank), based on an agreed estimated monthly turnover, to be given to SNTTA Emir Tours, Dubai, UAE. A credit facility of 30 days to the value of the floating deposit or bank guarantee will be established and the Travel Company will be provided with a Supervisor login ID, and password. The 30 days credit period starts from the date of confirmation of your booking.

The Travel Company can subsequently create, activate or suspend as many users (both internally and externally) under the same company code and Credit Line.

The Travel Company will be responsible for maintaining and monitoring the activities of all users as the relevant Travel Company will be responsible for all bookings, payments and cancellation penalties incurred by all users.



A user management module is available on the home page to create, edit or suspend users as appropriate and individual user rights.

Sales made on this basis are referred to as "Credit Sales".

Bookings can only be made up to the value of the available credit.

Expiry Date & Payments for Credit Sales

Expiry Date

For Credit Sales we will provide a Travel Company with an **Time Limit** for the particular travel component the Travel Company has purchased from us. To avoid cancellation penalties, the travel component should be cancelled before the time and date specified on the confirmation.

When a travel component is cancelled before the **Time Limit**, the status of the booking will be changed to "Cancelled" and the Travel Company will receive a real time notification from the system, confirming that the travel component has been cancelled without penalty.

If a booking for a travel component is cancelled after the **Time Limit** has lapsed, the status of the booking will be changed to "Cancelled" and a real time notification will be sent to the Travel Company confirming receipt of the cancellation request and advising the Travel Company the details of the cancellation penalty.

When a Travel Company makes a booking for a travel component within the **Time Limit**, the payment for the booking is guaranteed by the Travel Company and any subsequent cancellation or amendment will attract a cancellation penalty.

Details of the cancellation penalty if any will be advised by the system at the time of cancellation.

Invoices will be automatically generated by the system on the date of the respective service booked and confirmed.

Payments

1. A Travel Company with a Credit Line will have access to view its credit limit and available credit after logging into the system. Outstanding statement of accounts can also be viewed or printed.
Discrepancies must be advised within the credit period, otherwise we assume the statement to be correct.
2. If payments are not made as detailed in the paragraph entitled "Credit Sales" above or the Travel Company's credit limit has been exceeded, the online booking facility will be automatically suspended. To re-activate the account payment should be made or our finance department should be contacted.
3. If the value of the booking exceeds the available credit the booking cannot be processed.
4. Bank transfer charges are the responsibility of the Travel Company.

Cash Sales

A Travel Company who does not have a Credit Line will be considered as a Cash Customer and will be required to fully prepay for the confirmed bookings prior to the **PAYMENT DUE DATE**, given by the system, failing which the booking will be "automatically cancelled".

The Travel Company will be provided with a Supervisor login ID and password to make bookings online.

The Travel Company can subsequently create, activate or suspend as many users (both internally and externally) under the same company code.

The Travel Company will be responsible for maintaining and monitoring the activities of all users as the relevant Travel Company will be responsible for all bookings, payments before the Cancellation Deadline and cancellation penalties incurred by all users.

A user management module is available on the home page to create, edit or suspend users as appropriate and individual user rights and mark ups can be controlled by the Travel Company.

Sales made on this basis are referred to as “Cash Sales”.

Expiry Date & Payments for Cash Sales

Expiry Date

Where we make a Cash Sales to a Travel Company we will process the booking and provide an **Expiry Date** by which the services must be confirmed and a **payment due date** by which we must receive the payment. The booking will be automatically cancelled if payment is not received before the **payment due date**.

Bookings made within the cancellation period, must be paid, before a confirmation can be given.

Payments

1. Payment must be made by cash, a bank draft or transfer in the currency of the invoice.
2. If payment is not received by us on or before the **payment due date**, the respective travel component will be automatically cancelled without penalty.
3. If proof of payment is received by us prior to the **payment due date**, the booking will be reconfirmed and finalized. The Travel Company shall ensure that the status of the booking is changed to PAID.
4. Amendments or Cancellations can be made after the booking is finalized but subject to any cancellation or amendment charges.
5. If payment is made by bank transfer, we will require a copy of the bank transfer details to be sent along with a copy of the SWIFT message report prior to the **payment due date**.
6. Bank transfer charges are the responsibility of the Travel Company.

Rates & Currencies

1. All rates quoted are net and non-commissionable, inclusive of all taxes and service charges.
2. Rates and invoices are quoted in US Dollars.

The U.A.E Dirham is pegged to the U.S. Dollar. **The exchange rate is 1 U.S.\$ = 3.65 U.A.E Dirhams.**

In the event of any exchange rate difference / currency revaluation, SNTTA Emir Tours will not assume any responsibility or liability.

The confirmation will be sent to the Travel Company in the respective currency selected at the time of registration and the invoice will be in the same currency. Payment must be made in the same currency.

Booking Procedure

1. A maximum of 9 rooms can be booked online. For bookings above 10 rooms the system will request a group proposal.
2. Hotels are classified as 5 star, 4 star, 3 star, 2 star, Deluxe and Standard Apartments. The classification is provided to us by the supplier of the hotel travel component and we endeavour to validate and authenticate this information. We cannot be held responsible for wrong and inaccurate information provided to us.
Images, descriptions and a list of amenities/facilities are also provided and this information is obtained from the supplier of the hotel travel component.
3. The number of guests in the booking must equate to the room type, e.g.: Single – 1 Adult, Double or Twin – 2 Adults. Extra beds for adults and children can also be requested.
Room rates are based on Single, Double. Triple room rate will have show a supplement. Triple rates can apply to either a full size triple room, designed to take three single beds, or to a twin/double room with extra rollaway bed. When booking a triple room, you must check to see whether or not a supplement applies. When you 'choose to continue' this will display with a popup titled **"choose discount / add extras"**.
Child prices are stated as supplements unless otherwise included and specified, Child prices are based on one or two children using existing bedding, a rollaway or sofa bed sharing a twin room with two adults. Child prices do not apply to single or triple bedded room except where it is specifically stated that a family offer applies. If a rollaway is used to accommodate the second child, a charge may apply locally and paid directly to the hotel. Child prices include the same meal basis as the accompanying adults except where children stay free of charge, in which case no meals are included in the price. Infants under 2 years are generally accepted free, however not all room types are large enough to accommodate an infant's cot. Cots must be requested at the time of booking and some hotels may charge a fee payable locally.
If children are being booked, the child age must be specified and may be booked as Child Share with or without extra bed. Please refer to the child policy for each property.

If more than one room is booked the names of the guests for each room will be required.

No name changes are allowed once a booking is generated in the system.

4. Rates for hotels and apartments are quoted per person, per night and are based on one of the following:
 - Room Only
 - Bed & Breakfast
 - Half Board
 - Full Board
 - All Inclusive

The meal rates for adults and children and the type of meal available can be booked by clicking on the view supplement button. The rates are quoted per meal, per person and are net non-commissionable and inclusive of taxes and service charge.

Meal supplement are stated separately and not included in the room rate: except where otherwise specified (BB), any additional meal request has to be secured and stated in the confirmation and voucher document. There is no refund for meals which are not taken by guests and lunch cannot be taken in place of dinner, unless specified.

5. Rates for transfers and tours are either by private vehicles or shared. For private vehicles, the rates are quoted “per person” up to the maximum capacity of the vehicle. For shared transfers and tours, the rates are quoted per person.
6. Package rates are per person for the entire stay and can contain multiple services e.g.: Accommodation with round trip transfers, city tour etc. The rates for hotels may include meals.
7. A Visa service will be made available only to customers who have the Visa agreements in place. Visa services once booked cannot be amended, cancelled or refunded. All other terms and conditions are as per the visa policy and regulations.
8. A confirmation will be sent with the rates for the services. In case of any discrepancy, SNTTA Emir Tours must be immediately notified by the Travel Company. No disputes shall be entertained on the rates subsequent to their confirmation.
9. Any quote obtained from the system, and not immediately booked is subject to rate changes at any time. Once your booking is confirmed, the price of your ground arrangement is fully guaranteed and will not change.
10. All free night offers apply to consecutive nights, booked at the relevant hotel only. These are valid for a maximum of one free night per stay, unless otherwise stated and are subject to availability.
11. Offers or Discounts provided for any service can be found by hitting the “**OFFERS**” button.
12. For bookings covering New Year period at any of the Dubai Beach Hotels – full prepayment must be received within 45 days of booking confirmation. Bookings not prepaid will be automatically released.
13. If you have guests with impaired mobility, a number of hotels offer modified facilities for guests with impaired mobility. Other hotels, whilst not having special facilities, have in some cases level access to public areas and accessible bathrooms. Guests with impaired mobility or other particular requirements should check with the reservation team in advance that their requirements can be met.

Amendments & Cancellations

1. Amendments and cancellations can be made without any cancellation charges if cancelled prior to the Cancellation Deadline.
2. Any request for amendments or cancellation after the Cancellation Deadline may attract cancellation penalties. Cancellation charges vary from supplier to supplier and can range from a minimum of 1 night stay to full charges for the entire stay based on the meal plan booked.

3. When a booking is amended or cancelled within the Cancellation Deadline, the system will notify you immediately of any amendment or cancellation charges.

Refunds

1. Refund requests will only be processed if received in writing within 30 days from the date the travel component was to be provided
2. Refund requests for partially utilized services will not be processed unless we receive written proof from the service provider that the guest has not utilized all the services in full as specified on our final confirmation and that a refund will apply to the un-utilized services.
1. Refund requests for fully un-utilized services will be processed once we receive the written request. Refunds are subject to receiving confirmation from our supplier. The refundable amount provided by the supplier is final, including cases when no refund is applicable.
2. We require a period of 30 days to process any refund requests. No claims will be entertained after a refund is processed.

Liability

Descriptions

The descriptions of travel components contained in the online system are provided to us by the travel component suppliers and passed on by us in good faith. We do not check or inspect the accuracy of facilities or services which form part of any travel component. We accept no liability for the travel component descriptions or details nor do we accept liability for any loss incurred by a Travel Company in relying on the descriptions

Onward Sales

The Onward Sale of travel components is the responsibility of the Travel Company. We do not accept any liability for Onward Sales to a Consumer nor do we accept liability for anything which may go wrong with a travel component. We are not responsible or liable for any dispute between the Travel Company and a Consumer arising from the Onward Sale of a travel component by the Travel Company to a Consumer. If any claim is made against us following an Onward Sale by a Travel Company, that Travel Company will indemnify us against all losses, fees, expenses and costs arising as a result of that claim.

We are not liable to indemnify a Travel Company other than in relation to any personal injury or death caused by our negligence. In particular we are not liable to indemnify a Travel Company against any negligence, failing, fault or omission on the part of any supplier, owner or controller of any travel component.

Law and Jurisdiction

This contract and any matters arising from it shall be subject to Dubai law and to the exclusive jurisdiction of the United Arab Emirates.



Emir Tours

Read and accepted the Terms & Conditions of this contract:

Authorised on behalf of SNTTA Emir Tours

SNTTA Emir Tours
P.O. 8845, Dubai UAE

Name : _____

Designation : _____

Signature : _____

Date : _____

Company Stamp / Seal

Authorised on behalf of the Travel Company

Name : _____

Designation : _____

Signature : _____

Date : _____

Company Stamp / Seal

BANK DETAILS

Dubai & Abu Dhabi:

Account Title : SNTTA Emir Tours
Bank Name : Emirates Bank International
Bank Address : PO BOX 5169, Sharjah, UAE
Account No : 10906851
SWIFT Code : EBILAEAD

Oman

Account Title : SNTTA Emir Tours LLC
Bank Name : National Bank Of Oman Saog
Bank address : PO Box 751, Ruwi, Sultanate of Oman
Account No : 1074 – 533136 - 001
SWIFT Code : NBOMOMRXXXX

