



Terms & Conditions – Holidays, Hotel Bookings, Travel Insurance & Excursion Services

1. Service Scope

- We provide holiday packages, hotel reservations, travel insurance, airport transfers, tours, excursions, sightseeing activities, and other travel-related services.
- We act solely as an intermediary between customers and third-party suppliers, including hotels, airlines, tour operators, transport providers, insurance companies, DMC, and other service providers.
- All bookings and services are subject to the terms and conditions of the respective suppliers.

2. Booking Confirmation

- All bookings are subject to availability and confirmation by the respective supplier.
- A booking shall only be considered confirmed after full or required payment has been received and written confirmation has been issued by us.
- Prices and availability are subject to change until the booking is confirmed.

3. Pricing & Payments

- Full or partial payment may be required depending on the supplier's payment policy.
- All quoted prices are subject to change without prior notice until booking confirmation.
- Government taxes, tourism taxes, municipality fees, fuel surcharges, exchange rate fluctuations, supplier charges, and other mandatory fees may change and shall be payable by the customer where applicable.
- Bank charges, payment gateway fees, foreign exchange charges, and transfer fees shall be borne by the customer unless otherwise agreed.
- Payment confirms acceptance of these Terms and authorizes service initiation.

4. Cancellation & Refund Policy

- Cancellation and refund policies vary depending on the airline, hotel, tour operator, insurance provider, or other supplier.
- Any cancellation charges imposed by suppliers shall be payable by the customer.
- Service charges for consultation, booking, and documentation are non-refundable once processing begins.
- Refund processing time depends on the supplier, payment gateway, and banking institutions.
- Convenience fees, processing fees, payment gateway charges, bank charges, and currency conversion fees are non-refundable.



+971 4 33 77 566



info@emipulse.ae



www.emipulse.ae



213, 2nd Floor, GBH BUSINESS CENTER, Al Rasheed Road, Al Muteena, Deira, Dubai, UAE

5. Amendments & Changes

- Requests for amendments are subject to supplier approval.
- Changes to travel dates, names, destinations, hotels, activities, or other services may incur additional charges.
- Certain bookings may be completely non-changeable and non-refundable.

6. Hotel Reservations

- Hotel check-in and check-out times are determined by the hotel.
- Early check-in and late check-out are subject to hotel availability and may incur additional charges.
- Hotels may require a refundable security deposit upon check-in.
- Room type, bed preference, smoking/non-smoking preference, adjoining rooms, floor preference, and other special requests cannot be guaranteed unless confirmed in writing by the hotel.
- Hotel classifications and star ratings are based on local standards and may differ from country to country.

7. Holiday Packages

- Package inclusions and exclusions are specified in the confirmed itinerary.
- Unused services included within a package are non-refundable.
- Itineraries may be changed due to operational requirements, weather conditions, safety concerns, government regulations, or supplier decisions.
- Similar-category hotels, transportation, activities, or attractions may be substituted where necessary without affecting the overall quality of the package.

8. Tours & Excursions

- Tour schedules may change due to weather, traffic, operational requirements, government restrictions, or safety reasons.
- Customers must arrive at the designated pickup or meeting point on time.
- No refund will be provided for late arrivals, missed departures, or no-shows.
- Participation in adventure or outdoor activities is entirely at the customer's own risk.
- Children must be accompanied by a responsible adult where required.



+971 4 33 77 566



info@emipulse.ae



www.emipulse.ae



213, 2nd Floor, GBH BUSINESS CENTER, Al Rasheed Road, Al Muteena, Deira, Dubai, UAE

9. Airport Transfers

- Customers must provide accurate flight details at the time of booking.
- Additional waiting time beyond the supplier's complimentary waiting period may incur extra charges.
- Vehicle type may be substituted with an equivalent category if operationally required.

10. Travel Insurance

- Travel insurance is subject to the terms, conditions, exclusions, and limitations of the insurance provider.
- We act only as an intermediary and are not responsible for claim approvals, settlements, or claim processing.
- Customers are responsible for reviewing their insurance policy before travel.
- Insurance premiums are generally non-refundable once the policy has been issued.

11. Travel Documents

- Customers are solely responsible for ensuring they possess valid passports, visas, permits, vaccinations, and any other documents required by the destination country.
- We are not responsible for denied boarding, refused entry, deportation, quarantine, or immigration actions resulting from insufficient or invalid documentation.

12. Customer Responsibilities

- Customers must ensure that all personal information and booking details are accurate.
- Booking confirmations must be reviewed immediately upon receipt.
- Any discrepancies must be reported before travel.
- Failure to notify us of errors may result in additional costs.

13. Third-Party Suppliers

- Hotels, airlines, cruise operators, transport providers, insurance companies, tour operators, and attraction providers operate independently.
- We are not responsible for delays, cancellations, overbookings, operational changes, supplier insolvency, or service failures caused by third parties.

14. Customer Arrival Responsibility

- Customers are responsible for arriving at airports, hotels, transfer pickup points, and tour departure locations on time.
- No refund or compensation will be provided for missed services due to late arrival.



15. Unused Services

- No refund, credit, or compensation will be provided for any unused accommodation, meals, transfers, sightseeing, excursions, or other services not utilized by the customer.

16. Special Requests

- Special requests including adjoining rooms, early check-in, late check-out, special meals, accessibility assistance, smoking/non-smoking rooms, or similar preferences are subject to supplier availability.
- Unless confirmed in writing, special requests cannot be guaranteed.

17. Customer Conduct

- Customers must comply with all applicable laws, regulations, hotel policies, airline rules, and supplier instructions.
- We reserve the right to refuse or discontinue services where customer behaviour is abusive, unlawful, disruptive, or endangers others.
- Any resulting expenses shall be the responsibility of the customer.

18. Baggage & Personal Belongings

- Customers are solely responsible for their passports, baggage, money, valuables, and personal belongings throughout their journey.
- We shall not be liable for any loss, theft, or damage.

19. Immigration & Entry Requirements

- Holding a visa does not guarantee entry into any country.
- Immigration authorities retain the exclusive right to permit or refuse entry.
- We are not responsible for any immigration decisions, deportation, quarantine requirements, or refusal of entry.

20. Government Taxes & Local Charges

- Tourism taxes, municipality fees, environmental fees, resort fees, city taxes, departure taxes, or similar charges imposed by local authorities are the customer's responsibility unless expressly stated as included.

21. Document Handling & Data Privacy

- Customer information and documents will be handled with reasonable care and confidentiality.
- Personal information may be shared only with suppliers, airlines, hotels, insurance companies, embassies, government authorities, or other service providers where necessary to complete the requested services or comply with legal obligations.



22. Complaints

- Any service issue should be reported immediately to both the supplier and our office so reasonable efforts can be made to resolve it.
- Complaints submitted after completion of travel may limit our ability to investigate or seek remedies from suppliers.

23. Communication

- Booking confirmations, amendments, updates, and important notices will be communicated using the contact details provided by the customer.
- Customers are responsible for maintaining accurate contact information.

24. Limitation of Liability

- Our responsibility is limited to arranging travel services requested by the customer.
- We are not liable for personal injury, illness, accidents, death, baggage loss, theft, missed flights, missed connections, supplier insolvency, travel delays, or indirect or consequential losses.
- Financial liability, where applicable, shall not exceed the service fees paid directly to us.

25. Force Majeure

- We shall not be liable for delays, cancellations, or failure to perform services resulting from, including government actions, natural disasters, pandemics, epidemics, severe weather, political unrest, terrorism, strikes, technical failures, airline operational issues, airport closures, or supplier disruptions.

26. Changes to Terms

- Prices, itineraries, supplier policies, documentation requirements, government regulations, and these Terms & Conditions may be amended without prior notice.
- The applicable version shall be the version in effect on the date the booking is confirmed.

27. Governing Law & Jurisdiction

- These Terms & Conditions shall be governed by the laws of the United Arab Emirates.
- Any dispute arising from our services shall be subject to the jurisdiction of the competent courts of the United Arab Emirates, unless otherwise required by applicable law.

28. Entire Agreement

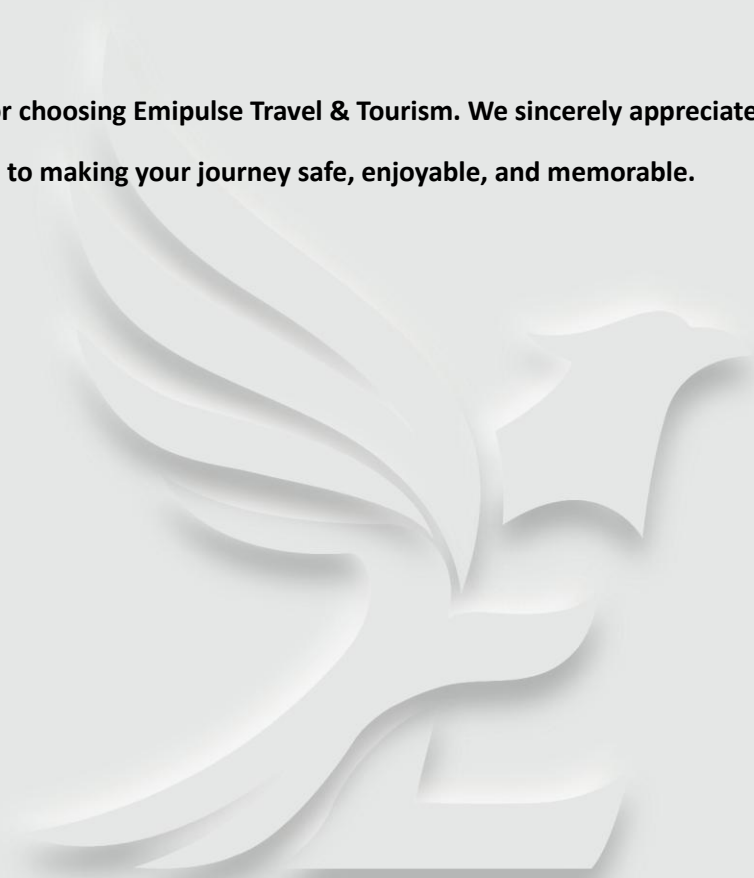
- These Terms & Conditions, together with the booking confirmation, invoice, itinerary, and any written correspondence, constitute the entire agreement between the customer and our company.
- No verbal representation or promise shall form part of this agreement unless confirmed in writing.



29. Acceptance of Terms

- By requesting our services, making a booking, making payment, or accepting a booking confirmation, the customer confirms that they have read, understood, and agreed to these Terms & Conditions.
- The customer also agrees to comply with the terms and conditions of all third-party suppliers involved in the booking.

Thank you for choosing Emipulse Travel & Tourism. We sincerely appreciate your trust in our services and look forward to making your journey safe, enjoyable, and memorable.



+971 4 33 77 566



info@emipulse.ae



www.emipulse.ae



213, 2nd Floor, GBH BUSINESS CENTER, Al Rasheed Road, Al Muteena, Deira, Dubai, UAE