

TERMS & CONDITIONS / BOOKING PROCEDURES**Booking**

We will require written email confirmation to proceed with bookings. You may direct your written email confirmation to:

E: info@omeyatours.com

T: 0034 685 259 782

Clients Information

Please indicate the Full Name as per passport, Passport Number, Date of Birth, passport Expiration Date and contact number in your written email. Or forward copy of passport for our further perusal.

Booking Cut-Off

To avoid any possible issues for not being able to get airlines seats, rooms or tickets at monuments or activities at chosen destination, we would encourage placing an advance booking during peak season.

- For Group movement: At least 45 days prior to departure is required to proceed with bookings for international Departure and 30 days for domestic departure.
- For Individual movement: At least 30 days prior to departure is required to proceed with bookings for international Departure and 15 days for domestic departure.

Confirmation of Service Requirement

Each booking shall not be deemed to be confirmed until and unless Omeya Travel Group shall issue written confirmation.

PAYMENT TERM

Omeya Travel Group may request for booking fee/deposit of 50% and advanced full payment must be made at least 15 days prior to arrival date. Payment deadline will be advised in the Quote chart and Proforma Invoice.

Payment shall be made by Cash Deposit/ Cash at arrival/ Online Transfer to the following bank details:

- Account Name: OMEYA TRAVEL GROUP S.L.
- Bank: BBVA
- Bank address: Plaza Isabel la Católica 1, 18009, Granada, Spain.
- IBAN: ES7601822900530201757494
- SWIFT: BBVAESMM

CANCELATIONS, "NO SHOW" AND AMENDMENT CHARGES

Omeya Travel Group reserve the right to cancel the booking if payment is not received as agreed or mentioned in the above terms.

Omeya Travel Group must receive a writing notification of any cancellation. A notice is only considered to have been served provided that an acknowledgment and acceptance by Omeya Travel Group is obtained.

In the event of a confirmed booking being cancelled or partially cancelled, a cancellation charge will be levied. Any cancellation received will incur the following cancellation charges:

- 46 days & above prior to arrival date: Full refund of deposit (subject to administrative fee)
- 31 to 45 days prior to arrival date: Non-refundable / Forfeited of deposit
- 30 & below prior to arrival date: 100% / Full charges of Tour/service Fare.

Omeya Travel Group reserve the right to cancel any confirmed and paid booking by the customer due to unforeseen circumstances and/or insufficient passenger or inability to secure the flight seats or accommodation prior to arrival date. Omeya Travel Group shall recommend alternative tours preferably with the similar value or full refund the amount of money paid.

In the event a client is a "No Show", no refund in full or part will be done.

OTHER IMPORTANT NOTES

Hotel - Standard check in time is from 14.00h and check out before 12.00h. Portage is usually not provided by the Hotel but it can be booked in advance at an additional cost. Some Hotels, specially the ones located in the city center may have a little bit of walking between the parking/bus drop off area and the Hotel lobby.

Luggage - Luggage/Baggage allowance is provided by the airlines and conditions may differ from one to another and from airport to airport. The same applies for hand-carry baggage aboard the aircraft. Omeya Travel Group will advise travelers of conditions and travelers must adhere to airlines or airports conditions. Omeya Travel Group will not be responsible for any losses of personal belongings or damage of travel bags or any cost incurred due to non-adherence of travelers to luggage requirements.

Travel Insurance - Travelers are **ENQUIRED** to purchase travel insurance to safeguard themselves against sickness or death, loss of money, cancellation of flight, flight delay or lost baggage. Omeya Travel Group is not responsible for any losses or expenses incurred by the travelers due to his/her refusal to purchase Travel Insurance. Full liability is to be borne by participants. Travel insurance can be purchased through us, please ask for more information.

Visa - Travelers must comply with all visa requirements of the countries visited. An embassy may decide to review an application in the destination country rather than at the local embassy. This decision is at the discretion of the embassy and is not something that would be known in advance by us. It may take longer than standard processing time for such applications to be processed and this is outside the control of Omeya Travel Group. We recommend not to book flights or ground arrangements until Visa is granted.