



TERMS AND CONDITIONS

KANDA Travel Club LLC is a dedicated wholesale travel company and does not deal directly with the end consumer (the "Consumer"). To obtain a login ID and password to access our online reservation system, you must be a travel agent, tour operator, wholesale travel company or an airline providing ground services to its customers (a Travel Company). We sell to Travel Companies various travel components for onward sale by the Travel Company to a Consumer. We do not supply, own or control the actual travel components which are to be sold. We purchase them from companies that do.

This contract is between the Travel Company and KANDA Travel Club LLC where both parties are acting as Independent Contractors. We do not contract directly with the Consumer for the sale of travel components. We are not a travel agent and we are not acting as a travel agent. We contract only with a Travel Company for the sale of travel components.

CANCELLATION AND AMENDMENT DEADLINES

For each service booked and confirmed the Travel Company will be provided with a cancellation or amendment deadline along with the any cancellation charges that will apply if cancelled or amended after the deadline. To avoid cancellation or amendment penalties, the confirmed travel component should be cancelled or amended before the date and time specified on the cancellation and amendment deadline. Bookings cancelled or amended after the cancellation and amendment deadline and before the check in date will be automatically billed with the cancellation or amendment charges. The Travel Company will be required to contact our reservations department in writing if a booking is to be amended or cancelled after the check in date. Normally this will attract a minimum of 1 Night to 100% charges.

Bookings cannot be cancelled or amended after the check in date. A request should be made in writing to our reservations department to action these requests. A hotel booking is cancelled after the cancellation deadline the status of the booking will change to Cancel in the "status". When details of the cancellation penalty are not specified; it is the responsibility of the Agent to obtain clarification from KANDA Travel Club prior to making bookings. The failure by kandaholidays.com to exercise the cancellation period does not signify a waiver of the right to charge such cancellation charges. Before completing the booking, the user will have to agree on the terms & conditions as well as the cancellation policy of the hotel. No shows normally attract a minimum charge of 1 night to 100% charges.

PAYMENTS

Payments must be made prior to cancellation deadline. Invoices will be issued upon confirmation of the respective service in offline mode, however you can track your payment amount by entering the booking details. New Bookings will only be processed online unless the booking is within cancellation deadline. We reserve the right to cancel all forward bookings if the payment is not made in a timely manner.

CREDIT CUSTOMERS

A Travel company that wishes to establish a credit line and conform to our credit terms will be provided with a credit line (Credit Limit) to access to inventories through our online reservation system and to book ground services at wholesale rates and receive instant confirmation. Once the credit line is established the Travel Company will be deemed as a “credit customer”.

To provide a credit line we require a floating deposit or a bank guarantee equivalent to the value of one month's purchases along with a complete credit application. A credit line for the value of the floating deposit or bank guarantee will be established and the Travel Company will be provided with a Supervisor login ID and password. Once the credit line has been established the agent will be notified via email in order to replenish the credit line.

We reserve the right to cancel all forward bookings if the credit limit is exceeded and payment is not made in a timely manner.

RATES

All rates quoted are net and non-commissionable, inclusive of all taxes and service charges.

BOOKING PROCEDURES FOR HOTELS AND APARTMENTS

For each reservation a maximum of 2 rooms and up to a maximum of 21 nights per stay can be booked online. If 7 rooms or more are requested it will be considered a group booking and the system will ask you to contact us in offline mode.

HOTELS

Hotels are classified as 5 star, 4 star, 3 star and 2 star. The classification is provided to us by the supplier of the hotel component and we endeavor to validate and authenticate this information. We cannot be held responsible for wrong and inaccurate information provided to us by the supplier. Images, descriptions and a list of amenities/facilities are also provided and this information is obtained from the supplier of the hotel component.

The number of guests on the booking must equate to the room category e.g.: Single - 1 Adult, Double or Twin - 2 Adults, Triple - 3 Adults and Quad - 4 Adults. Extra beds for adults and children can also be requested and the system will automatically scan the database and display hotels with room types and categories that match the search criteria of the number of occupants allowed in the room as per the request. Child sharing and extra bed information is recommended to be checked offline as well.

If children are being booked, the child ages must be specified. In most cases the breakfast for children are not included in the rate especially when a child sharing the room is free of cost.

Rates for hotels are quoted per room, per night and may be as follows:

Room only

Bed & Breakfast

Half Board

Full Board

All Inclusive

The meal rates for adults and children and the type of meal available can be booked by selecting the number of additional types of meals to be booked. The rates are quoted per meal, per person and are net non-commissionable and inclusive of taxes and service charges.

APARTMENTS

Apartments are classified as Superior and Standard.

The classification is provided to us by the supplier of the apartment component and we endeavor to validate and authenticate this information. We cannot be held responsible for wrong and inaccurate information provided to us by the supplier. Images, descriptions and a list of amenities/facilities are also provided and this information is obtained from the supplier of the apartment component.

The maximum number of guests on the booking must equate to the apartment room type e.g.: Studio - 2 Adults, 1 Bedroom - 2 Adults, 2 Bedrooms - 4 Adults, 3 Bedrooms - 6 Adults, 4 Bedrooms - 8 Adults and 5 Bedrooms - 10 Adults. Extra beds for adults and children can also be requested and the system will automatically scan the database and display apartments with apartment room types that match the search criteria based on the maximum number of occupants allowed in the apartment room as per the request.

If children are being booked, the child ages must be specified. In most cases the breakfast for children are not included and will be specified in the tariff notes at the time of booking. Child sharing and extra bed information is recommended to be checked offline as well.

The meal rates for adults and children and the type of meal available can be booked by selecting the number of additional types of meals to be booked. The rates are quoted per meal, per person and are net non-commissionable and inclusive of taxes and service charges.

BOOKING FROM ALLOCATIONS

The Travel Company will receive immediate confirmations for travel components that are shown as available. The booking is instantly sent to the supplier to update the booking with their reference number. This will be automatically updated on the booking reference and may be viewed online in the travel voucher.

BOOKING ON REQUEST

A booking is considered to be On Request when our allocations are exhausted or the rate has expired. The booking will be automatically sent directly to the Supplier who has the option to either accept or deny the request and every attempt will be made to confirm the requested service on the contracted rate. The supplier will also be given the option to confirm the booking on a different rate or room type. If rooms are not available on a different rate or room type the requested service will be Denied and we will attempt to offer an alternative property in the same category, location and price range.

When an On Request booking is confirmed on a different rate or room type the Travel Company must accept the confirmation prior to the Cancellation Deadline or the booking will be automatically released without penalty.

CANCELLATION AND AMENDMENTS

Confirmed bookings can be cancelled or amended without any charges prior to the cancellation and amendment deadline. If a booking is cancelled or amended after the cancellation or amendment deadline the charges will be provided to you. On acceptance of the charges the booking can be cancelled or amended and you will receive an invoice offline. Bookings cannot be cancelled or amended after the check in date. A request should be made in writing to our reservations department to action these requests.

No shows normally attract a minimum charge of 1 night to 100% charges.

MINIMUM STAY

The system will automatically apply the minimum stay restrictions imposed by the supplier and display the rates and availability for the period of the minimum stay even if the request is for a period less than the minimum stay.

SPECIAL NOTES

The Agent shall be responsible for flight bookings and informing such correct flight details to AlphaToursDubai.com. Any amendments in flight details by the agent after confirmation of bookings should be immediately provided to the receiving reservation agent handling the respective account.

The Agent shall be responsible to inform their customers to obtain necessary entry visas as required along with all personal and family documentations such as passport bearing at least 6 months validity as required by the destinations visited. The customer is also responsible for his/her baggage and personal belongings throughout the stay booked with AlphaToursDubai.com

TRANSFER AND SIGHTSEEING TOURS

Rates for transfers and tours are either by private vehicles or scheduled. For private vehicles, the rates are quoted "per vehicle" up to the maximum capacity of the vehicle. For scheduled transfers and tours, the rates are quoted "per person round trip".

VISAS REGULATIONS

A visa can only be booked along with a confirmed hotel or apartment reservation in the United Arab Emirates for a minimum period of 3 nights and the Visa request must be made on the same itinerary. The hotel or apartment booking cannot be cancelled or amended to a period less than 3 nights once the visa service is booked along with the property reservation.

Visa Services are non-refundable and payment is due irrespective of whether the visa is approved by the immigration authorities or not. If any tourist remains in the country longer than the visa validity period a fine, applicable at the time, should be paid by the Travel company to the supplier.

DESCRIPTIONS

The descriptions of travel components contained on our website are provided to us by the travel component suppliers and passed on by us in good faith. We do not check or inspect the facilities or services which form part of any travel component. We accept no liability for the accuracy of travel component descriptions or details nor do we accept liability for any loss incurred by a Travel Company in relying on the descriptions.

Complaints and Claims

All complaints should be reported immediately during guest stay, failure to do this would result in AlphaToursDubai.com ignoring the complaint

In any event AlphaToursDubai.com should be notified of all complaints within in 15 days of the event giving rise to the complaint.

The agent shall bear full responsibility in the event the customer acts abnormally or displays antisocial behavior. AlphaToursDubai.com or its designated Service provider reserves the right to immediately cancel the customer stay and the agent will be charged for any amounts arising for the delinquent behavior of the customer which may be subject to a claim by a third party.

TERMINATION

This agreement may at any time be terminated by either party by given a notice of 30 days in writing to the other party. By receiving the termination notice, the parties shall settle all the disputes or payments to the other parties within maximum period of 15 days. The termination of this agreement shall be valid only after receiving the notice in writing and once all the disputes and payment for both parties are settled. If the dispute or payments are not settled within the notice period, this agreement shall be considered as valid and the terms of this agreement are binding the responsible party

(1) "First Party"

Company Name : KANDA Travel Club L.L.C. (Herein after referred to as "First Party")
Postal Address : Roubinyants 1a-5 l 0069 Yerevan l Armenia
Telephone : +374 60 512010
Fax : +374 60 512010
E-mail : contact@kandaclub.com
TAX ID : 00873012
BANK ACCOUNT : ARMBUSINESSBANK 11500-10517760100 AMD
Represented by : Gayane Kandaryan - Director of Armenian Office

AND

(2) "Second Party"

Company Name :
(Herein after referred to as "Second Party")
Complete Postal Address :
Postal Address :
Telephone :
Fax :
E-mail :
TAX ID :
BANK ACCOUNT :
Represented by :