

TERMS OF USE

Thank you for visiting our Website. Please read these Terms and Conditions carefully before you start to use the Website. By accessing and using this Website, you indicate that you accept (unconditionally and irrevocably) these Terms and Conditions. If you do not agree to these Terms and Conditions, please refrain from using our Website and exit immediately.

Definitions

In the terms and conditions set out in this document, the following terms shall, unless contrary to the context, have the meaning specified.

Client/s/ You/ Your means the person/ s in whose name and/ or whose behalf the booking is made.
We / Us / Our/ Company means Gulf Air.

"Terms and Conditions" means the terms and conditions contained herein below and includes Web Pages, itinerary, promotion booklet and other documents as may be notified from time to time.

Contractor/ Supplier means supplier of any infrastructural facility and shall include hotel managements, caterers, restaurants, places of entertainment like theme parks, museums, art galleries, shipping company, railway, ferry, cruise, coach etc. who are to provide the services to the Client.

Tour Cost/ Holiday Price means the tour cost mentioned in the Website / online and other payments such as taxes, surcharges etc. payable by the client.

"Website" means holidays.gulfair.com.

"Web pages" means pages on the Website holidays.gulfair.com.

"Jurisdiction" means the geographical area over which a court or government body has the power and right to exercise authority. Parties hereto agree to confer exclusive Jurisdiction to Kingdom of Bahrain.

Website Information – Disclaimers

We will try to ensure that the information on our Website is accurate and up to date. However, we are not liable / responsible for any typographical / printing errors.

Furthermore, products on the Website are created several months in advance and the descriptions of services / contents may not always be fully updated.

The photographs of meals / sightseeing are for reference only and may differ from the actual meals / sights. We will not be liable / responsible for any loss or direct, indirect, incidental, special or consequential damages caused by reliance on this information. We hereby disclaim all warranties and conditions with regard to this information, software, products, services and related graphics, including all implied warranties and fitness for a particular purpose, title and non-infringement. Distance between places and temperatures are approximate and can change depending on travel, road conditions and climatic changes.

Change of Terms and Conditions

We may change these Terms and Conditions at any time without advance notice. Changed terms will become effective once posted on the Website, and will not have any retrospective effect on existing contractual arrangements made through this Website. Your continued use of this Website after any change means you have accepted the changed Terms and Conditions.

As to the interpretation of the Terms and Conditions, our decision shall be final and binding upon you.

Flights

Please note that in order to qualify for infant status an infant must be under two years of age on the date of their return flight.

Booking Procedure

You may book your holiday on the website holidays.gulfair.com or else email your request to holidays@gulfair.com or contact your local Gulf Air Office where available.

Please read carefully and understand the contents of the Website/ itinerary, the Terms and Conditions, and such other documents as may be applicable, as all these will form part of your contract with us once you effect the booking. To effect the booking, we may require you to read these Terms and Conditions. Upon accepting these Terms and Conditions and on payment of the prescribed non-refundable interest-free booking amount, a binding contract shall come into existence.

Conditions of other Third Party Operators

In the event you are booking through us a tour/ travel service of any third-party operators, the terms and conditions of such third party operators, including their payment schedule, cancellation, refund etc, shall be applicable to you in addition to our Terms and Conditions.

We do not take any responsibility of third party products displayed on our Website and cannot give any assurance or warranty regarding contents, quality or safety of the product in any way, nor would we be liable/ responsible in any manner whatsoever for any deficiency, loss, damage or injury sustained by you as a result of availing such products and services.

Online Payments

All online payments that happen for any of the products booked via holidays.gulfair.com site is secure. We do not store credit card details of any customer in our database or in any data backup system or retrieval systems. Once you are ready to transact you are transferred to the bank site. The card details are captured on the bank site and not ours, hence we cannot be held responsible / liable for any misuse of credit card whatsoever.

Payment Options

Please refer to the complete process under 'How to Book Online' and 'How to Book Offline'

1. Online, you can pay by CREDIT CARD / DEBIT CARD and transact directly on the Website using your Visa Card, Master Card, JCB Card, Discover Card, Diners Club Card. If part payment has been made by credit card, the balance payment can be made by credit card and debit card,

NOTE:

- On payment of the booking amount and the documentation amount / full payment, you will receive an acknowledgement for the amount paid.
- For ONLINE bookings on our Website via credit card, you will be re-directed to your Bank's payment gateway.
 - In addition to the tour cost, your bank or card company might collect bank charges or other charges from you"
- We reserve the right to decline your booking / s for any Tour or to cancel your booking without assigning any reason.
- In case of foreign exchange transactions, the prevailing rate of exchange on the date of the transaction would be applicable.

Holiday Price

All prices on our Website are intended as a guide only and are subject to change till the time of payment and booking. You will be fully advised of your itinerary and pricing at time of booking. Special offers and prices change as we work with a live system. Unless otherwise stated, prices are per person, based on two people sharing and include flights, accommodation with breakfast. Additional services may be added for an additional cost which will be advised to you at the time of booking.

Unless otherwise specified, the price of your holiday does not include items of a personal nature including, but not limited to, travel insurance, airport transfers, meals, optional excursions, passport, visas, cots and food for infants, laundry, room service and hotel extras (including early/late check-in/check-out fees), hotel car parking (where applicable), gratuities or taxes, Lounge accesses, excess baggages and preferred seat options.

INITIAL DEPOSIT AND PAYMENT SCHEDULE

GULF AIR HOLIDAYS PACKAGE BOOKED	NON-REFUNDABLE DEPOSIT PER PERSON/PAYMENT SCHEDULE
60 days prior to departure	25% of the Package Price per person
59-45 days prior to departure	50% of the Package Price per person
44-16 days prior to departure	75% of the Package Price per person
15-0 days prior to departure	100% of the Package Price per person

Note:

- a) The booking amount mentioned above is non-refundable and would be adjusted towards your total tour cost at the time of your balance payments.
- b) Non-adherence to the above payment schedule will result in cancellation of your booking. In such case there will be a 100% penalty and the total amount paid will not be refunded.
- c) Should your holiday incorporate a special holiday component such as Cruise Companies, Disneyland® Resorts, Ski & Safari Operators ("Special Holiday") and some hotels a full payment deposit will be required and will be advised at the time of booking.

Cancellation by us

We reserve our right to cancel the tour booked by you, without assigning any reason. Such cancellation may be due to circumstances beyond our control. In such cases, we may offer you alternative tour dates / tours. If the alternative date / tour is not acceptable, we shall refund the money paid by you without interest after deducting any costs incurred by us on your behalf including (if applicable) cruise cost, accommodation, airlines, permits / visas etc. and any applicable tax within a period of 14 Days. However, we would not be responsible or liable to pay any compensation or damages or consequential loss or to refund any other expense incurred by you.

Cancellation of booking by you

Should you wish to cancel your booking, you must notify us by an online request or by contacting our World Wide Call Centre or any local Gulf Air office. Such notification shall be deemed to have been given to us only on the date of the receipt of your notification, since we can act only on receipt.

The following cancellation charges for the tour packages shall apply irrespective of the reason for cancellation. You understand and acknowledge that these charges are a genuine pre-estimate of the damages that we will suffer on account of cancellation. You understand that these damages are called liquidated damages in legal language, which are payable without proof of actual damages. You agree not to dispute such deductions or to demand proof of actual damages.

Cancellation Policy

WHEN A CANCELLATION IS MADE AT GULF AIR HOLIDAYS	CANCELLATION CHARGES PER PERSON
60 days or more prior to the date of departure of the tour or for non-payment of the balance Tour Cost.	15% of the Tour Cost
59-45 days or more prior to the date of departure of the tour or for non-payment of the balance Tour Cost.	20% of the Tour Cost
44-16 prior to the date of departure of the tour or for non-payment of the balance tour Cost.	50% of the Tour Cost.
15 to 5 working days prior to the date of departure of the tour.	75% of the Tour Cost.
Less than 05 clear working days prior to the date of departure of the tour.	100% of the Tour Cost.

In case of third party products, such as cruise holiday, bus and train tickets, 5 Star hotels, services during the trade fair period, festival periods, the rules relating to cancellation and the cancellation schedule prescribed by the concerned third-party service provider would also be applicable in addition to the above penalties.

Once the price of your booking has been confirmed, then subject to the correction of errors we will only increase the price in the following circumstances: in the event of any change in duties, taxes or fees payable for services such as landing taxes, or embarkation or disembarkation fees at airports.

Amendment or change in booking by you

If you wish to change your travel arrangements in any way, for example your chosen departure date or accommodation, we will do our utmost to make these changes, but it may not always be possible.

Any such request to us for changes must be made in writing from the lead person on your booking to holidays@gulfair.com. You will be charged an amendment fee which will be advised to you. You will also be required to cover any increase to the cost of your holiday as a result of your amendment. Please note that certain travel arrangements may not be changeable after a reservation has been made and any alteration request could incur a cancellation charge of up to 100%.

Charges for amendments or cancellations are calculated from the date we receive your request or notification. Separate cancellation charges may be applicable for certain arrangements (e.g. train journeys, cruise holidays, safaris) and during peak periods (e.g. public holidays, exhibitions and special events, Eid holidays, Christmas and New Year).

If We Make Changes in Your Holiday

It is unlikely that we will need to make any alteration to your travel arrangements but sometimes circumstances change and alterations have to be made. We reserve the right to change your booking at any time, without assigning any reason.

If we make a major change to your holiday, we will inform you as soon as reasonably possible if there is time before your departure. You will have the choice of either accepting the change of arrangements, accepting an offer of alternative travel arrangements of comparable standard from us if available (we will refund any price difference if the alternative is of a lower value), or cancelling your holiday and receiving a full refund of all monies paid without interest after deducting any costs incurred by us on your behalf including (if applicable) cruise cost, accommodation, airlines, permits / visas, etc. and any applicable tax. However, we would not be responsible or liable to pay any compensation or damages or consequential loss or to refund any other expense incurred by you.

You must tell us which one of the above choices you wish to make within 48 hours of being informed of the major change we are making, or as soon as reasonably practicable from the time you receive notification, if the notification is received within 48 hours of the first journey. If we do not receive notification from you about your choice, you are deemed to have accepted the change of arrangement proposed by us.

We shall not be liable for any changes to or cancellation of a holiday due to any force majeure events or for any other reason(s) beyond our control. Examples of events beyond our control include, but are not limited to, war or threat of war, riot or civil disturbance, political unrest, terrorist activity or threatened terrorist activity, industrial disputes or threatened industrial disputes, strikes, fire, floods and other natural disasters, nuclear disasters, adverse weather conditions, acts of God, acts of government, closure of airports, a hotelier or other person to operate services for any reason.

Holiday Price Includes And Excludes

Please carefully check what the Tour Cost/ Holiday Price includes and excludes. Please refer to the relevant section of Tour Cost for inclusions/exclusions. All services will be as per those specified / confirmed and paid for as per the invoices. If you avail any service which is not included in the holiday package or gets upgraded, then the payment for the same will have to be cleared directly by you. Please note that portage, room service, laundry, excess baggage charge, a la carte meals, alcoholic beverages and soft drinks, paid toilets etc. are not included unless specifically shown as included in the Tour Cost and such expenses shall be directly paid by you. All personal expenses are excluded. There will be no refund for unused vouchers / services.

No refund will be allowed in case of no-shows.

In the event of cancellation / re-scheduling of flight if hotel rooms and flight seats are available for the subsequent day or on an alternative schedule, then to the extent possible, you shall be accommodated. No refund will be given on commencement of first leg of journey or on partly utilized package.

Special Requests

We will do everything to ensure that special requests are met, but cannot make any guarantees for requests like adjacent rooms, specific room numbers or bed types. Although these will be noted on your booking, any failure to meet special requests will not entitle you to compensation.

Passports & Visas

You must ensure that you have a valid passport in good condition and any necessary visas before travelling. Most destinations require that your passport remains valid for at least six months after your return date. It is also advisable to make a copy of all important travel documents to take with you.

Your specific passport, visa and other immigration requirements are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. We do not accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements.

Travel Insurance

We strongly recommend that prior to travelling all clients obtain a fully comprehensive policy of travel and medical insurance suitable for your specific requirements. It is your responsibility to ensure that the purchase insurance policy cover is suitable and adequate for your particular needs.

Early Check-in and Late Check-out

Flight times may result in you arriving early to or departing late from your hotel. If this is the case we strongly advise you to either book your accommodation room the night before so that you can be assured it is ready on your arrival, or to extend your hotel booking for the night of your departure so you have full use of its facilities until you leave the hotel. Our travel consultants will let you know flight times when you book so you can make suitable arrangements.

Excursions / Optional Tours You Buy Whilst on Holiday

Excursions or optional tours that you may choose to book or pay for whilst you are on holiday are not part of your package holiday provided by us. For any excursion or optional tour that you book, your contract will be with the operator of the excursion and not with us. We are not responsible for the provision of the excursion or tour or for anything that happens during the course of its provision by the local operator.

Our Liability to You

Our obligation is to take reasonable skill and care in the performance of our contractual obligations, subject to and in accordance with these Terms and Conditions. The Company is not itself a provider of accommodation, ground services, tours or other activities nor does it control the third parties who provide such services in connection with your holiday.

We do not accept liability for any injury, illness, death, loss, damage, expense, cost or other claim of any description whatsoever which results from (i) the act(s) and/or omission(s) of the person(s) affected or any member(s) of their party; or (ii) the act(s) and/or omission(s) of a third party not connected with the provision of your arrangements and which were unforeseeable or unavoidable; or (iii) events beyond our control. In view of this, please note that we shall have no liability in the following circumstances (amongst others):

- Overbooking of rooms by hotel.
- Loss of / delay of baggage by coach / cruise / train.
- Any death, personal injury, sickness, accident, loss, delay, discomfort, increased expenses, consequential loss and / or damage or any kind of theft howsoever caused;
- Rudeness or unprofessional behavior of staff of hotel, ground handler, quality of meals, facilities given etc.
- Any kind of service denial or deficiency by any contractor / supplier.

Where properties are not featured in our website, we will not be liable for any claims that such properties booked at your express request do not satisfy your expectations.

Your booking may be serviced by non-GF carriers, providers of accommodation, car rental companies, catering and other parties who have their own booking conditions of carriage or business and over whom we may have no direct control. Their booking conditions may strictly limit the circumstances in which compensation is payable to you by them and you agree to be bound by their booking conditions. Such booking conditions are available from us upon request.

If you cause any injury or damage affecting the service provider, then you may be liable to the service provider and if the service provider recovers any monies from us for such injury or damages, we shall separately charge you for the same.

Any overstay expenses due to delay or changes in bus / flights / ships / trains / hotels or cancellation of special bogie or other services due to sickness, weather conditions, war, threat of war, strikes, rebellions, disturbances, unrest, curfew or any other cause whatsoever, shall be borne entirely by you and we shall not be liable for the same.

We reserve the right to withdraw the package from any one whose behavior is deemed likely to affect the smooth operation of the tour or adversely affect the enjoyment or safety of other passengers/guests.

Air, sea, rail and road transport is subject to various International Conventions that limit the liability of the carriers. With respect to Gulf Air flights, please refer to the Conditions of Carriage for Passengers and Baggage, available on www.gulfair.com.

Meals

Please refer to the itinerary on the Website for details of the meals which would be served to you on the tour. The meals if included in the itinerary are generally pre-set menus (excludes beverages and mineral water). We do not assure special meals or special timings or extra halts for infants, children, or passengers with diabetes, cholesterol, high blood pressure or any other condition. We advise you to check with the hotel for the meal timings. We, however, reserve the right to change the said meal arrangement, where circumstances compel us to do so. We cannot guarantee the quantity of the food as may be provided by the service provider. In the event that you reach late and miss any meal, then no claim can be made by you for the meal/s which have been missed and not consumed.

Hotels

Keeping in mind the itinerary, we take great care to select the locations of hotels, which are chosen both for their comfort and value for money. Due to conventions and trade fairs, special events etc. in the cities the hotels may be blocked out more than 2 years in advance. In view of this, you may have to stay in hotels further away from the cities and itineraries may have to be amended/ altered.

Single rooms are much smaller than twin-bedded rooms. In case of a passenger booking on a single basis, will have to pay single room supplement.

All hotels are twin bedded (in Europe) and in keeping with European standards are comparatively small. A double room has a queen-sized bed and a twin room has two separate beds. Requests for double rooms will be subject to availability and in cases when a double is not available, we will provide you with a twin room.

We recommend a maximum of only three persons in one room. Triple rooms are usually no larger than twin rooms and the third bed is often a rollaway bed or cot placed in a twin room.

We will not be held liable / responsible in the case the hotel provided is not the same as mentioned on the Website at the time of booking. We reserve the right to change the hotel any time due to any reasons. Hotels may be booked far off from central place.

Any damage caused to the hotel property by you will have to be paid by you directly to the hotel and we would not be responsible and / or liable for the same.

Seat In Coach Tours

- This service is based on air conditioned (SIC) Seat in Coach / Van / Hotel Shuttle. The size of the coach may vary depending upon the number of tourist travelling.
- SIC tours is economical, offers great value for money and ideal for budget travelers. Based on a shared vehicle transfer, you share your coach / van with other tourists.
- SIC tour operates at a pre-decided time and designated point. The SIC tour may operate from hotel or from a city centre location; cost of transportation to the city centre location is not included. In some destinations the pickup and drop off service from the hotel may cause a time delay and service is slower than private services.
- SIC Sightseeing tours are conducted by English speaking guide.

Private Transportation

This service offers you to have your own privacy and convenience to travel at a pre-decided time. Depending upon your budget, we may offer an air-conditioned vehicle. The class of the vehicle offered may vary depending on your needs and budget.

- In certain destinations, the driver acts like guide whereas in other destinations, we have a separate licensed English speaking guide for sightseeing services.
- It cannot be assumed that the vehicle is at disposal throughout the day and may only cover transfers.

Caution:

For all transfers and tours please wait at the Bell Captain or Concierge Counter at least 10 minutes before the scheduled pick-up time. **DO NOT WAIT IN YOUR ROOM OR IN HOTEL'S COFFEE SHOPS.** Please be punctual as most of the hotels do not allow waiting in the driveway area for security reasons.

Porterage (Hotel / Airport / Train Station / Bus Station)

Please note that porterage is not included in the Tour Cost. It is often difficult to get porters to assist as hotels may or may not provide this service and it is therefore advisable to use bags with wheels. We recommend only one suitcase and one handbag per person.

You Are Responsible For Your Documents And Possessions

You will have to take the risk and responsibility of all your baggage, belongings, currency, valuables, documents and personal effects (collectively "baggage") at all times during the tour, whether during travel on the airline or during your stay in hotel or during your travel in coaches, while on excursions or otherwise. If you forget to carry or if you lose essential travel documents such as permits, passport, ID, visa, tickets etc., you may be compelled to curtail the tour and you may have to incur extra expenses, for which you alone shall be responsible. In view of what is stated above, please carefully note that:

1. We shall not be responsible or liable for any loss or damage in respect of your property or their contents whether due to theft, accident, negligence or otherwise;
2. We shall not be responsible for any cancellation or curtailment of your tour compelled by any such loss of property and we shall pay no compensation or refund to you;
3. Some coverage in respect of baggage loss or damage may be provided by insurance. It is advisable that you do not carry valuables on the tour. However, if you carry any valuables, we recommend that you use all available facilities to keep them secure during your tour. In this regard, some hotels provide Safe Deposit Lockers (which may be charged separately).

Health

Please note that your health is entirely your risk and responsibility. It shall be your duty to inform us in case you have any medical condition that may affect your ability to fully enjoy our tour arrangements or where the interests of other tour participants may be adversely affected by such condition.

We reserve the right (without obligation) to ask you to undergo medical tests and to provide written certification of your medical fitness before departure or at any time during the tour and if you fail to undergo such tests or fail to provide such certificates, we may decline to accept you or to continue you on the tour. Our actions in this regard may be guided not only by concerns for your health but also the convenience and health of the other passengers/guests. However, it is not our obligation to check your medical condition and if you suffer any injury or aggravation on the tour or if you are unable to enjoy / complete the whole or any part of the tour due to your medical conditions, we shall not be liable to compensate you nor to refund any amount to you nor to pay your medical expenses. In this regard, please note that service providers may decline to accept you on medical grounds. Please carefully read and understand the rules and regulations of the service providers, because we shall not be responsible for the consequences that you may suffer.

To some extent, your losses on account of cancellation or curtailment attributable to hospitalization as also your expenses of hospitalization may be covered by insurance.

You Will Need To Comply With Tour Conditions

You will have to strictly follow the tour conditions and comply with the terms and conditions of the various contractors / service providers such as hotels etc.

You are required to be punctual and adhere to the time-lines of the tour and of the contractors / service providers. If you are not punctual, you could miss your flight, your transport / sightseeing / meals etc. We will not be responsible / liable in any way in such situations.

You shall not behave in a manner which may cause distress or annoyance to other tour participants or to any other person or which may create the risk of danger or damage to property belonging to us or other tour participants, service providers or any other persons.

You shall not carry any item or object, the possession of which is forbidden by any law, rules or regulations. Nor shall you violate any other law, rule or regulations of the country in which you are travelling. Should any tour participant misbehave or violate any laws, rules or regulations, we shall have the right to discontinue his / her participation and exclude him / her from the tour at his / her risk, cost and expense. Should we suffer any damage or liability on account of a tour participant's misbehavior, we shall be free to separately charge and recover our losses and expenses from him / her.

For any visit which has religious significance (example: cathedrals / temples / mosques etc) you will need to follow the rules and regulations set by them. Examples could be:

- Clothes not meeting with the required standards. Wherever required, you should cover your head with scarf; sleeveless clothes / shorts should not be worn. You must respect the place of worship.
- Photography may be forbidden.
- Prohibition on eating or consumption of beverages.
- Maintaining silence during religious ceremony etc.

No Refund For Unutilized Services

It is clearly understood that there shall be no refund or compensation whatsoever for unutilized services. This general rule applies to all kinds of non-utilization or under-utilization of tour services, whether of the whole or part of the tour and whether as a matter of your choice, or caused by your fault or compelled by circumstances such as ill-health, weather, external factors etc.

As a consequence of the above rule, please note that no refund will be admissible in the following circumstances (amongst others).

- I. If you fail to join the group at the commencement of the tour or join the group later or leave the group before culmination of the tour for any reasons whatsoever.
- II. If you fail to or are unable to utilize any of the services on the tour like airline travel, hotels, sightseeing, rides, cruises, meals, entrance fees, optional tours etc. due to any reason whatsoever such as late reporting, ill-health etc.
- III. If you terminate your participation in the tour due to your own fault, negligence or breach of these Terms and Conditions. In the case of multi-country package tour wherein there may be requirement for visa of multiple jurisdictions, there will be no refund if visa is rejected or delayed post your departure for a specific destination in your tour package and because of which you are unable to travel to that specific destination for which the visa has been rejected or delayed.

Employees Not Authorized To Change Terms

No person including any of our employees has the authority to alter, amend, or waive any stipulation, representation, Terms and Conditions set forth in this document. Assurance if any, given by any of our employees or any other person, whether given verbally / in writing / by email / by sms or otherwise, which is contrary to the Terms and Conditions shall not bind us, in any manner.

Tipping

Tipping is customary (unless otherwise stated) in all parts of the world for services rendered (e.g. porters, coach drivers, guides etc).

Privacy Of Information

We try to maintain the privacy of the personal information provided by you. However, it would be necessary for us to share this information with consulates, embassies, suppliers, hotels and other service providers who would be providing you service during the tour.

We would also be constrained to disclose such information if we receive an order of the court, a requisition from any government or statutory authority, subpoena, or where under any laws, rules or regulations, such disclosure becomes necessary.

You agree to let us photograph and / or videograph the tour and specifically you agree to let us photograph and / or videograph you in the course of the tour. You agree to let us publish such photographs / videographs through all media including print media, websites, letters, emails etc. You also agree to let us track usage statistics. You agree and accept that all such photographs and / or videographs and statistics are our absolute property and we have the unrestricted right to use them for any legitimate purposes including advertisement and commercial purposes. Further, you agree that if you share with us any photographs and / or videographs taken by you during the tour, we would be free to publish such photographs and / or videographs through all media including print media, websites, letters, emails etc.

Communication

Communications transmitted to your mailing address / email address on record shall be deemed to have been communicated to you even if returned undeliverable for any reason. All communication from you to us has to be in writing, not orally.

We shall not be liable / responsible for any error in communication by anyone in connection with the travel package.

Additional Conditions Apply In Case Of Promotions / Offers / Schemes

Please note that in case of special offers, promotions or schemes, the Terms and Conditions of these offers, promotions or schemes will be applicable in addition to these Terms and Conditions. You might have to adhere to the payment schedule prescribed under such offers, promotions or schemes in order to be eligible to avail benefits under such offers, promotions or schemes. If you fail to make the payment by the due date and / or do not comply with all the terms and conditions of the offer, promotion or scheme, you would not be entitled to receive the benefit under such offer, promotion or scheme.

We shall have the absolute right to withdraw any scheme or discount at any time after such scheme or discount is published.

Baggage

All baggage and personal effects are at all times and in all circumstances the responsibility of yours. Please be careful to ensure that cameras, binoculars, musical instruments, mobile phones, credit cards, ornaments, currency notes, travel documents should never be left unattended in the hotel, restaurant, aircraft, coach or any other mode of transportation, at the place of amusement/ sightseeing or in the airport and / or railway / cruise station. Similarly, the same should not be kept in the checked - in baggage. If you misplace or lose any moveable property, we will not be liable / responsible for the same.

Safe Deposit Lockers

It is advisable that you carry valuables on your own person at all the times. If safe deposit lockers are available in the room, you should avail the facility which is generally free of charge. Some of the hotels do have safe deposit lockers in the reception area, which is chargeable. Irrespective, you must take all necessary precautions in protecting your valuables as we shall not be liable / responsible for any loss of valuables or for making good such loss.

Force Majeure

The Company shall not be liable / responsible in any way to you for death, bodily injury, illness, damage, deficiency, delay or other loss or detriment to person or property, or financial costs both direct and indirect incurred, or for the Company failure to commence, perform and/or complete any duty owed to you if such death, delay, bodily injury (including emotional distress or injury), illness, damage or other loss or detriment to person or property is caused by act of god, war or threat of war, declared war, war riots, mechanical breakdowns, acts of the public enemy, actual or threatened terrorist activity, acts of terrorism, terrorism, hostilities civil disturbances, insurrections, industrial dispute, strikes, financial/economic slowdown and / or meltdown, accidents, explosions, implosions, fires, earthquakes, volcanic ashes, floods, transportation embargoes, epidemics, interference by authorities, political disturbance, howsoever and where so ever any of the same may arise or be caused, riot, insurrection and government restraint, extreme weather or any other cause whatsoever beyond the reasonable control of the Company; or an event in which the supplier of services, even with all due care, could not foresee.

Law & Jurisdiction

This contract will be governed by laws Kingdom of Bahrain. You agree that in the event of a dispute or difference between the parties the exclusive jurisdiction shall vest in the competent court / forum / tribunal in the Kingdom of Bahrain only.

Feedback

We value your feedback. If you would like to share feedback with us about your holiday experience, you can do so by post or email. Please provide as much information as possible, including your Gulf Air Holidays booking reference and holiday dates where applicable.

You can write to us at Customer Relations holidays@gulfair.com.