

Dopamine Travel Terms and Conditions

1- DISCLAIMER

The information provided in these Terms and Conditions is accurate based on the data available at the time of publication. However, Dopamine Travel reserves the right to modify or update any information both before and after transactions take place, as circumstances may arise that are beyond our control. We shall not be held liable for any changes or discrepancies resulting from such events. Clients are advised to refer to the latest version of these Terms and Conditions for the most up-to-date information

2- YOUR CONTRACT WITH DOPAMINE TRAVEL :

All products & services detailed in Dopamine Travel website or quoted by email or WhatsApp and sold to our esteemed clients are bound to stipulated terms and conditions and the same shall govern the contract between the company- Dopamine Travel and its Clients. The booking with Dopamine Travel is made:

- (a) you accept our written quotation or travel proposal.
- (b) you pay the specified non-refundable initial booking deposit or full payment of the tour –if travel date is within time limit; and
- (c) you received the tour booking confirmation. The binding contract with Dopamine Travel commences upon our issuance of the Booking Confirmation that indicates the details of your Tour.

Dopamine Travel has the right at any time, for any reason, to terminate the contract or decline confirmation of your booking and return your deposit as per our sole discretion at any time before tour without assigning reason whatsoever.

Please read carefully and understand the contents of the tour brochure/itinerary, terms and conditions. On making the booking, the first named person on the booking has (i.) the authority to and agrees on behalf of all the person/s detailed on the booking to represent; (ii.) acknowledges to read these Booking Conditions; (iii.) consents to use of their personal data relevant to completion of details for the tour; (iv.) and accepts financial responsibility for payment of the booking on behalf of person/s named in the booking in totality. No person/s other than those affiliated with Dopamine Travel, in writing, has the authority to vary, add, amplify, or waive any stipulation, representation, term or condition in the brochure/ website/ online & offline booking tools. Amount paid towards a group tour on Dopamine Travel cannot be shifted to a customized package.

Unused bookings will not be carried forward to the next calendar year.

3- PRICING POLICY

- Dopamine Travel shall decide the prices of the respective tours from time to time and the relevant price list will be furnished on online and offline tools for references.
- Respective price list shall include the price of the tour payable by the client to Dopamine Travel and the maximum price at which said tour can be sold to the end-user.

4- PAYMENT POLICY:

- To ensure the confirmation of all elements included in the client's Tour Package (such as air tickets, hotels, etc.), strict adherence to the stated payment policy below is essential. Failure to comply with this policy will result in the forfeiture of any initial payments made. The initial payment acts as confirmation of the package and enables us to secure the hotel and flight tickets.
- It is crucial to emphasize that the full payment for the entire package cost must be completed 40 days before the departure date. If the Tour Package is availed and confirmed within 40 days of the tour, the initial payment should cover 100% of the tour cost, including Visa and Insurance fees.



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Payment Plan	Category A Tour Package with Prices AED 5,000 or less	Category B Tour Package with Prices AED 5,001 to 10,000	Category C Tour Package with Prices AED 10,001 & above
Initial Payment (IP)	AED 500 per person Deposit + (Visa & Insurance Fees) Is Non-Refundable.	AED 1,000 per person Deposit + (Visa & Insurance Fees) Is Non-Refundable.	AED 1500 per person Deposit + (Visa & Insurance Fees) Is Non-Refundable
Final Payment (FP)	100% of Total Tour Cost + (Visa/Insurance/ Optional Tour Cost, if applicable) Is Non-Refundable. (less 50 days before Tour)	100% of Total Tour Cost + (Visa/Insurance/ Optional Tour Cost, if applicable) Is Non-Refundable. (less 50 days before Tour)	100% of Total Tour Cost + (Visa/Insurance/ Optional Tour Cost, if applicable) Is Non-Refundable. (less 50 days before Tour)

5- BOOKING CONFIRMATION AND VOUCHERS:

- Upon receiving the Initial payment and acceptance of the booking confirmation, a binding contract will be established between you, the Client, and Dopamine Travel . A booking confirmation receipt will be sent to you.
- The Receipt will include the requested package cost, along with details of tour package. It is essential that you carefully review the confirmation invoice and promptly notify your travel consultant of any discrepancies.
- Your travel vouchers, including Flights, Hotel and sightseeing Vouchers Etc, will be handed over to you well in advance of the departure date, **typically around 7 days before the trip.**

6- CANCELLATIONS AND REFUND POLICY:

A) Cancellation of Tour by Dopamine Travel

- Dopamine Travel reserves the right to amend or cancel a tour booked without assigning a reason. Amendments or cancellation may be due to circumstances beyond our control.
- In such cases, the client would have the option of travelling individually, but not with the same arrangement as the original tour. If the alternative date/tour is not acceptable or they no longer wish to travel, the money paid will be after deducting the expenses incurred by Dopamine Travel on visa documentation, insurance, and other overheads/administrative charges applicable within forty-five days from the date of amendment or cancellation.
- In the event Dopamine Travel exercising its rights to amend/alter any tour or holiday advertised in their website after the tour has been booked but before departure, the client shall have the option to continue the tour or holiday as amended/alterd or to accept any alternative tour arrangement which Dopamine Travel may offer.
- Dopamine Travel shall not be liable to the client for any compensation or damages or consequential loss or to refund any other expense incurred by the client.

a) Cancellation Of Tour by The Client

- Should the Client wish to cancel their tour, they must notify Dopamine Travel in writing. letter/email since we can act only on receipt of the same.
- The cancellation reason must be stated for cancellation as it may be covered by their insurance policy. Cancellation will be as per the cancellation policy mentioned in the table and any refund will be processed after deducting from the main tour cost, visa charges, insurance charge and any other tour related cost that Dopamine Travel has incurred towards handling the booking.



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- If a client is unable to travel on the tour originally booked by him, due to rejection of visas by the concerned Visa Embassy, the company may in its discretion offer the client an option to postpone his tour arrangement at another available date or change his tour arrangement in totality.
- The changes to be made in this instance is subject to supplemental charges as applicable.
- In case the client refuses to opt for another travel arrangement, **the below cancellation policy will apply as necessary.**

Cancellation Period Tour Package Category A, B, C	Cancellation Charges Per Person (Including Visa, Insurance, & Other Related Travel Cost Incurred)
50 days or more before departure	Initial Payment is non refundable
40-50 days before departure	50% of Total Tour Costs is non refundable
30-40 days before departure	75% of Total Tour Costs is non refundable
30 days or less before departure	100% of Total Tour Costs is non refundable

c) CANCELLATION OF TOUR DUE TO FORCE MAJEURE

- Cancellation due to pandemic leading to Force Majeure and in the event of cancellation due to lockdown in the country of destination leading to flight cancellation,
- Dopamine Travel will issue a credit value equivalent to the paid amount for future travel. This credit value can be utilized by the registered passengers only and will be applicable to travel to the same destination with one year validity from the date of issuance. Please note the fare to rescheduled tour will vary based on the travel. date, wherein for difference in fare, surcharges will apply, if any.

7) REFUNDS:

- Dopamine Travel has the right to refuse or accept request for refund of its tours/ services by its passengers after considering several aspects of the tour based i.e. : the number of participants, the cancellation policies of suppliers (Hotels, Airlines, Embassy, Coach Operators etc.).It would take at least 15-30 working days to process the refund.
- There shall be no refund whatsoever, if cause is of Force Majeure, and if the Client does not utilize any of the services like hotels, cruise, meals, entrance fees, optional tours, etc., while on-tour due to personal cause, late attending, health issues, etc. The Client would have to follow the tour program and return to UAE as per the validity of the air ticket.
- There shall be no refund if Client fails to join at the commencement of the tour or any activities included therein.
- Refunds shall be processed within 15-30 days from the date refund is submitted, informed and accepted by Dopamine Travel representative. Any other claims not made post the refund will be terminated, unless notified.
- The refunds will be processed based on original mode of payment used including transactions made by credit card or via online payment gateway which will be credited back to the Credit card.
- It is the sole responsibility of the Client to follow up with their own bank to verify credit of refund on their credit cards

7- Services and Products Conditions:

A) Flights:

- It is vital for client to verify and read the e-ticket in full as soon as it is received as it contains the most up to date flight details and the name for each tour companion as per passports must be same as on the e-ticket, otherwise they may not be permitted to travel.
- Any voluntary cancellation made before departure after the air tickets have been issued accordingly will incur an airline cancellation fee plus the agency service fee. Please note that cancellation fees vary from one airline to another.
- If cancellation is done after departure, the ticket will be strictly NON-REFUNDABLE.
- Under no circumstances whatsoever, will the company be liable to for any person/s travelling, for any loss of baggage, failure to provide meal of the clients' choice, denied boarding or down-grades due to overbooking, flight delays, rescheduling, cancellation, re-routing, change of airline/s from the time of booking or any other reason/s, which occur in



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part of the airline provider/s responsibility despite having confirmed tickets. Dopamine Travel will not be liable for injury, loss, or inconveniences suffered by the clients which fall under the airline providers' responsibility and prerogative, the clients will be instructed to pursue respective culpable airline/s. It is recommended to avail travel insurance (i.e. Dopamine Travel ' exclusive provider), which includes coverage to claim for such loss.

- Dopamine Travel Packages are operated as group seating, based on which the clients' seating is received. Airline will allocate the seating as per the availability for the tour group.
- It is the Clients' responsibility to check the boarding passes to review each companion seating arrangements.

B) Hotels:

- Dopamine Travel have selected hotels which are comfortable and convenient.
- Dopamine Travel prioritizes booking a hotel at or close to the city center, however, subject to availability and travelling time, and in some areas, hotels can be located outside the city.
- The hotels chosen are as specific mentioned in tour itinerary or similar category , so Dopamine Travel has the right To give alternate Hotel in similar category.
- Dopamine Travel cannot guarantee the availability of room View /adjoining rooms / inter-connecting rooms/ non-smoking room/rooms on the same floor, etc. depending on availability in the hotel.
- If the client seeks a change in rooming while on tour, the same will be subject to availability and they will need to pay any additional charges if applicable. Due to prevailing weather conditions in Europe, most of the hotels do not have air-conditioners or fans. Dopamine Travel will not be responsible for any damage done by the client/s to the hotel property.
- However, diligent care must be observed when using the hotel lockers/refrigerated items/telephones/television, restaurants, etc. Usage of certain services may be chargeable.
- Maximum occupancy in Double room is 2-persons, wherein in some countries the double room would consist of two (2) twin beds put together. In this case, adult rates will apply across the booking for each double room occupied.
- The hotel may allow the addition of extra bed based on the standards applicable in the operating countries. Extra bed occupancy will vary depending on establishments.
- Clients may be provided with extra bed as roll away bed/ sofa or bed/ extra bed as per the hotel operating standards in the country.
- It is also important to note that Dopamine Travel will ensure that the hotel operates as per the applicable hotel standards in the country of origin.
- The Clients' accommodation will be based on twin and triple sharing basis if they wish to travel single then there will be an additional surcharge.
- Due to major international events and trade fairs occurring through-out Europe (i.e. Air Shows, World Athletic Tournaments, Motor Shows, etc.)
- Hotel occupancy is at its peak and may have been blocked for a year in advance. Due to this, some hotels may be farther from the city/ Itineraries may be altered or amended accordingly.
- Passengers need to be very careful of pickpocketing as it's a common observation made by the passengers travelling to Europe. Dopamine Travel will not be responsible for any loss or theft of any personal items; thus, clients are recommended to be liable for their personal belongings inside or outside tour accommodation premises.
- **CHECK-IN / CHECK OUT TIME**
The general standard check-in time is 2PM and check-out time is at 12PM. (This may vary depending on hotel policy). Early check-in and Late checkout will be subject to availability and cannot be guaranteed.

C) Transfer and Sightseeing

- Waiting time at the airport transfer can't exceed 60 minutes.
- Waiting Time at the hotel lobby can't exceed 10 minutes.
- Car Year Model is Subject to availability.
- The maximum duration for any tour cannot exceed 8 hours.



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- English/Arabic speaker Drivers are subject to availability a time of confirmation.
- The pick-up time for tours and transfers shall be carried out accurately by a guide or the authorized representative

D) Car Rental

- Car Year Model – Subject to availability
- Client must have both a UAE Original driving license and an International Driving license.
- The Car Rental chosen is specifically mentioned in the voucher or similar category , so Car rental Company may give alternate Hotel in similar category. If the chosen one is not available.

8- Additional Services And special requests:

- Special requests for room allocation, diet consideration, handicap assistance on tour/hotel/transportation etc.
- should be made in writing at the time of booking, every effort will be made in an attempt to deliver special requests.

a) Flights Special requests

- **Wheelchair** - some airlines may charge extra fees for wheelchair services.
- **Seat Selection** - seat selection may be subject to additional fees in certain airlines.
- **Meals** - Subject Extra fees in some airlines

b) Hotels Special requests: All Special requests are subject to availability

- Adjoining rooms
- Inter-connecting rooms
- Non-smoking room
- Rooms on the same floor, etc
- Room bedding type
- Room view
- Room in high Floor

- However, this is subject to availability with respective suppliers and Dopamine Travel will not be held liable or responsible for any claims of damage or consequential loss if requests could not be honored.
- In the case of person/s of determination or special needs, a qualified companion must accompany the client.
- Regrettably, Dopamine Travel cannot endow aid for walking, dining, boarding and disembarking transportation, medical assistance and for other requirements to any of the tour participants.



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