

Terms & Conditions

1. BOOKING & PAYMENT POLICY

1.1 Booking Confirmation

- Bookings are confirmed only upon receipt of the required deposit, signed booking form, and passport copies.
- Initial deposits are non-refundable and non-transferable.
- Full payment must be completed as per the specified deadlines.

1.2 Payment Plans

Tour Price Category (Per-Person)	Initial Deposit (Non-Refundable)	Second Payment	Final Payment
AED 5,000 or less	AED 750	100% of total tour cost 30 days before departure	-
AED 5,001 – 10,000	AED 1,000	60% of total tour cost 60 days before tour	100% of total tour cost 30 days before tour
AED 10,001 & above	AED 2,000	60% of total tour cost 60 days before tour	100% of total tour cost 30 days before tour

1.3 Payment Methods

- Payments accepted via cash, card, or bank transfer (bank fees may apply).
- Proof of payment must be shared with the Arooha Leisure consultant.

1.4 Payment Policy

- **The second payment of 60% must be made no later than 60 days prior to departure or before the collection/submission of visa documents, whichever occurs earlier**
- Please Note: Any delay in receiving or confirming the visa appointment does not extend or alter the payment due date. The payment must be made as per the above schedule regardless of the visa appointment status.
- **The final payment must be completed no later than 30 days prior to departure, after adjusting the initial and second payments already made.**
- In case of a passenger opting for twin/double occupancy, the quoted price is based on two passengers sharing the room. If the visa of one passenger is rejected, or if one passenger backs out of the tour or is unable to travel with the other passenger, the remaining passenger will be required to pay the applicable single-occupancy rate.

1.5 Late or Incomplete Payments

- Failure to make payments on time may result in cancellation and loss of deposit.
- Reinstatement is subject to availability and revised rates.

2. VISA, INSURANCE & TRAVEL DOCUMENTS

- Visa and insurance fees payable with initial payment.
- Arooha Leisure is not responsible for visa approval or delay.
- Passport must be valid for at least 6 months from travel date.
- Travel insurance is strongly recommended.

3. AIRLINE & FLIGHT POLICY

- Airline schedules are subject to change; Arooha Leisure is not liable.
- Group airfares are non-refundable and non-changeable once ticketed.

3.1 Airline Pre-Seating

- Flights should be reconfirmed at least 24 hours before departure.
- Pre-seating requests are subject to airline policy and availability.
- Any additional charges for seat selection and inflight meals must be paid by the guest.

4. HOTEL ACCOMMODATION

- Standard check-in/check-out times apply.
 - Similar or higher category hotels will be provided if booked hotels are unavailable.
 - Personal incidental expenses to be paid directly by guests.
- 4.1 Room Allocation (Interconnecting / Adjacent Rooms)**
- Requests for interconnecting or adjacent rooms will be forwarded to the hotel; However these are strictly subject to availability at the time of check-in and cannot be guaranteed.

5. TRANSPORTATION & TOURS

- Transfers and tours operate as per schedule.
- Missed tours due to late reporting are non-refundable.
- Optional tours are available at additional cost.

5.1 Cleanliness & Fines

Any fines or penalties imposed by the hotel or coach company due to unhygienic conditions, damage, or excessive mess caused by the guest must be paid directly by the guest.

5.2. Alcohol Consumption

Alcohol policies vary from country to country. Guests are required to follow local regulations. The tour manager will guide you regarding lawful consumption and restrictions during the tour.

6. ITINERARY CHANGES

- Itinerary may change due to weather, operational reasons, or safety.
- Substitute services or refunds provided at Arooha Leisure's discretion.

7. CANCELLATION & REFUND POLICY

7.1 By Passenger:

Cancellation Period (Before Departure)	Cancellation Charge
More than 60 days	Loss of deposit
45 – 59 days	25% of total tour cost
30 – 44 days	50% of total tour cost
15 – 29 days	75% of total tour cost
Less than 15 days	100% of total tour cost

7.2 By Company:

- In case of cancellation due to operational reasons, alternate tour or refund will be offered (excluding visa, insurance).
- Refunds for company cancellations due to natural calamities, pandemics, or force majeure will be processed within 45–60 working days upon supplier receipt; no liability, interest, or compensation applies.
- Refunds processed within 30–45 working days after supplier confirmation.

7.3. Force Majeure & Disruptions

- In case of cancellation or disruption due to current geopolitical situations, war, government restrictions, or any other circumstances beyond our control, any refund or credit note will be subject to the applicable airline and land supplier policies. Any refund or credit note received from the airline and/or land suppliers will be passed on to the guest accordingly, after deduction of any applicable cancellation charges, non-refundable amounts. Refunds or credit notes may take approximately 30–60 days or longer to be processed, depending on the respective airline or supplier. Once received to us, the applicable refund amount or credit note will be transferred or issued to the guest accordingly.

8. HEALTH, SAFETY & CONDUCT

- Travelers must be medically fit and declare any conditions prior to booking.
- Arooha Leisure may refuse service to travelers causing inconvenience or risk.
- Follow all safety and local laws during travel.

9. TRAVEL DOCUMENTS DELIVERY

- Final documents, air tickets, and vouchers released only after full payment and visa completion.

10. GOVERNING LAW & JURISDICTION

- All bookings are subject to UAE law and Dubai court's jurisdiction.

11. VISA PROTECTION SHIELD (VPS) – OPTIONAL

11.1 Overview

- Arooha Leisure offers an optional Visa Protection Shield to safeguard travelers against financial loss in case of visa rejection.
- Refund under the Visa Protection Plan is eligible only in case of official visa rejection.

11.2 Cost & Payment

- Flat fee of AED 500 per person, to be paid along with Initial Payment.
- Non-refundable under all circumstances.

11.3 Coverage

- Covers the full tour package, including Land Package & Airfare, in case of visa related issues.

11.4 Refund Policy

- Any refund under the Visa Protection Plan shall be processed only upon submission of the official visa rejection letter issued by the concerned embassy or consulate.
- The date mentioned on the official visa rejection letter shall be considered final and binding for the purpose of eligibility assessment.
- Refund requests submitted without the official visa rejection letter shall not be accepted or processed under any circumstances.

Eligible refund under VPS will be full except for non-refundable amounts:

- Visa Protection Shield Fee (AED 500)
- Service Fee (AED 150)
- Visa fee (if paid via Arooha Leisure)
- Visa appointment fee (if paid via Arooha Leisure)
- Credit card charges 2.75% (if payment made via card)

11.5 Terms of Use

- Shield valid only for the tour package booked through Arooha Leisure.
- In case of visa approval, Shield expires automatically with no refund.
- Claims must be submitted within 15 days of receiving visa rejection.
- Visa rejection must be received more than 7 days prior to the scheduled departure date to be eligible under the Visa Protection Plan.
- Any visa rejection received within 7 days of the departure date shall not be eligible for coverage under the Visa Protection Plan.

11.6 Important Notes

- VPS is optional but recommended.
- Protects against tour cancellations due to visa denial.
- Does not cover personal expenses or optional tours.
- Guests must provide accurate documents for visa processing.

Declaration

☐ By confirming this, I acknowledge that i have read, understood, and agreed to the above Terms & Conditions of Arooha Leisure Tours & Travel.

- Name and Signature: _____
- Date: _____

