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## TERMS AND CONDITIONS

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### Service provider details

Name:	Transfer and More FZ-LLC (the Service Provider)
Registered office:	SMBA0332 Compass Building, Al Shohada Road, Al Hamra Industrial Zone- FZ, Ras Al Khaima, United Arab Emirates.
Represented by	Barbara Pálmaffy
License number:	17002720
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Website:	<a href="http://www.aroundubai.com">www.aroundubai.com</a>
Social media page:	<a href="http://www.instagram.com/aroundubai/">www.instagram.com/aroundubai/</a>

Please read the following terms carefully before using our Website. By accessing and using the Website, you signify your acceptance (unconditionally and irrevocably) of these terms and conditions (the "Agreement").

If you do not agree to these Terms, please refrain from using our Website and exit immediately.

We may change the following terms at any time without notice.

The changed terms will take effect on the 14th day after they are posted on the Website and will not have retroactive effect.

Your continued use of the Website following any changes will mean that you accept the changed terms.

We have taken all reasonable steps to ensure that the information we provide on the Website is accurate when you view it. However, we cannot and have not verified the accuracy of information provided by external sources or by other parties linked to or accessible from the Website.

We aim to ensure that the availability of the Website is uninterrupted and error-free. However, due to the nature of the Internet, this cannot be guaranteed and we reserve the right to withdraw or amend the service we provide on the Website without notice.

In addition, your access to the Website may occasionally be suspended or restricted for repairs, maintenance or the introduction of new facilities or services. We will attempt to limit the frequency and duration of such suspensions or limitations. We will not be liable if our Website is unavailable at any time or for any reason.

Despite our best efforts, errors in advertised prices and other information may occasionally occur, and services may change even after we have posted content on the Internet or printed our brochure. We reserve the right to correct such errors and information at any time.

## **2. Ordering a service**

The customer can find out about our services by consulting the content of the Website. The Supplier provides destination management tourism services in the United Arab Emirates.

The customer can choose from pre-packaged programmes, but can also use a form to create a tailor-made tourism programme to suit his/her individual needs.

Each visitor of the Website can send an unlimited number of requests for quotations and/or orders to Transfer and More FZ-LLC. The order and request process is handled by Transfer and More FZ-LLC as follows.

Transfer and More FZ-LLC has made available to Clients the fees payable, departure times and other information, including programme descriptions, images for informational purposes only and is not responsible for them. This information is not exhaustive, in all cases please refer to the contents of our individual confirmation letter with you.

The Customer can find out more about our services from the content of the Website.

### **2.1. Request for tenders**

The Customer may request a quotation from the Service Provider by using the form on the Website. The form requires the following information:

- Name\*
- E-mail address\*
- E-mail address E-mail address Phone number\*
- Which package are you interested in?\*
- I would like to create a personalised package
- For what period would you like to request a chauffeur service?
- Arrival date\*
- Day of departure\*

- Would you like to have a photo/video experience?\*

- Message (optional)

The service provider reserves the right to reject orders that are contradictory, incomplete or contain an incorrect telephone number.

We conclude an individual agreement with each customer for our service:

- after receipt of the request for quotation, we will discuss the details of the order by e-mail or telephone,
- At the request of the customer, the Service Provider will provide the necessary tickets for the chosen programme in advance.
- We will inform you about the price of the chosen service package,
- If the service is accepted, an invoice will be issued and the amount will be transferred directly to the Service Provider's bank account in the Emirate in the currency of the dirham (EAD), US dollar (USD) or euro (EUR).
- Upon receipt of the full service fee, we will send an e-mail notification to the customer, informing him of the receipt of the amount and the exact details of the service (time, place),
- the driver will be waiting for the client at his hotel at the time and place specified, with a welcome pack and a folder containing the details of the programme,
- the driver will take the client as close as possible to each programme stop and pick him up at the same place at the agreed time,
- telephone communication between the driver, the client and the service provider is ensured throughout the programme,
- possibility of minor changes during the programme if required,
- for programmes longer than 10 hours, the use of the car is subject to a surcharge,
- at the end of the programme, the driver will take the client back to his hotel, where the client will provide the driver with a certificate of completion of the service.

## **2.2. Fee payment**

The service fee is paid by bank transfer. the customer transfers the amount of the fee in dirhams (EAD), or US dollars (USD), or euros (EUR) directly to the Emirates bank account of the Service Provider.

During the payment of the service fee paid by the Customer, the cost is borne by the Customer, which the Customer is obliged to pay at the same time as the payment in accordance with the regulations of the bank at the place of payment.

## **3. Complaint**

In case of defective performance of the service agreed in the contract, the Customer is obliged to immediately communicate his objection to the driver or, failing that, to the service provider. The Customer is responsible for damage resulting from the delay in communication.

Transfer and More FZ-LLC examines the verbal complaint immediately and remedies it as necessary. In order to maintain the confidentiality of the contracting party's personal data, we are only able to release information about the contracting party and the contract against an authorization contained in a private document with at least full evidentiary force. If the Customer does not agree with the handling of the complaint, or the immediate

investigation of the complaint is not possible, Transfer and More FZ-LLC will immediately record the complaint and its position on it.

- in the case of a personally communicated verbal complaint, it is handed over to the Customer on the spot,
- in the case of a verbal complaint communicated by telephone or using other electronic communication services, it will be sent to the Customer at the latest at the same time as the substantive response.

Transfer and More FZ-LLC assigns a unique identification number to a verbal complaint made by telephone or using an electronic communication service.

Transfer and More FZ-LLC shall respond to the written complaint in writing within thirty days of its receipt, unless the directly applicable legal act of the European Union provides otherwise, and take steps to communicate it. A shorter deadline than this can be established by law, and a longer deadline by law. Transfer and More FZ-LLC provides reasons for rejecting the complaint.

- the name and address of the Customer,
- the place, time and method of presenting the complaint,
- a detailed description of the Customer's complaint, a list of documents, documents and other evidence presented by the Customer,
- Transfer and More FZ-LLC's statement on its position regarding the Customer's complaint, if it is possible to investigate the complaint immediately,
- the signature of the person taking the minutes and - with the exception of verbal complaints communicated by telephone or other electronic communication services - the Customer's signature,
- the place and time of taking the minutes,
- in the case of a verbal complaint communicated by telephone or using other electronic communication services, the unique identification number of the complaint.

Transfer and More FZ-LLC is obliged to keep the record of the complaint and a copy of the response for five years and present it to the inspection authorities upon request.

Transfer and More FZ-LLC Limited Liability Company acts as a destination manager agency, however, the Customer has the right to notify Transfer and More FZ-LLC of his claim for warranty, compensation and damages related to the performance of the contract. Transfer and More FZ-LLC, as a travel agency and hosting provider, is not responsible for the content and information published on the Transfer and More FZ-LLC website.

The Service Provider is liable for damages resulting from the non-fulfillment or incorrect fulfillment of the travel contract, for published incorrect information, or for damages due to the violation of privacy rights, unless the non-fulfillment or incorrect fulfillment is due to the conduct of neither him nor the contributor he used cannot be traced back.

The condition of the online notification is that the complaint is related to a service that the Customer used from Transfer and More FZ-LLC not for free, but for a consideration. Another condition is that the notifier must be an EU citizen residing in the territory of the European Union who uses the services of Transfer and More FZ-LLC from outside the territory of the European Union.

<https://webgate.ec.europa.eu/odr/main/index.cfm?event=main.home.show&lng=HU> felé.

It is important that the Customer uses the opportunity provided by the online dispute resolution platform in connection with a service that he initiated in the territory of the European Union; your complaint will be forwarded by the European Union to the appropriate online dispute resolution contact point.

#### **4. Termination and cancellation of the Contract by the customer**

The Customer acknowledges that if the service contract is terminated before the final order is made, but after the travel contract has been concluded and the advance payment or the full travel fee required by Transfer and More FZ-LLC at the same time as the contract has been concluded, the cancellation will still be the following terms and conditions of the tour operator involved in the travel contract apply.

<b>date of withdrawal from the contract before the contract enters into force</b>	<b>payable fee as a percentage of the total service fee amount</b>
69 day	30 %
49 day	50 %
29 day	100 %

#### **5. Customers living in the European Union**

If you are a customer living within the European Union, the following applies to you.

##### Right of withdrawal

You have the right to withdraw from the contract within 14 days without giving reasons. The withdrawal period expires 14 days after the date of conclusion of the contract. , in a letter sent by fax or e-mail) withdraw from this contract. You may, but are not required to, use the sample withdrawal statement attached.

In order to comply with the cancellation period, it is sufficient if you send your declaration regarding the exercise of the right of cancellation before the expiry of the cancellation period.

#### **6. Effects of withdrawal**

If you withdraw from this contract, we will refund to you all payments received from you, including delivery costs (except for any additional costs arising from your choosing a delivery method other than the cheapest standard delivery method by us), without undue delay, but in any event no later than 14 days from the day we were informed of your decision to withdraw from the contract.

We will process such a refund using the same payment method you used for the original transaction, unless you have specifically agreed otherwise; in no event will you incur any fees as a result of such refund.

If you requested the start of service provision during the cancellation period, you must pay an amount proportional to the amount provided in relation to the entire scope of the contract until you have notified us of your cancellation.

The day the service starts: the 69th day from the order.

## 7. Cancellation form sample

To info@aroundubai.com,

I hereby notify you that I am withdrawing from my contract for the provision of the following service, —

Date of order (1)/received (1),

Name of consumer(s),

Address of consumer(s),

Signature of consumer(s) (only if this form was provided on paper),

Date

(1) The unwanted should be deleted.

## 8. Rejecting an order, Withdrawal

Transfer and More FZ-LLC reserves the right to reject the Customer's order in the following cases, if the Customer

- repeatedly sends incomplete or deliberately incorrectly completed orders to Transfer and More FZ-LLC, or
- you send the orders with the intention that you will not actually order the trip and this intention is known to Transfer and More FZ-LLC,
- you do not fulfill your payment obligation as specified in the payment e-mail

Transfer and More FZ-LLC may withdraw from the service contract concluded with the Customer if the Customer otherwise defaults on any payment obligations or does not fulfill the conditions specified in the travel contract.

These events may include, but are not limited to, war, threat of war, civil strife, terrorist activity and its consequences or the threat of such activity, riots, acts of any government or other national or local authority, including port or river authorities, labor dispute, lock closure, natural or nuclear disaster, fire, chemical or biological disaster and adverse weather, sea, ice and river conditions and all similar events beyond our control or the relevant supplier(s).

## 9. Customer reviews

Transfer and More FZ-LLC invites all its Customers by e-mail after returning from a trip arranged by Transfer and More FZ-LLC to fill out a questionnaire in which the Customer can summarize and evaluate his trip, individual services of Transfer and More FZ-LLC, the travel organizer, accommodation, etc. The assessment is voluntary.

The purpose of requesting the experience report is so that the selected evaluations can appear on the website and social media pages of Transfer and More FZ-LLC, therefore by sending it, the Customer gives his express consent to its publication along with his name on the websites operated by the travel agency Transfer and More FZ-LLC.

The experience report, as well as the evaluation given by the Customer and the related media (image) are in all cases user content, which is published by Transfer and More FZ-LLC without editing. The Customer is responsible for the published evaluation and uploaded data. Transfer and More FZ-LLC may moderate or delete the content published by the

Customer if its objectionable content is brought to its attention. Furthermore, Transfer and More FZ-LLC may remove the content published by the Customer only in case of legislation, court or official decision or the express consent of the Customer.

## **10. Liability**

If your conduct endangers the safety of the vehicle, its occupants or property or causes or is likely to cause distress, danger, damage or annoyance to any third party or property, or causes delay or diversion in delivery, we reserve the right to terminate your agreement immediately .

In the event of such termination, our obligations to you will cease and you must immediately leave the vehicle or other service.

We will have no further liability to you and will not accept any costs, expenses or losses incurred as a result.

You may be required to pay for any loss and/or damage caused by your actions directly to the relevant carrier before leaving the service. If you fail to do so, you will be responsible for any claims and costs incurred by us as a result.

## **11. Visiting a Muslim country during Ramadan and general behavior**

Ramadan is a wonderful cultural time to visit the UAE. Ramadan is expected to fall between April and May (dates vary annually, check before departure) Visitors to Muslim countries are advised to respect those fasting, refrain from drinking, eating or smoking during daylight hours and wear modest clothing. in public areas. Most hotels and resorts have private areas closed off to non-Muslims. Some tours, entertainment, bars and facilities may be limited.

In Dubai, alcohol can be served outside of fasting hours. If you are unsure, ask about the services available at the hotel/resort when booking.

## **12. Safari tours**

Dubai Municipality Conditions for Safari Tours when using Dubai Desert Conservation:

1. Observe environmental, health and safety requirements and comply with all applicable laws.
2. Avoid damaging or polluting the natural environment of the reserve, ensure proper disposal of waste.
3. Ensure compliance with wildlife safety regulations, taking into account the movement of wildlife such as birds and reptiles. Do not destroy nests, harm young animals or attempt to capture them for any reason and inform the Dubai Municipality Environment Department of any wildlife accidents or injuries.
4. Do not deviate from the planned route, as this may damage or kill a certain species of plant or animal and damage the ecosystem of the surrounding area.
5. Avoid making loud noises and keep the area as quiet as possible. Follow the site-specific instructions on the signs.

This terms and Conditions was issued on 15.01.2024.