

TERMS AND CONDITIONS FOR TRAVEL AGENTS

Bookyourhotel.biz is a dedicated global wholesale travel company. To obtain a login ID, password and company code 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 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 Bookyourhotel.biz (“we, us and our BYH”) where both parties are acting as principals. We are not a travel agent and are not acting as a travel agent. We contract only with a Travel Company for the sale of travel components.

The Travel Companies who are newly registered with us can immediately make bookings on cash basis (“Cash Customer”). However, to benefit from all of our other facilities, we strongly advise that you acquire a credit line with us (“Credit Customer”)

Travel Companies who wish to establish a credit line and conform to our credit terms will be provided with a credit line (“Credit Line”) which allows you access to inventories through our online reservation system, book ground services at wholesale rates and receive instant confirmations. Once the credit line is established the Travel Company will be deemed as a “Credit Customer”.

To obtain a Credit Line, we would require a floating deposit or a bank guarantee (issued by an internationally recognized bank), equivalent to the maximum value of monthly purchases and the completed credit application form to be given to our sales office in your territory. A credit facility 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.

The Supervisor can subsequently create, activate or suspend as many users (both internally and externally) under the same Credit Line.

The Supervisor will be responsible for all bookings, payments and cancellation penalties incurred by all users.

A user management module is available on the home page to create, edit or suspend users as appropriate and individual user rights for each user can be controlled by the Supervisor.

Cancellation Deadline

We will provide the Travel Company with a cancellation deadline for each travel component booked and confirmed.

All Cash Customers should forward the payment of the specific booking before the cancellation deadline to avoid automatic cancellation. Cash Customers can not make any bookings which are within the cancellation deadline.

However for Credit Customers, to avoid cancellation penalties, the confirmed travel component should be cancelled before the date and time specified on the cancellation deadline.

The Travel Company will be required to contact our reservations department in writing if a booking is to be amended or cancelled within the cancellation deadline as this will attract cancellation or late amendment charges.

Details of the cancellation penalty if any will be advised in writing.

Invoices for each individual service will be issued on the Cancellation Deadline date and the Available Credit will be reduced by the value of the invoice.

Payments Procedures

Cash Customers will have to send their payments before each cancellation deadline.

Credit Customers will have access to view the credit limit and the **available credit** on its company profile.

Invoices will be issued on the date of the cancellation deadline for the respective travel component and the invoiced amount will be reduced from the available credit to reflect the current available credit on the account.

When payment is received or credit notes are issued the amount will be credited to the account and added to the Available Credit.

The customer must ensure that the Available Credit does not go below zero or the system will automatically cancel confirmed services on the cancellation deadline date.

New Bookings will only be processed if the available credit is sufficient.

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

Rates are quoted in US Dollars

Booking Procedures for Hotels & Apartments

A maximum of 9 rooms can be booked online. Bookings that exceed 9 rooms will be considered a group booking and the system will automatically redirect the request to the Group RFP (request for proposal) module. Prepayment is a mandatory requirement for Group Bookings.

Hotels and Apartments

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 maximum 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. 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 based on the maximum number of occupants allowed in the room as per the request.

If children are being booked, the child ages must be specified. In the most cases the breakfast for children are not included and will be specified in the tariff notes at the time of booking.

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

Room only – RO
Bed & Breakfast – BB
Half Board – HB
Full Board – FB

Additional charges for housekeeping etc will be shown in the tariff notes at the time of booking.

Bookings from Allocations

The Travel Company will receive immediate confirmations online for travel components that are shown as available. The booking will be 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.

Bookings On Request

A booking is considered to be On Request when our allocations are exhausted or the rate has expired. The booking will be sent directly to the Supplier who has the option to either accept or deny the request. The supplier will also be given the option to confirm the booking on a higher rate. The booking must be cancelled before the cancellation to avoid cancellation charges.

Amendments

All On Request bookings can be amended online prior to the cancellation deadline and the system will reprocess the booking based on current availability and rates for the following types of amendments:

Bookings that were booked as specials. Example: pay for 3 stay for 4.
Minimum stay bookings.
Increase in the number of room nights.

Online amendments will not be permitted for the following types:
Amendments within the cancellation deadline.
Change of name.
Change of room type.
Confirmed bookings

A written request will have to be sent by the Travel Company to the reservations department of the Bookyourhotel.biz sales office requesting such amendments.

Transfers

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 for the total number of passengers and varies on the type of vehicle used.

Visas for the United Arab Emirates

The Visa service module to book visas to the United Arab Emirates will be made available to only Customers who have signed the Visa agreements. Visa services will be invoiced immediately once the service is booked. Payment is due irrespective of whether the visa is approved by the immigration authorities or not. Once the booking is made it cannot be amended or cancelled. No refunds will apply for visa services.

Refunds

Refund requests will only be processed if received in writing within 30 days from the commencement date the travel component.

Refund requests for partially utilized services will not be processed unless we receive written proof from the service provider that the guest has not utilized all the services in full as specified on our final confirmation and the supplier confirms in writing that a refund will apply to the un-utilized services.

Refund requests for fully un-utilized services will be processed only when we receive the written request. Refunds are subject to receiving confirmation from our supplier. The refundable amount provided by the supplier is final including cases when no refund is applicable.

A period of 21 days is required to process any refund requests. No claims would be entertained after a refund is processed.

Liability

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.

Onward sales

Our contract for the sale of travel components is with the Travel Company. A Consumer purchasing travel components contracts with the Travel Company and not us (“Onward Sale”). The Onward Sale of travel components is the responsibility of the Travel Company. We do not accept any liability for Onward Sales to a Consumer nor do we accept liability for anything which may go wrong with a travel component. We are not responsible or liable for any dispute between the Travel Company and a Consumer arising from the Onward Sale of a travel component by the Travel Company to a Consumer. If any claim is made against us following an Onward Sale by a Travel Company, that Travel Company will indemnify us against all losses, fess, expenses and costs arising as a result of that claim. We are not liable to indemnify a Travel Company other than in relation to any personal injury or death caused by our negligence. In particular we are not liable to indemnify a Travel Company against any negligence, failing, fault or omission on the part of any supplier, owner or controller of any travel component.

Law and Jurisdiction

This contract and any matters arising from it shall be subject to Dubai law and the exclusive jurisdiction of the United Arab Emirates.

Read and accepted the Terms and Conditions Contract:

Bookyourhotel.biz

32Group Tourism (L.L.C.)

P O Box 44132

Dubai

Signature :.....

Name :

Designation :

Company Seal :

Travel Company Name and Address

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.....
.....

Signature :.....

Name :.....

Designation :.....

Date :.....

Company Seal :.....

CUSTOMER CREDIT INFORMATION FORM

CUSTOMER DETAILS				
Company Name (Registered)				
Legal Entity (Please Check Mark)	Private Limited	Limited Liability	Partnership	Sole Proprietorship
Company Registration No				
Trading Name (If differs to Company Name)				
Nature of Business				
Registered Address				
Trading Address (If differs to registered address)				
Telephone No				
Fax No				
Email Address				
Account Contact:				
Name				
Telephone				
Fax				
Email				
Authorized Signatures				
	Name	Position	Signature	
1				
2				

We also require;

- *A copy of a bank statement, or utility bill as a proof of address and trading name*
- *A copy of membership certificate or any other proof of membership with trader associations*

associations

Note: we may obtain credit check with approved credit rating agencies

Payment Options:

Payments can be made by cash, demand draft, banker's cheque, wire transfers and Credit Cards.

Cash:

1. Paid to BYH Finance Department against which you will receive an official receipt.
2. Deposited into any of the BYH Bank Accounts with a copy of the stamped & sealed Bank Deposit Slip to be faxed to +97143304742.

Wire Transfers:

To our designated Bank Accounts & a copy of the Bank Transfer slip along with the SWIFT copy to be faxed to +97143304742.

BOOKYOURHOTEL.biz DUBAI

CUSTOMER DETAILS

Company Name : _____

Nature of Business : _____

Registered Address : _____

Billing Address : _____

Telephone No (with Dialing code) : _____ Fax No: _____

Name of Owner (s) : _____

Name of Sponsor : _____

Names, Designations and Specimen signatures of persons authorized to order Travel Services:

	NAME	DESIGNATION	SPECIMEN SIGNATURE
1			
2			
3			

For any reason, should there be any change to the names mentioned above, kindly provide us with an updated list.

Monthly Credit Requirement : _____

Guarantee Details :

BANK GUARANTEE

BG NO#	BANK NAME AND ADDRESS	DATE OF ISSUE	DATE OF EXPIRY	AMOUNT
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TOTAL AMOUNT

FLOAT DEPOSIT

CHEQUE NO #	BANK & BRANCH	DATE OF ISSUE	AMOUNT
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TOTAL AMOUNT

BANK DETAILS

BANK, BRANCH AND FULL ADDRESS	A/C NO.	CONTACT OFFICER
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PAYMENTS & TERMS for credit customers

Payments for transactions from the 01st to 15th of every month should be forwarded to the company, no later than 30th of the same month and for transactions from the 16th to the 30th, no later than the 15th of the following month.

Payment terms as per the credit policy should be strictly adhered to, and bookyourhotel.biz reserves the right to levy a free of 1 percent per month on any overdue payments.

Statement Frequency	Weekly	Fortnightly	Monthly
Invoices Required	Yes		No
Mode of sending	Email ID		
	Postal Address		

Important: Please forward all payments along with proper payment details, mentioning our invoice numbers or booking numbers and amount.

Contact details for the follow up of payment:

Name : _____

Telephone No : _____ Fax: _____
(With Dialing code)

Email ID : _____

Place :

Date:

Signature of the SPONSOR/OWNER (s)

Company Stamp

NOTE: Please return this **original form** along with the copy of **TRADE LICENSE**.

NECESSARY MANAGEMENT APPROVAL (FOR BYH OFFICIAL USE)