



AFC HOLIDAYS BOOKING TERMS & CONDITIONS

DISCLAIMER

All information specified in this Terms and Conditions are based on information available at the time of publication. AFC Holidays reserves the right to change any information before and after transactions that may occur due to events beyond our control.

YOUR CONTRACT WITH AFC HOLIDAYS

I products & services detailed in AFC Holidays ("AFC Holidays") website and sold to our esteemed clients ("Clients") are bound to stipulated terms and conditions of the same shall govern the contract between the company, AFC Holidays and its Clients. The booking with AFC Holidays is made (a) if you accept our written quotation travel proposal; (b) you pay the specified non-refundable initial booking deposit or full payment of the tour -if travel date is within time limit; and (c) you received a tour booking confirmation. The binding contract with AFC Holidays commences upon our issuance of the Booking Confirmation that indicates the details of your tour. AFC Holidays has the right at any time, for any reason to terminate the contract or decline confirmation of your booking and return your deposit as per our sole discretion at any time before tour without assigning reason whatsoever. Please read carefully and understand the contents of the tour brochure/itinerary, terms and conditions. On making the booking, the first named passenger on the bookings has (i) the authority to and agrees on behalf of all the persons detailed on the booking to present; (ii) acknowledges to read these Booking Conditions; (iii) to consent to use of your personal data relevant to completion of details for the tour; (iv) and accepts initial responsibility for payment of the booking on behalf of persons named in the booking in totality. No person's or other than those affiliated with AFC Holidays, in rting, has the authority to vary, add, amend, or waive any stipulation, representation, term or condition in the brochure/ website/ online & offline booking tools. Amount paid towards a group tour on AFC Holidays cannot be shifted to a customized package. Unused bookings will not be carried forward to the next calendar year.

PRICING POLICY

C Holidays shall decide the prices of the respective tours from time to time and the relevant price list will be furnished on online and offline tools for references. Spective price list shall include the price of the tour payable by the client to AFC Holidays and the maximum price at which said tour can be sold to the end-user. AFC holidays' products cannot be sold at higher rates than the maximum retail price fixed by the company in any event. The prices quoted in the brochures and websites were calculated at the time of printing and publishing, real-time inventory estimation, fluctuating ROE/fuel surcharge/airline price hike/peak season supplement charges from suppliers before the departure, etc.

PAYMENT POLICY

It is important to adhere to the stated payment policy below to ensure that all elements of the client's Tour Package (i.e. air tickets, hotels, etc.) are blocked and confirmed. Failure to follow this policy will forfeit initial payments made. The initial payment with serve as the client's confirmation of the booking. This will allow us to book the hotel and flight tickets. It is also very important to note that full payment of the entire package cost should be done 45 days before departure. In cases wherein, a Tour Package was availed and confirmed within 45 days of the tour, 100% of the tour cost should be given as initial payment including Visa and Insurance fees. We emphasize that failure to make payment on time may result in cancellation of bookings, imposition of late fees, or placing bookings on hold until payment is received.

*IMPORTANT NOTE

system-generated email will be sent to notify passengers as a reminder for schedule & due date of payments.

For Tour Packages (B & C Only) --- Second Payment (SP) Overdue 36+ HRS will be Marked as "To Be Advised Booking (TBA) Only".

*Late Fee: --- Any Client voluntary delay in Final Payment (FP), strictly 36+ HRS after due date will attract a late fee of AED250.00

Payment Plan	Tour Package Prices (A) AED 5,000.00 or less	Tour Package Prices (B) AED 5,001 to 10,000	Tour Package Prices (C) AED 10,001 & above
Initial Payment (IP)	AED1,000.00 Non-Refundable Deposit + Visa Fees (60 days +/- before Tour OR 50% of Total Tour Cost (45 days before Tour))	AED 1,000.00 Non-Refundable Deposit + (Visa & Insurance Fees)	AED 2,000.00 Non-Refundable Deposit + (Visa & Insurance Fees)
Second Payment (SP)	100% of Total Tour Cost + (Visa/Insurance / Optional Tour Cost, if applicable) (less 45 days before Tour)	50% of Total Tour Package Cost + (Optional Tours) Before Visa Appointment is Taken or 60 Days before Tour; whichever is earlier	100% of Total Tour Cost + (Optional Tours) (Before Visa Appointment taken) 60 days before Tour; whichever is earlier
Final Payment (FP)		100% of Total Tour Cost (45 days before Tour)	

FORMS OF PAYMENT

us offered by AFC Holidays is inclusive of all relevant prices and all government taxes which do not have to be paid locally (excluding UAE VAT & Taxes where applicable). The acceptable forms of payment are Cash, Cheque, Credit Card, via Payment Gateway and Bank Transfers. All online bookings will attract a booking fee. Prices displayed are per person on local currency - UAE Dirham. Payee Account for Cheques must be addressed to company name "Apollo Flight Centre, LLC." duly noted and current dated at time of payment. We honor and accept Visa and Master Card for credit card payments. Please be informed, however, that we do not process card payments over the phone due to security reasons.

UAE VAT & APPLICABLE TAXES

e tour cost excludes applicable taxes. Any change in applicable taxes will be borne by the consumer and in compliance with the UAE governing laws.

BOOKING RESERVATIONS AND TOUR INFORMATION

our booking reservation with AFC Holidays shall be confirmed on receipt of the non-refundable deposit which may vary depending on the type of your desired tour rvice. Full payments will be due prior to departure dates no later than the period as advised verbally by the tour consultant in charge or as notified in writing on the gistered email address listed by the traveler or by the authorized person of the traveler/s. AFC Holidays will issue a booking confirmation, and it is at this stage that binding contract comes into existence between the Client and AFC Holidays. Tailor-made itineraries or an extension to a brochure tour's accommodation, flights etc. It only be requested by AFC Holidays once the booking confirmation is accepted with the payment deposit made. The booking confirmation, will indicate the qusted package cost and the client will be advised of any accommodation, flights etc. It is the client's responsibility to check the confirmation invoice carefully and let their travel consultant know immediately in the event of any error. Travel documents will be handed over to the passenger a significant amount of time before a departure of the holiday (approximately 7-days before departure).

UPPER SAVER DEALS

Travel Dates on Super Saver Deals are on Limited Seats Basis
Bookings are 100% non-cancellable, non-transferable, non-flexible & non-refundable
ookings that are waitlisted on your desired travel date requires 100% full payment for confirmation
to demand, if your desired date is not available, next available date on same price or at a minimum possible surcharge applicable, if any.

COMPLIMENTARY VISAS SERVICES

our testament to our commitment to providing a premium travel experience, all Our Group Tour Clients will enjoy exclusive complimentary EE Visa Services. Passengers only need to pay the Visa assistance fee (which may vary depending on the Destination& Nationality) and get to avail e below services for free.

- VFS Visa Appointment Fee (Charges up to AED 150) Embassy Visa Fee (Charges up to AED 350).
- Client profiling and Documentation.
- Hassle Free Visa process from Application to Approval.

In the event of no show/cancellation of visa appointment by client, visa appointment and visa fee for next appointment are applicable and has to be paid by Client.

THIS OFFER IS NOT APPLICABLE TO CERTAIN DESTINATIONS AND AFC HOLIDAYS RESERVES THE RIGHT TO EXCLUDE CERTAIN DESTINATIONS FROM THIS OFFER.

TOUR TRANSFERS, AMENDMENTS, AND CHANGES

In cases of curtailment/cancellations, any new request for amendment/cancellation of arrangements will be regarded as a new booking and will be subject to availability and a fee for the same will be charged. If changes of the above type are made during the cancellation period (refer to table under clause# 9.) it may attract notice and cancellation fees as per policy.

AFC Travel Shield is opted by the Client, ONLY when Amendment/Cancellation arrangements will be permissible up to 30-Days before the Departure (refer to Clause# 10)

ny request following under below will be subject to surcharges and availability:

Name / Date Change Flexi Fee of AED 300 up to AED500 per Person (depending on Tour Package Pricing) + Visa + Insurance+ Other Travel Related Cost incurred, if applicable per Request which needs to be informed 45 Days or more before the Tour Departure Date.

Name / Date Change requests, 45 days or less of tour departure, Cancellations policy terms, applies.

Transfer from longes to shorter tour duration packages, Flexi Fee of AED 750 per Person applicable, if 45 Days+ before the Departure Date.

Tour transfers less than 45 days incurs 100% cancellation penalty

Change of airline before tour departure (not applicable once services are issued)

9. CANCELLATIONS AND REFUND POLICY

AFC Holidays' reserves the right to amend or cancel a tour booked without assigning a reason. Amendments or cancellation may be due to circumstances beyond our control. In such cases, the client would have the option of travelling individually, but not with the same arrangement as the original tour. If the alternative date/tour is not acceptable or they no longer wish to travel, the money paid will be after deducting the expenses incurred by AFC Holidays on visa documentation, insurance and other overheads/administrative charges applicable within forty-five days from the date of amendment or cancellation. In the event AFC Holidays exercising its rights to amend/alter any tour or holiday advertised in their website after the tour has been booked but before departure, the client shall have the option to continue the tour or holiday as amended/altered or to accept any alternative tour arrangement which AFC Holidays may offer. However, in any of the above cases, AFC Holidays shall not be liable to the client for any compensation or damages or consequential loss or to refund any other expense incurred by the client. *** If AFC Travel Shield is opted, Clause #10 will be applicable for the Booking or else Cancellation policy is Applicable.

*CANCELLATION OF TOUR BY THE CLIENT

Should the Client wish to cancel their tour, they must notify AFC Holidays in writing. Such notification shall be deemed to have been given to us only on that date of the receipt of the client's letter/email since we can act only on receipt of the same. Reason must be stated for cancellation as it may be covered by their insurance policy. Cancellation will be per the cancellation policy mentioned in the table and any refund will be processed after deducting from the main tour cost, visa charges, insurance charge and any other related cost that AFC Holidays has incurred towards handling the booking. Cancellation of travel by the Client due to non-availability of travel documents will not change only under having applied for such documents through AFC Holidays. If a client is unable to travel on the tour originally booked by him, due to rejection of visas by the concerned Visa Embassy, the company may in its discretion offer the client an option to postpone his tour arrangement at another available date or change his tour arrangement in totality. The changes to be made in this instance is necessary to supplemental charges as applicable. In case the client refuses to opt for another travel arrangement, the cancellation policy schedule will apply as applicable.

Cancellation Period Tour Package Prices (A) AED 5,000.00 or less	Cancellation Charges Per Person (including Visa, Insurance, & Other Tour Related Travel Cost incurred)	Cancellation Period Tour Package Prices (B & C) AED 5,000.00 and above	Cancellation Charges Per Person (including Visa, Insurance, & Other Tour Related Travel Cost incurred)
31 days or more before departure	50% of Total Tour Costs	60 days or more before departure	Initial Payment Forfeited
30-15 days before departure	75% of Total Tour Costs	59 -45 days before departure	75% of Total Tour Costs
14 days or less before departure	100% of Total Tour Costs	44 days or less before departure	100% of Total Tour Costs

*CANCELLATION OF TOUR BY AFC HOLIDAYS

*CANCELLATION DUE TO VISA REJECTIONS.

If a consignment and safe to have the visa applications be made to the concerned Consulates/Embassies through AFC Holidays visa services. Granting or rejecting visas and immigration clearance is the sole prerogative of the concerned sovereign governments. AFC Holidays will not be responsible in case of non-granting of such documents nor liable for any delay, denial or other related act/omission or any loss, expense, damage or cost resulting therefrom. The client should ensure that the relevant documents and photographs are submitted completely and correctly within the stipulated time as mentioned at the time of booking of the tour. The cost of processing visas is not included in the tour price unless stated otherwise. The visa fee when prescribed includes the actual visa charge, cost of processing fees, the professional related service charges. The stipulated fees of the company shall be payable by the client regardless of rejection. A refund is not applicable should the client be unable to travel due to the above reasons. The cancellation policy will be applied as necessary. If the passports are required to be mailed for visas to different cities, AFC Holidays will mail the documents through a reputed courier. In case of loss or delays arising out of such transmission, AFC Holidays will not be held liable or to compensate the holder for such instance by all means.

*CANCELLATION OF TOUR DUE TO FORCE MAJEURE

Cancellation due to pandemic leading to Force Majeure and in the event of cancellation due to lockdown in the country of destination leading to flight cancellation, AFC Holidays will issue a credit value equivalent to the paid amount for future travel. This credit value can be utilized by the registered passengers only and will be applicable to travel to the same destination with one year validity from the date of issuance. Please note the fare to rescheduled tour will vary based on the travel date, wherein for difference in fare, surcharges will apply, if any.

*REFUNDS

AFC Holidays has the right to refuse or accept request for refund of its tours/ services by its passengers after considering several aspects of the tour based i.e. the number of participants, the cancellation policies of suppliers (Hotels, Airlines, Embassy, Coach Operators etc.). It would take at least 15-30 working days to process the refund. There shall be no refund whatsoever, if cause is of Force Majeure, and if the Client does not utilize any of the services like hotels, cruise, meals, entrance fees, optional tours, etc. while on-tour due to personal cause, late attending, health issues, etc. The Client would have to follow the tour program and return to UAE as per the validity of the air ticket. There shall be no refund if Client fails to join at the commencement of the tour or any activities included therein. Refunds shall be processed within 15-30 days from the date refund is submitted, informed and accepted by AFC Holidays representative. Any other claims not made post the refund will be terminated, unless notified. The refunds will be processed based on original mode of payment used including transactions made by credit card or via online payment gateway which will be credited back to the Credit Card. It is the sole responsibility of the Client to follow up with their own bank to verify credit of refund on their credit cards.

10. AFC TRAVEL SHIELD

AFC Travel Shield is meticulously crafted to offer our clients a seamless and worry-free travel experience while ensuring the security of the funds paid for their travel. By opting for AFC Travel Shield you undergo the following exclusive benefits.

Amendments such as Cancellation, Name Change, Date Change, and Tour Change are permissible if requested up to 25 days of departure

***Please note that AFC Travel Shield can be Opted Only within 48 Hrs of the Booking**

*** CANCELLATION/AMENDMENTS ARE APPLICABLE ONLY ONTIME ***

DESTINATION	PLATINUM PLAN (up to 25 days before Departure)	GOLD PLAN (up to 45 days before Departure)
USA / Australia/ Americas/Canada	AED 750 per person	AED 500 per person
Japan	AED 500 per person	AED 350 per person
All Other Destinations	AED 250 per person	AED 150 per person

*CANCELLATION OF THE TOUR:

-With AFC Travel Shield, cancellations due to Visa Rejection, Job loss, and Leave unavailability before 25 days of departure shall be auto-converted into a Credit Note excluding the miscellaneous Travel Expenses (Visa Charges) incurred.

-If Credit note is issued, Name Change is not permissible and must be used only on AFC Holidays Group tours published on our website.

-In the event of medical conditions, travelers can opt for Alliance Travel Insurance (provided Free of cost by AFC Holidays) for refund claims by submitting required documentation to the insurance company.

-If a refund is requested, 50% of the refund is permissible, and the remaining amount will be issued as a Credit Note (5% admin charges will apply on the total amount of credit note).

-Clients who has availed the AFC Travel Shield, Cancels the tour and decides to not travel at all, the cancellation Policy specified in T&C Clause#9 will be applicable.

If the Cancellation is requested less than thirty days (<25 days) before the departure date, Cancellation Policy mentioned in Clause #9 will be applicable

11. TOUR INCLUSIONS AND INFORMATION

*HOTELS AFC Holidays have selected hotels which are comfortable and convenient. AFC Holidays prioritizes booking a hotel at or close to the city center, however, subject to availability and travelling time, and in some areas, hotels can be located outside the city. The hotels chosen are as specific: mentioned in tour itinerary or similar category. AFC Holidays cannot guarantee the availability of adjoining rooms / inter-connecting rooms/ non-smoking rooms/rooms on the same floor, etc. depending on availability in the hotel. If the client seeks a change in rooming while on tour, the same will be subject to availability and they will need to pay any additional charges if applicable. Due to prevailing weather conditions in Europe, most of the hotels do not have air-conditioners or fans. AFC Holidays will not be responsible for any damages made by the client/s to the hotel property. However, diligent care must be observed when using the hotel lockers/refrigerated items/telephones/equipment, restaurants, etc. Usage of certain services may be chargeable. Maximum occupancy in Double room is 2-persons, wherein in some countries the double room would consist of two (2) twin beds put together. In this case, adult rates will apply across the booking for each double room occupied. The hotel may allow the addition of extra bed based on the standards applicable in the operating countries. Extra bed occupancy will vary depending on establishments. Clients may be provided with extra bed as roll away bed/ sofa or bed/ extra bed as per the hotel operating standards in the country. It is also important to note that AFC Holidays will ensure that the hotel operates as per the applicable hotel standards in the country of origin. The Clients' accommodation will be based on twin and triple sharing basis if they wish to travel single then there will be an additional surcharge. Due to major international events and trade fairs occurring throughout Europe (i.e. Air Shows, World Athletic Tournaments, Motor Shows, etc.) Hotel occupancy is at its peak and may have been blocked for a year in advance. Due to this, some hotels may be farther from the city/ itineraries may be altered or amended accordingly.

Passengers need to be very careful of pickpocketing as it's a common observation made by the passengers travelling to Europe. AFC Holidays will not be responsible for any loss or theft of any personal items, thus, clients are recommended to be liable for their personal belongings inside or outside tour accommodation premises.

CHECK-IN / CHECK OUT TIME

The general standard check-in time is 2PM and check-out time is at Noon. (This may vary depending on hotel policy). Early check-in and checkout, will be subject to availability and cannot be guaranteed.

12. AIRLINE FROM AFC HOLIDAYS

It is Client's responsibility to let us know if e-ticket for the flight are received or not. It is vital for client to verify and read the e-ticket in full as soon as it is received as it contains the most up to date flight details and the name for each tour companion as per passports must be same as on the e-ticket, otherwise they may not be permitted to travel. Any voluntary cancellation made before departure after the air tickets have been issued accordingly will incur an airline cancellation fee plus the agency service fee. Please note that cancellation fees vary from one airline to another. If client is a no show or did not travel on departure date, the ticket/s are strictly NON-REFUNDABLE. Under no circumstances whatsoever, will the company be liable to for any person's travelling, for any loss of baggage, failure to provide meal of the clients' choice, denied boarding or down-grades due to overbooking, flight delays, rescheduling, cancellation, re-routing, change of airline/s from the time of booking or any other reason/s, which occur in the part of the airline provider's responsibility despite having confirmed tickets. AFC Holidays will not be liable for injury, loss, or inconveniences suffered by the clients which fall under the airline providers' responsibility and prerogative, the clients will be instructed to pursue respective culpable airlines. It is recommended to avail travel insurance (i.e. AFC Holidays' exclusive provider), which includes waiver to claim for such loss. AFC Holidays Group Tours are operated as group seating, based on which the clients' seating is received. Airline will allocate the seating as per the availability for the tour group. It is the Clients' responsibility to check the boarding passes to review each companion seating arrangements.

13. PRE- OR -POST TOUR SERVICES

Clients can Opt for their Pre-Tour and Post-Tour Accommodation, Flights and Optional Tour Activities from their respective consultant/travel agent at the time of booking separate rates will be applicable.

14. MEAL PREFERENCES

There is a pre-set menu for meals depending on the tour program. Packed meals are served at some places. AFC Holidays reserves the right to change the menu and arrangements of the meals without assigning any reasons. Specific meal preferences can be made on request basis and may incur applicable surcharges, if any.

15. TIPS AND GRATUITIES

Tipping is mandatory in all parts of the world for services rendered (e.g. porters, coach drivers, tour leaders, guides etc.). The amount would depend on the country of travel. Driver's tips will be paid in AED to AFC Holidays. Travelers may also extend voluntary & individual tips at end of every tour.

16. PUNCTUALITY AND BEHAVIOR DISCIPLINE

AFC Holidays in no circumstances would be liable for client's/misadventures included in their travel arrangement. If the clients themselves are culpable for their delay. They will not be entitled to claim refund/s their misadventures. The company advises all clients to maintain discipline and punctuality when they are on tour. The company reserves the right to withdraw tour membership from anyone whose behavior is deemed to cause a rift or jeopardize the smooth operations of the tour or affect the enjoyment or safety of the other clients joining the tour.

17. TRAVEL DOCUMENTS

You can login to your AFC Holidays personal customer online account to receive and view all your travel documents (i.e. e-tickets, insurance copy, hotel & travel service vouchers, etc.) which will be updated seven (7) days before your tour departures. You must keep a copy or ensure to keep these documents accessible in case required for your flights and other travel arrangements.

We advise clients about passport and visa requirements applicable for travel. However, such requirements are subject to change and it is the clients' responsibility to check current requirements with the appropriate Embassy or Consulate before departure. It is their responsibility to obtain all documents required for their holiday, to ensure that the documents are complete and correct. AFC Holidays will not be liable if the client's fail to do so and will not be responsible for meeting any additional costs incurred by this. On receipt of travel documents, the clients have a responsibility to check all documentation and tickets to ensure that all the names and details are correct and correspond with their passport's information. AFC Holidays bears no responsibility whatsoever if the tour is impacted due to insufficient travel documents.

18. SPECIAL REQUEST

Special requests for room allocation, diet consideration, handicap assistance on tour/hotel/transportation etc. should be made in writing at the time of booking, every effort will be made in an attempt to deliver special requests. However, this is subject to availability with respective suppliers and AFC Holidays will not be held liable for any claims of damages or consequential loss if requests could not be honored. In case of persons of determination or special needs, a qualified companion must accompany the client. Regrettably, AFC Holidays cannot endorse aid for walking, dining, boarding and disembarking transportations, medical assistance and for other requirements to any of the tour participants.

19. HEALTH AND INSURANCE

Any medical history that may affect the clients' ability to enjoy the tour must be informed to AFC Holidays at the time of booking. In the event of an undisclosed medical condition, AFC Holidays shall not be liable to provide any assistance or make refunds. The client must be covered by a certified and registered overseas travel insurance company that covers the risk of life, limb and property during the entire duration of the tour. AFC Holidays will not be responsible for any loss of life or property. AFC Holidays has partnered with Leading Insurance firms to provide one of the best insurance coverage. Please check with the sales consultant for details about the same. IMPORTANT: All claims have to be opened directly by the Policyholder and Insurance Company and are to be settled as per the travel insurance partner's policies/procedures and AFC Holidays has no say whatsoever in curtailment/amending/deviating or representing guest claims.

20. ZERO TOLERANCE OF ALTERATION IN TERMS AND CONDITIONS

No persons including employees, agents, or passengers have the authority to deviate/alter/waive any specification, demonstration, term and condition outlined in this document. Any assurance given by the above-mentioned parties in any mode of communication be it verbal/writing/mobile message which is contrary to this document shall not bind AFC Holidays in any manner.

21. PROMOTIONS, OFFERS, OR SCHEMES

In the case of special offers/promotions/schemes, the terms and conditions of the campaign will apply. Any promotion which is not availed by the client cannot be compensated by any means. The clients shall adhere to payment terms and schedule to be eligible for respective special offers/promotions/schemes. Failure to comply with the payment terms invalidates eligibility for the benefit of these campaigns otherwise counted valid as soon as the clients choose to travel. In the event of cancellation/curtailment of any manner to the initial tour booked, the scheme will be nullified. Once chosen, the respective special offers/ promotions/ schemes cannot be changed or compensated and should be utilized within the calendar year of the booking.

22. MINIMUM PARTICIPATION

All tours specified in our range of tours are subject to a minimum participation of paying adult participants. If the minimum requirement to operate a tour is not met we reserve the right to amalgamate/amend/vary/alter/cancel without incurring liability to compensate in any manner and an intimation on the same will be provided 7-days before the travel date. The clients will receive a option to travel individually and not join a group tour should they wish to do so. In such cases, we reserve the right to charge supplemental amount as per individual traveler rates. In instances like these, the client may not be provided certain services which would have been provided in a group. Minimum participation criteria may apply on optional tours, as such we reserve the right to cancel the optional tour and refund the amount or proceed with the optional tour with an additional pro-rata amount.

23. PRIVACY OF INFORMATION

AFC Holidays regards all information supplied by clients as confidential and will share only the necessary information with airlines, hotels and other service providers who will provide service during for the travel arrangements. However, we may be constrained to disclose the information if such is required by law and by order of a court.

24. SCOPE OF ACTIVITY

AFC Holidays is engaged in the business of travel and holiday organizing and does not control or operate any airline, neither does the company own or control any shipping company, coach or coach company, hotel, transport, restaurant, kitchen or any other facilities utilized during the tour/s. The company shall not be liable for any damages caused by its clients' due to reasons beyond their control (Force Majeure). Any delays/overstay expenses which occur due to reasons beyond their control (Force Majeure). Any delays/overstay expenses which occur due to Force Majeure shall be borne entirely by the clients.

On behalf of the persons booked, I/We have Read, Understood and Accepted the Terms and Conditions of Services and Payments pertaining to our Tour Booking/s with AFC Holidays, I/We being duly authorized by the said person/s to do hereby agree and accept the same for self and on behalf of the said person/s.

NAME: _____ SIGNATURE: _____ DATE: _____



BOOKING TERMS & CONDITIONS

LIMITATION OF LIABILITY

The Client acknowledges that they have reviewed these Terms and Conditions carefully, and there has been no misrepresentation. AFC Holidays shall not be liable for any direct, indirect, incidental, special, consequential, or exemplary damages, including but not limited to, damages for loss of profits, goodwill, use, data, or other intangible losses, resulting from:

- Any acts, errors, or omissions of third-party service providers, including airlines, hotels, transportation companies, and tour operators.
- Any delays, cancellations, or changes in travel plans, whether caused by force majeure, mechanical breakdown, government actions, or any other reason beyond our control.
- Any personal injury, illness, or property damage occurring during travel, including but not limited to accidents, falls, theft, or medical emergencies.
- Any failure to obtain required visas, permits, or travel documents due to reasons beyond our reasonable control, including but not limited to changes in government regulations, embassy policies, or visa processing delays.
- Any disputes or disagreements between travelers and third-party service providers, including but not limited to disputes over service quality, payment disputes, or breaches of contract.

In no event shall the total liability of AFC Holidays exceed the amount paid by the client for the specific travel services provided by AFC Holidays. The limitations of liability set forth herein shall apply to the fullest extent permitted by applicable law, regardless of the form of action, whether in contract, tort (including negligence), strict liability, or otherwise and shall survive the termination of these Terms and Conditions. It is hereby acknowledged and agreed that the limitations and exclusions of liability contained herein are fair and reasonable in light of the risks and uncertainties associated with travel and tourism services. Clients expressly waive any rights to assert any claims against AFC Holidays beyond the limitations set forth herein.

BOOKING PROCEDURES AND DOCUMENTATION

In order to facilitate the booking process for AFC Holidays clients and ensure transparency and clarity, the following procedures are implemented:

1. Tour Consultants create the Quotation using our Customer Relationship Management (CRM) system. The Quotation, which includes pricing details, inclusions, exclusions, itinerary, flight details, and general terms and conditions regarding check-in/check-out times and travel requirements, is then shared with the client via Email, WhatsApp, or any other agreed-upon communication channel.
2. Clients confirm the tour to concerned tour consultants either via Email, WhatsApp, phone call, or in-person visit to our office.
3. Upon confirmation, AFC Holidays collect necessary information from the client, including their email address, as per our Terms and Conditions. This information is updated within the Booking for reference.
4. If the payment is made online, a digital signature is obtained from the client as proof of acceptance of our Terms and Conditions. For offline payments made by clients visiting AFC Holidays office, Tour Consultants ensure that the client signs the printed Terms and Conditions page.
5. The client will be provided with the following documentation as proof of their booking with AFC Holidays:
 - The Quotation, including all relevant details, is provided to the client via Email, WhatsApp, or Client Portal, detailing pricing, inclusions, exclusions, itinerary, flight details, and general terms and conditions.
 - Login details for the Client Portal are shared with the client immediately after the booking is made. The Client Portal provides access to all relevant booking information.
 - A receipt of the payment transaction, including the client's email address, is automatically generated and provided to the client for their records.
 - Receipt of payment for the AFC Travel Shield, if applicable, is provided to the client as part of their documentation.
 - A copy of the overall Terms and Conditions is provided to the client for their reference.
 - The terms and conditions specific to the AFC Travel Shield are provided to the client for their understanding and reference.

These procedures and documentation ensure transparency, compliance, and clear communication throughout the booking process, enhancing the overall client experience on AFC Holidays.

TRAVEL INSURANCE

AFC Holidays strongly recommends that all Clients purchase comprehensive travel insurance, including cancellation coverage and emergency medical assistance. It is your responsibility to ensure that you have adequate overseas travel insurance coverage before your departure.

IMPORTANT: All claims must be submitted directly by the Policy Holder with the Insurance Company, which are to be settled as per the insurance Company's policies and procedures. AFC Holidays holds no responsibility in curtailing/amending/deviating or representing guest claims.

GENERAL CONDITIONS

The responsibility of AFC Holidays is strictly limited. We act as agents on behalf of various agencies and individuals providing services like hotel accommodation, sightseeing tours, and transportation. Therefore, AFC Holidays shall not be held responsible for any loss, damage, accident, delay, or irregularity resulting from any defect in any vehicle or any act of default of any company or person engaged in conveying passengers or of any hotel proprietor or hotel service provider and any other third party tour service provider. All booking vouchers and tickets issued are subject to the terms and conditions specified by the supplier or contractor providing the services. AFC Holidays reserves the right to change the itinerary, hotels, and/or transportation at any time and for any reason, with or without notice, and will endeavor to provide equivalent services. However, no refunds will be provided for any unused services.

GOVERNING LAW AND DISPUTE RESOLUTION

This Agreement shall be governed by and construed in accordance with the laws of the United Arab Emirates.

In the event of any dispute, the Parties will try to resolve it amicably within thirty (30) days from the date the Notice of Default is issued by one party to another.

If the dispute is not resolved amicably, the Parties hereby agree to refer the dispute to the exclusive jurisdiction of Dubai Courts.

FORCE MAJEURE

AFC Holidays shall not be liable for any failure or delay in performing its obligations under these Terms and Conditions if such failure or delay is due to circumstances beyond its reasonable control, including, without limitation, acts of God, war, civil unrest, embargoes, government regulations, strikes, lockouts, labour disputes, illness, acts of terrorism, accidents, fires, floods, and failure of telecommunication or transportation services.

DATA PROTECTION

AFC Holidays may collect and process personal information about Clients to provide travel services and manage bookings. By providing personal information to AFC Holidays, Clients consent to such processing and warrant that all data provided is accurate. AFC Holidays will not disclose personal information to third parties except as required to provide travel services or as required by law.

SEVERABILITY

If any provision of these Terms and Conditions is held invalid, illegal, or unenforceable, the validity, legality, and enforceability of the remaining provisions will not be affected or impaired. These Terms and Conditions constitute the entire agreement between the parties with respect to the subject matter hereof and supersede all prior agreements, negotiations, representations, and understandings, whether oral or written, relating to such subject matter. No modification, amendment, or waiver of any provision of these Terms and Conditions shall be effective unless in writing and signed by the party against whom the modification, amendment, or waiver is to be asserted.

CONTACT INFORMATION

For any inquiries or assistance regarding AFC Holidays services, please contact our Customer Service team at: AFC Holidays, Al Khaleej Building, Dubai, United Arab Emirates Tel: 600569007 Email: mail@afcholidays.com Website: www.afcholidays.com



AFC Holidays - ONLINE PAYMENT - TERMS & CONDITIONS

01. USE OF CREDIT CARD:

We accept major credit cards, and the credit card holder must be one of the passengers. We accept VISA and MasterCard credit cards issued in (UAE OR Middle East). Your credit card will be debited when you click on the "Purchase Now" button. Please note that making Payment with another person's credit card is strictly forbidden and could lead to criminal prosecution.

02. VERIFICATION PURPOSE

A copy of the credit card front and back should be scanned, self-attested and emailed to us for verification purpose. Important: When sending a credit card copy, please strike out the 3-digit CVV number at the back and the date of expiry on the front.

03. NON-UAE CREDIT CARDS

We will charge your credit card in the currency as displayed on our website, if you are not using a credit card based in UAE, your credit card Issuing Bank may levy a fee for transaction in foreign currency. Kindly contact your credit card Issuing Bank for further information on any fees and the applicable exchange rates.

04. PAYMENT POLICY

The general terms & conditions of payments apply to online payments as well. Please note, for any bookings made within 30 days of the departure, you need to make full payment of the tour cost.

05. NON-CREDIT CARDHOLDERS

If you do not have a credit card, you may choose to pay in cash while visiting one of our offices.

06. BOOKING FEES

Please note there is a non-refundable booking fee of AED 25 per transaction within UAE and AED 50 for outside UAE transactions.

07. REFUNDS TO CREDIT CARDS

All Credit Card refunds will be less 2.5% as card companies keep the credit card fee. General cancellation and refunds policy applies.

08. CARD PAYMENT NOT RECEIVED OR DECLINED

If for any reason your card payment is not received or declined by your bank/credit card company then it would be your sole responsibility to pursue the same and ensure your payment reaches on time.

09. CONFIRMATION / RECEIPTS / TICKETS

We will send you the booking confirmation/receipts/ tickets (as applicable) only after approval of your credit card payments.

10. SECURITY

We will take all reasonable measures to ensure the information you transmit to us using the Web Site will remain confidential and protected from unauthorized access. Despite those measures, we do not warrant unauthorized access to that information can never happen. We will not be liable for any such unauthorized access unless caused solely by our gross negligence, in which event you will be entitled to compensation up to a maximum of the value of the services purchased by you.

11. SECURITY INFORMATION

To ensure secure online payment and all other transactions of personal data, the Web Site uses a technology called SSL (Secure Socket Layer). SSL encrypts all communications between your computer and our server so that the information can only be read and understood by us. Usually, a closed lock on your browser window shows a secure connection. For further information, please consult your browser's security specifications. If your browser is equipped with SSL your transaction will automatically be secured. The common standard on the Internet to signal a secure site is a closed lock at the bottom of the browser. As long as the lock is displayed closed your information is secure and encrypted to avoid abuse. If you click the secure transaction link and still cannot see the closed lock, the reason may be that the window is in nesting in another frame. To check that you have a secure connection (in Internet Explorer), click the right mouse button and properties, then certificates. Then you will see if the connection is secure or not. Another way (in Netscape Navigator) is to click the right mouse button and 'view frame info' at the bottom of the text you will see security information.

12. DISCLAIMER

A. The services provided to you on our website ("services") and all information, content, materials, products (including software) and other services included on or otherwise made available to you through the services are provided by us on an "as is" and "as available" basis. We make no representations or warranties of any kind, express or implied, as to the operation of the services, or the information, content, materials, products (including software) or other services included on or otherwise made available to you through the services. You expressly agree that your use of the services is at your sole risk.

12. DISCLAIMER

A. The services provided to you on our website ("services") and all information, content, materials, products (including software) and other services included on or otherwise made available to you through the services are provided by us on an "as is" and "as available" basis. We make no representations or warranties of any kind, express or implied, as to the operation of the services, or the information, content, materials, products (including software) or other services included on or otherwise made available to you through the services. You expressly agree that your use of the services is at your sole risk.

B. To the full extent permissible by applicable law, we disclaim all warranties, express or implied, including, but not limited to, implied warranties of merchantability and fitness for a particular purpose. We do not warrant that the services, information, content, materials, products (including software) or other services included on or otherwise made available to you through the services, our servers or electronic communications sent from us are free of viruses or other harmful components. We will not be liable for any damages of any kind arising from the use of any service, or any information, content, materials, products (including software) or other services included on or otherwise made available to you through any service, including, but not limited to direct, indirect, incidental, punitive, and consequential damages.

13. DISCLAIMER FOR THIRD-PARTY APPLICATIONS

You accept that:

A. By clicking on the CONFIRM AND PROCEED button ("Pay Button") you will be transferred to a payment portal which is controlled and operated by a third party ("Third-Party Application");

B. The use of any Third-Party Application is subject to the terms and conditions that apply to such Third-Party Application and it is your responsibility to read, understand and comply with any such terms and conditions.

C. We are not responsible for the availability or performance of, or your use of, any Third-Party Application. You assume all responsibility and risk concerning the use of any Third-Party Application (including any content therein) and we hereby disclaim all liability to you or any third party concerning such use.

14. PERSONAL DATA

Notwithstanding our Terms and Conditions & Privacy Policy, you acknowledge and accept that the personal and credit card details provided by you when making the Payment ("Personal Data") shall be transmitted to an independent third party for processing and completing the Payment and any Standing Instructions. You acknowledge and accept that the transmission to, and the use of such Personal Data by, the third-party processor shall not be deemed a breach of our Terms and Conditions & Privacy Policy and you hereby waive, disclaim, and release us and our officers, directors, employees, agents, successors, and assigns, from all claims of any kind (specifically including all claims for actual, incidental, consequential, punitive or exemplary damages, attorneys' fees and costs, or claims for interest, even if we are advised of the possibility of such damages), related to, or arising from, directly or indirectly, your use of the payment portal and any transmission and use of the Personal Data.