



Terms & Conditions

All bookings made with YURA Travel LLC-FZ are subject to the following terms and conditions. We request you to carefully read and understand each, since you'll be bounded by these conditions once the agreement comes into force. YURA Travel LLC-FZ reserves the complete right to alter, add, or delete any of these terms and conditions without any prior notice, and such changes naturally apply to you upon booking a tour or package with us. Failure in adhering to our T&C might result in termination of services and deactivation of your account with YURA Travel LLC-FZ.

Terms of Services

YURA Travel LLC-FZ reserves the right, in its sole discretion, to terminate the access to any or all YURA Travel LLC-FZ websites or its other sales channels and the related services or any portion thereof at any time, without notice, for general maintenance or any reason whatsoever.

The Customer expressly undertakes to provide to YURA Travel LLC-FZ only correct and valid information while requesting for any services under this agreement, and not to make any misrepresentation of facts at all.

In case, YURA Travel LLC-FZ discovers or has reasons to believe at any time during or after receiving a request for services from the Customer that the request for services is either unauthorized or the information provided by the Customer is not correct or that any fact has been misrepresented by him or them, YURA Travel LLC-FZ in its sole discretion shall have the unrestricted right to take any steps against the Customer, including cancellation of the bookings, etc. without any prior intimation to the Customer. In such an event, YURA Travel LLC-FZ shall not be responsible or liable for any loss or damage that may be caused to the Customer or any of them as a consequence of such cancellation of booking or services.

The Customer unequivocally indemnifies YURA Travel LLC-FZ of any such claim or liability and shall not hold YURA Travel LLC-FZ responsible for any loss or damage arising out of measures taken by YURA Travel LLC-FZ for safeguarding its own interest and that of its genuine customers. This would also include YURA Travel LLC-FZ denying/cancelling any bookings on account of suspected fraud transactions.

All prices displayed are final payable amount to us Including VAT however in event where government authorities, local governing bodies or service provide applies any additional



tax, fees, service charges, resort fee or any other indirect charge without prior notification; these additional charge(s) will be levied by us on to the reservation and it will not be part of the reservation amount booked or paid. We will not be liable to pay this additional VAT/charges/taxes/resort fees as we have limited control on such additional charges.

In order to access the website's restricted areas, the YURA Travel LLC-FZ may allow The Customer to create an account or login with given username and password. Please be informed that the content displayed in such sections of the website is confidential and is applicable for your business purpose only. Moreover, if it is proved to us that such use obstructs our site's performance or in any way is detrimental to the dealings of (www.traveldubai.hu), we possess complete right to forbid the use of such access options.

Each of YURA Travel LLC-FZ content, covering images, product details and description, pricing information, and logo, is proprietary to YURA Travel LLC-FZ. You may view or print any or all part of the website, though cannot be utilized for any commercial, non-personal or illegal causes.

The Website's policies and Terms & Conditions may be changed or updated occasionally to meet the requirements and standards. Therefore, the Customers are encouraged to frequently visit these sections in order to be updated about the changes on the website. Modifications will be effective on the day they are posted.

Any dispute or claim arising out of or in connection with this website shall be governed and construed in accordance with the laws of UAE (United Arab of Emirates is our country of domicile).

If the Customer does not agree with any part of such terms, conditions and notices, the Customer must not avail YURA Travel LLC-FZ's Services.

Minors under the age of 18 are prohibited to register as a user of this website and are not allowed to transact or use the website.

If you make a payment for our products or services on our website, the details you are asked to submit will be provided directly to our payment provider via a secured connection.

The cardholder must retain a copy of transaction records and Merchant policies and rules.

We accept payments online using Visa and MasterCard credit/debit card in USD (or any other agreed currencies).



Privacy Policy

YURA Travel LLC-FZ can collect and use Customer's personal details especially when they get in touch with us to enquire about our services or at the time of booking a tour package.

We collect the following personal information from you:

Contact Information such as name, gender, DOB, passport number, Email address

Billing Information such as credit card number and billing address

Unique Identifiers such as username, password and account number

Usage activity about how you interact with us such as booking history

As is true of most Web sites, we automatically gather information about your computer such as your IP

address, browser type, referring/exit pages, and operating system.

By submitting such details, you allow us to utilize your personal data for further relevant purpose.

The Customer's personal information collected via the website, Email or other sources is primarily used to confirm booking, authenticate credit card information, and process the payment. Apart from utilizing it for activities intended to improve the website's performance, this information can also be submitted to airline or accommodation service provider, depending on their preferred service package.

All credit/debit cards details and personally identifiable information will NOT be stored, sold, shared, rented or leased to any third parties.

The Website Policies and Terms & Conditions may be changed or updated occasionally to meet the requirements and standards. Therefore, the customers are encouraged to frequently visit these sections in order to be updated about the changes on the website. Modifications will be effective on the day they are posted.

Some of the advertisements you see on the Site are selected and delivered by third parties, such as ad networks, advertising agencies, advertisers, and audience segment providers. These third parties may collect information about you and your online activities, either on



the Site or on other websites, through cookies, web beacons, and other technologies in an effort to understand your interests and deliver to you advertisements that are tailored to your interests. Please remember that we do not have access to, or control over, the information these third parties may collect. The information practices of these third parties are not covered by this privacy policy. Kindly remove any other statements that contradicts with the above statements.

Information Security

The security of your personal information is important to us. We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it. The data provided for processing payment through payment gateway is encoded and transmitted using SSL (Secure Socket Layer) protocol, a system widely used to encrypt data automatically before transmitting it to us.

No method of transmission over the Internet, or method of electronic storage, is 100% secure. Therefore, we cannot guarantee its absolute security.

YURA Travel LLC-FZ takes Customer's privacy concerns seriously and will not share their personal information without their consent. All credit/debit cards details and personally identifiable information will NOT be sold, shared, rented or leased to any third parties.

In order to obey a court order or safeguard the YURA Travel LLC-FZ rights, we may have to disclose Customer's private details.

We take appropriate security measures to protect against unauthorized access to or unauthorized alteration, disclosure or destruction of data. These include internal reviews of our data collection, storage and processing practices and security measures, as well as physical security measures to guard against unauthorized access to systems where we store personal data.

We restrict access to personal information to our employees, partners and agents who need to know that information in order to operate, develop or improve our services. These individuals are bound by confidentiality obligations and may be subject to discipline, including termination and criminal prosecution, if they fail to meet these obligations.



Delivery Policy

Services of the booking is confirmed as soon as payment is received, and we get the confirmation from respective Supplier for the booking made.

YURA Travel LLC-FZ will NOT deal or provide any services or products to any of OFAC (Office of Foreign Assets Control) sanctions countries in accordance with the law of United Arab Emirates.

Multiple transactions may result in multiple postings to the cardholder's monthly statement.

Payment Terms and Cancellation & Refund Policy

The Customer pay the price shown on Booking Confirmation, which supersedes any rate shown elsewhere.

The payment can be processed through cash deposit to the Bank Account or Via Wire Transfer to Bank Account or Via Integrated payment gateway to the YURA Travel LLC-FZ Portal.

If Customers are using the payment gateway to pay online using Debit/Credit Card or Net banking, then you are doing so with the consultation/approval of the card owner/account holder (if in case you are not the card holder/account holder yourself).

If transaction is found suspicious by our risk management team and to protect your payment from potential fraud, we are forced to identify the credit card holder before we proceed with the payment. You may be asked to submit identification proof along with front copy of your credit card by email to complete your transaction. If you failed to produce the said documents on time, then your transaction/Reservation will be cancelled with immediate effect.

If the payment is not processed because of any reasons, then you are supposed to deposit cash in our Bank Account within next 24 hours, otherwise the respective booking will be cancelled. In such scenarios the booking/Reservation will be subject to availability.



Transaction processing charge will be borne by the user for using the payment Gateway. And, If the transaction has been cancelled by the user, processing charges will still apply to the Customer/card holder.

Customer's ability to amend or cancel a tour booking made through YURA Travel LLC-FZ is restricted by the respective booking's terms and conditions or third-party suppliers' cancellation policies. Accordingly, depending on the booking type, there are instances in which you may not be able to make an amendment / cancellation of your tour booking or will have to abide by certain conditions for the same.

In order to cancel the Booking, The Customer is requested to cancel the booking made through YURA Travel LLC-FZ Portal and to send notification in writing as well. Once we receive your cancellation request, we will acknowledge the same via Email stating the cancellation fee you may be required to pay.

Each hotel/service provider has its own refund and cancellation policy, as a result of which YURA Travel LLC-FZ is adhere to the same. Also, refunds will be done only through the Original Mode of Payment.

The Booking requests which are applicable for refund as per the cancellation policy specified in each booking will be entitled for refund (if applicable) and will be refunded within 15 working days from the date of cancellation request after the deduction of payment gateway processing charges or wire transfer charges, wherever applicable.

If Customer do not avail of a paid Booking Service partly or fully, YURA Travel LLC-FZ will not make any refund in all the circumstances.

Refunds will be done only through the Original Mode of Payment.

Contact Us

Email : info@traveldubai.hu

Address : Meydan Grandstand, 6th floor, Dubai, United Arab Emirates

Phone Number : +971 522032977

Changes to this Privacy Policy

We may update this privacy statement to reflect changes to our information practices. If we make any material changes we will notify you by email (sent to the email address specified in your account) or by means of a notice on this Site prior to the change becoming effective. We encourage you to periodically review this page for the latest information on our privacy practices.