

Arabesque

Payments

Should you wish us to make reservations we ask for a 10% deposit (this 10% deposit will not be refunded). The balance 90% to be received by us in full 4 weeks before the services we have undertaken to provide commence **or against reservations with less than 1 month before arrival we ask for payment in full against reservation.**

If payments are to be made by Credit Card - we accept payment by, **Visa or MasterCard**

We offer secure HTTPS Web Based payment option at our Banks payment site - or if you prefer we can do this for you 'manually' (see below)

We will provide a link, which will take you to our HTTPS start page where we ask you to fill in a few fields using reference numbers supplied by us and your name with email – for our records to identify the transaction .

You will then be transferred into our bank's, "BankMuscat", secure payment process.

When the process is completed, you will be returned to our HTTPS page, which will confirm the status of the transaction and receive an automatically generated email again confirming the status of the transaction...

The following working day we will contact you 'manually' by email to confirm the payment.

No bookings or reservations are made or implied unless specifically indicated after receipt of deposits as hotel room availability changes constantly.

When payment had been received by us -

If services are not available we make advice to that effect and no deduction of any type is made from your credit card. Any pre-payments made will be refunded in full by the method chosen by you to make them. If the services are available, we make advice to that effect.

If the balance is not available to us 4 weeks before the commencement of services we will regard the reservation as cancelled.

If you prefer to make payments by Bank Telex (or other) transfer we can provide you with the details of a bank account (UK or Oman) into which payment may be made (bank charges are against your account) in British Pound or Omani Rial.

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We incur liabilities in undertaking reservations on your behalf – all hotels and other service providers have cancellation policies which differ from organization to organization. In the event that you cancel or fail to arrive we will retain the initial 10% (which is taken as a non-refundable deposit).

From the balance 90% we will pay all cancellation charges by service providers. After any charges and liabilities we incur on your behalf have been met we will then refund any remainder of that 90% by the method by which payment was made (bank charges will be payable by you).

If we are unable to provide the required services any pre-payment (including the 10% deposit) will be refunded in full (unless you request or agree to alternative services) by the method used by you to make payment (we only deal in the currency received by us).

At all times we can make adjustments to the minor details of the holiday if required by you (this does not include change of hotel) or should they be required by force of circumstances such as flooding of routes, government restrictions, government requisition of facilities or services etc etc (we are not liable for circumstances over which we reasonably have not control). If you wish to make substantive changes to your booking there may be charges levied by hotels or other suppliers which will need to be deducted from you, again from the balance 90%, and this may require extra payments to make full payment on the new holiday.

Hotels in Oman have a check in at 14.30 and check out 11.30. Since exact room availability depends entirely on the departure of earlier guest's, room adjacency, interconnecting rooms or specific rooms cannot be assured by the hotel and we, in our turn, cannot do more than indicate what is preferred (we ask that you show flexibility regarding bed configuration as hotels in Oman are small and therefore have limited configurations.). Confirmations regarding hotel will be provided after bookings have been assured. We act as agent on the behalf of any hotel and are not the principal.

Equipment hire and use (for individual activities) is under a replace if lost or damaged basis. Many activities may not be suitable for elderly, pregnant, young or infirm people – we urge you to take professional advice if you or any member of your party may be considered to come within those groups.

Exchange rates may be calculated at the following site <http://www.oanda.com/convert/classic> - the exchange rate you pay will depend entirely on the rate used by your card company or bank.

Arabesque is an Omani Company – based in Oman and we operate only under the jurisdiction of the Sultanate of Oman Government. By booking with Arabesque, you acknowledge this and accept the jurisdiction of the Oman Government Legislation in all aspects of the booking and consequences.

Oman is an attractive country to visit; appropriate advice from your government, healthcare service and insurance provider will enable you to prepare for the visit (personal insurance taken out by you to insure all members of your group is essential as Oman's liability and compensation laws may differ from those in your own country). In the event of an emergency requiring medical attention, we can only help you obtain treatment if you have provided your insurance details and that they are suitable for the Sultanate of Oman.

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Visas are required for many nationalities - please review our page <http://www.omanholiday.co.uk/aboutus.htm> . Visas may be obtained from any Oman Embassy or on arrival – we recommend they are obtained prior to arrival. We cannot be held responsible in the event a visa application is declined after you have requested we provide services.

If Airport Transfers or other airport services are to be provided by us, so that we may meet you on your arrival we require the Flight Details – Airline, Flight Number and expected arrival time (local in Oman) at Seeb (Muscat) International Airport (our quotes do not include air-fares).

Any quotation is valid for a period of 7 days after it has been indicated and on receipt of deposit will be valid until full payment is made, when payments are made in Omani Rial. If a deposit is made in British Pound we reserve the right to utilise a current exchange rate for any balance payment (the original deposit is not affected) .

Our receipt of authorization to effect payment or the payment itself indicates that these terms are agreed to by you and each member of your party or their legal guardians. The information you provide to us will not be passed onto 3rd parties except to ensure service provision.

We 'Arabesque Tours' are an Omani Company bonded with the Omani Ministry of Tourism until 2010 and all our business is undertaken within the jurisdiction of the Sultanate of Oman. You, by making a payment, agree to the jurisdiction of Oman's courts in the event that any dispute arises.

For a 'manual' Credit Card payment we require the

1. card number,
2. name as on card (underlined for differentiation),
3. expiry date of card,
4. code (last 3 digits) on reverse of card near signature strip
5. Your account will show "Arabesque Tours" (our registered name) as the beneficiary.

Please use the format below to authorize credit payment if a 'manual' credit card process by us is required (alter the XXX to give the appropriate information)

6. " Arabesque Tours to charge to XXXXX (card number) the sum of Rial Omani XXXX (as applicable) in full as advance payment for XXX (service required) signed XX (exact name as on card" - please underline exact name as on card) "

You may forward the information by email or Fax (Oman) + 968 24833204.

or Bank Deposit.

1. Into an Omani Bank – in Rials or US Dollars
2. Into a UK Bank in GB Pound

We will provide details of the appropriate account if applicable .

Arabesque *"moving experiences"*