

Terms & Conditions for Flights with Mezbaan Tours (UK) Ltd

Liability for travel implementation

Mezbaan Tours (UK) Ltd is an agent for airline tickets. We accept no liability for changes to timetables, cancelled flights, luggage or other incidents relating to the implementation of flights. Nor do we accept liability for problems relating to booked hotel accommodation or car rentals. The relevant provider bears liability for such incidents. Therefore, any claims relating to this must be submitted to the provider directly. We arrange travel services for leisure travelers.

The traveller is responsible for :

- **Reading and approving the terms and conditions of travel prior to purchase.**
- **Checking that the spelling of the name of the traveller matches the spelling in the passport before making the purchase.**
- **Contact Mezbaan Tours (UK) Ltd immediately if you do not receive a confirmation by e-mail within a few minutes of booking. As soon as you receive this confirmation by e-mail, you must check that the details are correct. Please notify Mezbaan Tours (UK) Ltd immediately if anything is unclear. Outside our regular opening hours, please contact the airline, hotel provider or car rental company directly to check whether any corrections would be possible.**
- **Regularly check the e-mail address you gave us as all correspondence from us is sent by e-mail.**
- **Regularly check flight times and any timetable changes for both your outbound and return flights.**
- **Consult the relevant airline to check which airport terminal you will be departing from.**
- **Check visa regulations, travel document and documents for the final destination and for any intermediate stops. This is done through the respective country's embassy and the airlines that execute the journey.**
- **Check what vaccinations you will need before you travel.**
- **Check passport rules and how long your passport will be valid for, as some countries require your passport to be valid for at least six months after you return home.**
- **Check current check-in times for the entire trip. We recommend that you check in at the airport at least 1.5 hours before departure (domestic flights) or 2.5 hours (international flights).**

1 Booking confirmation and travel documents Tickets The booking confirmation which Mezbaan Tours (UK) Ltd sends by e-mail to the traveller on completion of the booking is the travel document, and this must be carried on the entire trip. This confirmation contains all the important information such as the booking reference, flight number and flight times. We also recommend that the traveller

should print a timetable by clicking on the link in the confirmation. •Airline tickets must always be used in chronological order, and travellers must complete all legs of their journey. If the traveller does not complete any leg of the journey, the rest of the trip will be cancelled by the airline and no refund will be issued. This ruling is beyond the control of Mezbaan Tours (UK) Ltd. •Tickets with separate booking numbers are always handled as individual trips independent of one another. Mezbaan Tours (UK) Ltd accepts no liability for missed connections or failure to issue refunds for separate tickets in the event of timetable changes, delays or cancelled flights.

- a Flight times** All flight times specified are local. Next-day arrivals are indicated with "+1" on the timetable. The stated flight times are preliminary and subject to change with short notice. The traveller must therefore stay in line with any updates of the flight schedule themselves.
- b Hotels** Mezbaan Tours (UK) Ltd arranges hotels in cooperation with IAN.COM. The traveller him/herself must notify the hotel of any flight timetable change which will result in late arrival at the hotel

2 Booking of flight tickets

- a Price alterations/technical errors** Mezbaan Tours (UK) Ltd reserves the right to make changes due to technical errors and price alterations beyond our control, and we reserve the right to contact the traveller within 24 hours on weekdays to make any amendments to bookings made. If technical problems occur close to or during weekends, we will contact the traveller on the next working day. Mezbaan Tours (UK) Ltd reserves the right to cancel the reservation in the event of technical problems and price errors beyond our control. The traveller will be notified by e-mail in this instance.
- b Combination of single tickets (One-way combination)** Journeys marked as "One-way combination" consist of two single journeys. Even if the stages are booked together, they are treated individually. This means that each stage of your journey is handled separately in the event of cancellations, alterations, traffic disruption such as strikes, and timetable changes. Each airline's own regulations will apply.
- c Minimum age** You must be aged 18 or over to make a booking with Mezbaan Tours (UK) Ltd.
- d Children travelling alone** Mezbaan Tours (UK) Ltd does not arrange tickets for children travelling alone. Children under 18 must be booked to travel with an adult. Some countries and airlines do not allow children under 18 to enter the country unless accompanied by a guardian.
- e Infants** Children between the age 0-2 will travel as infants and will not be allocated a seat of their own. A child ticket must be booked for the entire trip if the infant reaches the age of 2 before the end of the trip. Infant tickets cannot be booked before birth as the correct name and date of birth must match those stated in the passport. We do not book infants later. Mezbaan Tours (UK) Ltd will not reimburse any expenses arising if

the wrong type of ticket has been booked from the outset. •We cannot guarantee meeting requests for baby food, cribs or similar.

- f Taxes** The ticket price shown is inclusive of airport taxes. A departure tax must be paid in cash on departure from some airports. It is the responsibility of the traveller to check this information.
- g Transport and hotel when an airport or date is amended** Any ground transport and overnight accommodation during your trip are not included in the ticket price. The traveller is personally responsible for checking timetables and prices. This is also applicable in the event of any changes to the airlines' timetables, which are beyond the control and responsibility of Mezbaan Tours (UK) Ltd.
- h Connection time on stopovers** Trips booked via Mezbaan Tours (UK) Ltd have approved connection times. The times required for connections during stopovers are calculated by the airlines. If a flight segment is delayed in the event of a transit booking, the airlines are obliged to assist the traveller to reach the final destination. •When separate tickets are booked, the airlines bear no responsibility for delays leading to missed connections. Therefore, it is the responsibility of the traveller to check that the connection time is sufficient according to the airlines and the airports. Mezbaan Tours (UK) Ltd will not reimburse any additional costs incurred on account of this.
- i Double booking** It is the responsibility of the traveller to ensure that any double bookings are cancelled irrespective of where they are made. Otherwise the traveller risks the airline cancelling the double booking with no prior notice. Mezbaan Tours (UK) Ltd accepts no liability for airline cancellations or failure to provide refunds in connection with this.
- j Lost/damaged luggage** Mezbaan Tours (UK) Ltd accepts no liability for lost or damaged luggage. Any problems must be reported immediately to the representative for the airline at the airport. Mezbaan Tours (UK) Ltd cannot be held responsible for luggage fees that's not included in the fare.
- k Loyalty cards** You can add your loyalty card at the time of booking. This is to be registered in the same step as name of passenger and contact details are added. We register the details in the booking and accept no responsibility for point or bonus with the applicable airline. Not all flight tickers are eligible to points or bonus. Such information is always to be submitted by the airline upon request.
- l Premium Economy, Business, First Class** This service may only be purchased at the time of booking. Depending on the airline, the service may sometimes only be offered on certain sections of the journey. •The on-board service available will differ between airlines. For specific information, please refer to each airline's own website. Mezbaan Tours (UK) Ltd cannot be held responsible if an airline changes the type of aircraft or overbooks a cabin class, which may then entail changes to the range of available services or a downgrade. Any complaints must therefore be made directly to the relevant airline.

3 Implementation of flight

- a Changing the timetable** Airlines may alter their timetables and cancel flights at short notice. Such alterations are beyond the control of Mezbaan Tours (UK) Ltd. The traveller is personally responsible for checking the times of the departing and return flights directly via the airlines. •Mezbaan Tours (UK) Ltd is not responsible for notifying travellers of timetable changes or cancelled flights. Nor are we responsible for any trips cancelled due to environmental disasters, acts of war, strikes or other unforeseen events. Any amendments provide no entitlement to price reductions, substitute trips, damages or other compensation from Mezbaan Tours (UK) Ltd. We do not reimburse any supplementary arrangements for the trip, such as rail tickets, hotel accommodation or car rental. •If the change to the timetable results in late arrival at the hotel or car rental company, the traveller must contact the hotel or car rental company personally to let them know. •More information on the rights of airline passengers can be found by clicking on the link below
- b Passports, visas and transit visas** The traveller is responsible for ensuring that his/her passport is valid at the time of booking. The traveller is also responsible for ensuring that he/she holds a visa for the final destination and any visas required for stopovers. The traveller is personally responsible for any costs arising due to problems with said formalities. It is important for the traveller to check that his/her passport, visas and transit visas meet the requirements of both the countries in question and the airlines. Mezbaan Tours (UK) Ltd recommends that travellers take passports with them whenever they travel. •Special provisions relating to booking of return tickets are applicable for travel to certain countries. The traveller is responsible for checking this with the embassy of the country in question and any airlines involved. •An approved entry permit (ESTA) and machine-readable passport are required for all travel to or via the USA. •Your specific passport and visa requirements and other immigration requirements are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. Neither the suppliers with which your contract nor we accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements. Please note that all names on any booking must be exactly as set out on your passports. It is your responsibility to have valid travel documents.
- c Vaccinations** The traveller is responsible for ensuring that he/she has had full vaccinations and that other necessary formalities required for travel to the country which the traveller plans to visit have been completed. Any costs in connection with the above will be met by the traveller.

4 Cancellation and rebooking

- a Cancellation** Your tickets will be issued immediately upon receipt of payment and cannot subsequently be refunded or amended. Mezbaan Tours (UK)

Ltd operates in compliance with the airlines' booking rules, which are normally very restrictive; in other words, refunds and rebooking are not allowed. Refunds on bookings may be made if the traveller has taken out Mezbaan Tours (UK) Ltd Cancellation protection at the time of booking and meets its terms. Find out more in the section entitled Cancellation protection.

- b Rebooking** Mezbaan Tours (UK) Ltd operates in compliance with airline ticket regulations which are usually very restrictive. For exact conditions, the traveller should contact our customer service or the airline in question directly. In cases where the airlines permit rebooking, this may only be done at least 24 hours prior to departure. If Mezbaan Tours (UK) Ltd is to assist the traveller with a rebooking, he must have taken out our service package. When rebooking, the traveller is liable for costs arising from rebooking. Please note that your rebooking is not valid until you have received written confirmation from Mezbaan Tours (UK) Ltd. •For Mezbaan Tours (UK) Ltd flexible tickets, the client is requested to contact our customer support for rebooking. See item "Mezbaan Tours (UK) Ltd flexible tickets" for full terms and conditions.
- c Mezbaan Tours (UK) Ltd flexible tickets** The traveller must have subscribed to and paid for this customer service at the same time as booking the trip. The service cannot be added afterwards. Flexible ticket is Mezbaan Tours (UK) Ltd's own service and does not necessarily mean that air tickets can be rescheduled with the airlines. All rebooking through our flexible ticket service must therefore be via our customer service. The service is personal and non-transferable. •When rebooking, the traveller must contact Mezbaan Tours (UK) Ltd customer service by telephone (Sunday-Friday) or email (Monday-Friday). With the latter option, the traveller must use the specific form for the rebooking service, which is found on our website under "Contact Us - Mezbaan Tours (UK) Ltd flexible tickets". You can find our phone number under "Contact Us – Phone". The rebooking must be made during our business hours and at least 24 hours before the original time of departure. On Sundays, the rebooking can only be made over telephone (not by email). When rebooking, the journey must be completed within one year of the original booking. •**Flying with a low-cost airline and want to rebook your ticket?** •If you have booked your flight with a low-cost airline and want to rebook your ticket, you must contact us during our opening hours - Monday to Friday 09:30-17:00. You can call us on 01772701201 If you'd rather email, you must use the specific form titled "Flexible ticket service – Low-cost airline". Please note that we communicate in English by phone and email. •No rebooking is completed until Mezbaan Tours (UK) Ltd has confirmed it via email. Mezbaan Tours (UK) Ltd is not responsible for missed rebookings if they are due to the traveller's failure to contact our customer services. •The flexible ticket service allows rebooking of flights, subject to availability. If the amendment involves an upgrade to more expensive tickets, this shall be at the traveller's own expense. The rebooking must also be with the same airline

that would have provided the original transportation.

- **Travellers may not change the destination, either for the outward or return journey.**
 - **The flexible ticket service does not permit name changes or name corrections.**
 - **The flights must be used in the order they were originally booked.**
 - **Upgrades to different cabin or booking class on the same flight are not permitted.**
 - **Rebooking a ticket for a so-called stop-over is not permitted.**
 - **Travellers can only rebook the trip once. Once the change is confirmed, the rebooking service has been used and may not be used again.**
 - **The flexible ticket service will not be refunded if the trip is cancelled.**
 - **If the change means that some of the travellers are no longer entitled to the special rates (e.g. infants) the traveller must pay the difference for the new ticket.**
 - **Mezbaan Tours (UK) Ltd is not responsible for information about visas if the trip is extended.**
 - **When rebooking, the journey must be completed within one year from the time of booking.**
 - **The new trip may not commence within 24 hours from the time of change request.**
 - **When rebooking, Mezbaan Tours (UK) Ltd takes no responsibility for any supplementary services such as luggage and seat reservations that have been booked directly with the airline.**
 - **The booking is non-refundable once the flexible ticket service has been used.**
 - **If a passenger fails to appear for any section of the journey, the rebooking option is no longer valid.**
- d** **Refunds** The handling period varies from 4 to 16 weeks in the event of any refunds. All refunds are made by the provider and Mezbaan Tours (UK) Ltd is unable to influence these handling periods. A handling charge of 55 GBP per ticket will be charged when refunds are made. Mezbaan Tours (UK) Ltd will not refund the charge for cancellation protection or previously paid fees, charges and any insurance policies (apart from travel insurance). •If the flight is cancelled by the airline due to unforeseen events (force majeure) or schedule changes a handling fee of 10 GBP per person will be debited.
- e** **Non-Appearance or Non-Attendance of the Flight** You hereby authorize us to cancel the non-used flight on your behalf in case of non-appearance or non-attendance of the flight and to request possible refunds from the airline on your behalf. We are entitled but not obligated to do so and your right to request refunds directly from the airline remains unaffected.
- f** **Cancellation protection** Cancellation protection must be taken out and paid for at the time of booking the trip. This cover comes into force when the

booking is made and ceases to be valid when the trip commences, calculated from the original departure date booked. All travellers in the booking must have taken out cancellation protection for this to be invoked upon cancellation of a booking. •**Cancellation** □ must take place at least two hours before departure for the cancellation protection to be valid. The cancellation protection will cease to be valid once the trip has commenced. Airlines and hotel or car rental providers must be contacted directly for cancellations outside our telephone answering hours. •When a trip is cancelled upon presentation of a valid medical certificate, the entire cost of the booking will be refunded except for our handling charge of 35 GBP per person. We will not refund the charge for cancellation protection or previously paid fees, charges and any insurance policies (apart from travel insurance).

- **Acute illness or accident affecting you, your travelling companion on the same booking or a close relative, and you are advised not to take the planned trip according to a certificate from an impartial doctor who is providing treatment.**
- **Death affecting you, a close relative or travelling companion on the same booking.**
- g **Cancellation protection does not include:**
- **remuneration which may be received from elsewhere, such as other cancellation protection or insurance.**
- **illness, accident or injury of which you were aware (with which you were diagnosed) when concluding the cancellation protection .**
- **chronic illnesses/infections/mental disorders, unless the person has been completely free of symptoms/problems over the past six months, from the time of booking the trip. If the cancellation relates to these symptoms, the diagnosis must be confirmed by a specialist.**
- **illness, accident or other repercussions due to pregnancy or childbirth.**
- **complications caused by alcohol, other intoxicants, sedatives or narcotics.**
- **costs arising due to the fact that the insured party delayed his/her cancellation of the travel arrangement.**
- **the purpose of the trip no longer existing.**
- **complications resulting from personally selected procedures and treatments, such as beauty operations.**
- **any supplementary arrangements for the trip which are not included in the confirmation, such as theatre tickets and suchlike.**
- **flying phobia / fear of flying**
- h **What do we require from you?** □ The cancellation protection only applies together with a valid medical certificate. This must be received by us within five working days of cancellation. The medical certificate must be

completed by an impartial doctor who is providing treatment, and bear the name, contact details and stamp of the doctor. A copy of the doctor's identification must be enclosed if no stamp is available. •**The following information must also be included in the medical certificate.**

- **date of examination**
- **results of examination**
- **diagnosis**
- **other original certificates/documentation which may be of significance in assessing the claim**
- **the fact that the illness is acute and will prevent the patient travelling**

i **Explanation of "close relative"**•"Close relative" in this context means the insured party's husband, wife, children, grandchildren, siblings, parents, grandparents or parents-in-law, or a person that the insured party lives with as a couple as if they were married.

5 Payment

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b **Pricing** The booking is binding once the payment has been made and it cannot be amended or cancelled. These rules are set by the airlines, not by Mezbaan Tours (UK) Ltd. When Mezbaan Tours (UK) Ltd has received the payment, we will send a booking confirmation to the e-mail address specified by the traveller at the time of booking. This booking confirmation is the traveller's ticket/voucher and must be carried on the entire trip.

c **Payment fraud** Mezbaan Tours (UK) Ltd reserves the right to refuse card payment if there is reason to suspect that fraud is being committed. Legitimation of the payment may be demanded if a crime is suspected. All types of card fraud will be reported to the police and sent to a debt collection company.

d **Debit/credit cards (MasterCard, Eurocard and Visa)** It is not possible to make payments with Diners Club. We are unable to accept foreign cards in some instances. Debits may take place in two steps when payments are made by card; one debit from the airline and one by Mezbaan Tours (UK) Ltd/Travelpartner.

e **Instant bank payments** Stated prices in the search result require instant bank payments.

6 Extra services

a **Service package** The service package is a service which we offer to our customers. The traveller purchases this service at the time of booking. It is also possible to subsequently take out the service package at any time before departure on payment of a fee of 15 GBP per booking. •**The service package includes the following:**

- **finding the best possible alternatives if the airline changes its schedule (according to guidelines provided by the airlines).**
- **prebooking seats with the airline on the flights where possible (exceptions: seats beside emergency exits, extra leg room**

- **seats, and flights within Europe).**
 - **helping you to make a request for a bassinet (cradle) for an infant (often not possible on flights within Europe).**
 - **booking special luggage (such as golf bags or skis).**
 - **booking a special diet when food is included (not normally included on flights within Europe).**
 - **checking options and costs for rebooking your trip (note that a rebooking cost will be charged according to the rules of the airlines as stated on your ticket).**
 - **registering your bonus card with the airline.**
- b** Any charges from the provider may be added. No refund will be made on the service package if the trip is cancelled or if the requests made cannot be confirmed by the airline. •If your departure date is within three days, we request that you contact us by phone or email to submit your requests. Note that it is often impossible to confirm requests if they are submitted within 72 hours of departure. •Passengers with severe food allergies must notify the airline of this directly.
- c** **Travel insurance** Mezbaan Tours (UK) Ltd mediates the travel insurance in cooperation with Solid. All contact regarding the insurance is referred to Solid.
- d** **Baggage insurance** Mezbaan Tours (UK) Ltd mediates the baggage insurance in cooperation with Solid. All contact regarding the insurance is referred to Solid.
- e** **Payment for supplementary service** The customer has two options with regard to payment for supplementary products. Payment details can be submitted to customer support either over the telephone or via an order link which we will provide as agreed. •Mezbaan Tours (UK) Ltd will not accept single-use cards as payment may take place in two steps. The customer is responsible for ensuring that payment can take place at the time of purchase. Mezbaan Tours (UK) Ltd reserves the right to come back in the event of any price corrections or technical errors. •The service is binding once the payment has been made and it cannot be amended or cancelled.
- f** **Seating** This service can only be bought at the time of booking. We cannot guarantee that the requested seat can be confirmed by the airline. We cannot reserve seats on a specific row, extra leg space or by the emergency exit. The airline reserves the right to change the seats without notifying Mezbaan Tours (UK) Ltd or the traveller. •Seats can normally not be reserved on flights connecting to intercontinental flights (for example domestic flights or flights within Europe). If the requested seat cannot be provided by the airline the service charge will not be refunded. •The seating chart displayed at the time of booking is an example only and does not have to conform to the actual configuration of the air craft.

7 Complaints

- a** **Claims** Any problems or remarks during your trip must be passed on directly to the provider (airline, car rental company, hotel). If you receive a payment

or compensation directly from the provider, your right to compensation in retrospect will normally cease. Any complaints for which no payment/compensation is paid by the provider during your trip will be submitted directly to Mezbaan Tours (UK) Ltd for investigation. Complaints are handled solely in writing and are submitted via a designated complaint form within one month of the end of your trip. It takes about three months to handle a complaint. •