

FAQ'S related to Gulf Air Holidays:-

1. Do you have only 3 nights option. What if I have to extend my stay by one night or so? **You have an option to extend the duration of stay online. Flights will get pushed according to the selection of the extension stay.**
2. Can I add another city to the already existing package? - **This option is not available on our website. We will have to customize your package requirement. Please allow us to take down your entire requirement so that we can come back with a quotation.**
3. I am getting a cheaper package price from another operator? What can you offer? - **Can you share the offer details that you have received so that we can do a product comparison at our end. Our packages are based on private airport transfers and a city tour with flexible dates to choose from depending on availability.**
4. How will my excursion tours work? Will I get a pick up from the hotel? – **You can freely choose the excursion tours that are available on our website. Depending on your arrival time and departure time To/From the destination we will schedule the excursion tours from our side. Pick up time and venue will be mentioned in your service vouchers.**
5. What will be the vehicle type for my private transfers to the hotel? – **Vehicle type / model will vary from destination to destination.**
6. Will there be anyone to pick me up from the airport? **All our Holiday packages are based on private airport transfers and hence there will be assistance at the airport.**
7. If I need any assistance on tour who will help me out? **Our local representatives will be there for any assistance on tour. Their numbers are provided in the Vouchers. In addition to that we will also provide you with emergency numbers.**
8. On the city tour will there be an Arabic speaking local guide? - **All city tours will have English speaking guides.**
9. I am looking out for a specific hotel? Can you base your package on the same? - **Yes we can customize the requirement based on your specific hotel and will provide you with a quotation. Please request for a quotation at holidays@gulfair.com or call on our dedicated contact center numbers at <https://www.gulfair.com/our-offices/worldwide-contact-center>**
10. We are a family of 15 people (12 adults and 3 child no bed) and will require 6 rooms. How do we make a booking? **Technically anything above 10 people becomes a group requirement. Hence we will have to customize your requirement and will need to come back with a quotation. Please request for a quotation at holidays@gulfair.com or call on our dedicated contact center numbers at <https://www.gulfair.com/our-offices/worldwide-contact-center>**

11. We are a family comprising of 2 adults and 2 children. We would want 2 adjacent rooms? Can you help here? **We recommend you to mention the same in the remark section while making the booking online. This will enable us to submit a request with the hotel. Having said so Adjacent rooms are subject to availability.**
12. I am interested to book your London package. Will you help me out with the visa documentation and processing? **Gulf Air Holidays does not assist in visa processing. You can do so from on own your from your country of origin.**
13. My booking reference is GF-20171026-8/1. I have paid an amount of BHD 123. I would like to cancel the package. Can I have my entire monies back? **We request you to kindly refer to the cancellation policy mentioned in the Terms and conditions.**
14. I have generated a quotation on Bangkok package. Will the price change if make the online payment tomorrow? **Yes there is every possibility that that the price may change. We recommend you to proceed immediately with the booking and make your initial or full payments.**
15. Can I upgrade my vehicle type for airport transfers? Any up gradation is based on request and will be on chargeable basis. **Please request for a quotation at holidays@gulfair.com or call on our dedicated contact center numbers at <https://www.gulfair.com/our-offices/worldwide-contact-center>**
16. My Gulf air flight is arriving very early in the morning. Can you provide me with an early check in? **Early check in is purely based on subject to availability. You can insert the same in the remark section so that we can submit the request with the hotel. We recommend that if you want to early check in on guaranteed basis do book one night pre tour accommodation. For this we will have to customize your package.**
17. My Gulf air flight is departing quite late in the evening. Can you provide me with a late check out? **Late check- out is purely based on subject to availability. You can insert the same in the remark section so that we can submit the request with the hotel. We recommend that if you want to Late- check out on guaranteed basis do book one night extension stay. You can select the one night extension on line while making the package booking.**
18. Can you organize all meals (lunch and dinner) for me if I am willing to pay the price? – **It may not be operationally feasible to organize lunch / dinner for specific destinations. We will take your request and come back to you with an update. Please request for a quotation at holidays@gulfair.com or call on our dedicated contact center numbers at <https://www.gulfair.com/our-offices/worldwide-contact-center>**

19. What type of Hotel room is reserved under this package? Can I upgrade my room type? – **The package is based on entry level room category. If you wish to upgrade your room type then we will have to customize your package and come back with a revised quotation.**
20. I'd like to book an excursion, trip or other extras. How do I do that?–**You can book optional from the website, anything other than the listed optional tours Please request for a quotation at holidays@gulfair.com or call on our dedicated contact center numbers at <https://www.gulfair.com/our-offices/worldwide-contact-center>**
21. How can I ensure that the payment made through cards on this site is safe? **We follow 128 bit encryption for payment processing and use a service provider who are PCI DSS Complaint.**
22. Whom can I contact in case of queries during or after the booking? –**You can contact holidays@gulfair.com or the WWCC or call on our dedicated contact center numbers at <https://www.gulfair.com/our-offices/worldwide-contact-center>**