

## General Conditions for hotel bookings

### These conditions complement the general conditions contained in the Legal Notice

On the one hand, **TRAVELNET DMCC T/A SMYROOMS**, a Freezone company incorporated under the rules and regulations of the DMCCA, whose registered office is at Mazaya Business Avenue, Building BB2, Office 2407, Jumeirah Lake Towers, Dubai and holding License Number DMCC-265663.

And, on the other hand, the user of the booking service (defined below) hereinafter referred to as the **USER**, who accesses the **SERVICE** for information purposes and to contract services offered through the **SERVICE**. The **USER** hereby declares that he or she is an adult (at least 18 years of age) and has the legal capacity to be bound by this agreement and to use this **SERVICE** via a travel agency in accordance with these Terms and Conditions of use, which he or she fully understands and recognizes.

By using the **SERVICE** the **USER** fully accepts all the General Conditions published on the **TRAVELNET DMCC T/A SMYROOMS** website at the time of use, and in particular those regarding limited liability for both **TRAVELNET DMCC T/A SMYROOMS**, the travel agent and the Service Provider. The **USER** must carefully read the General Conditions each time a booking is made as they may have been modified since their last booking.

1. **TRAVELNET DMCC T/A SMYROOMS** through its **SERVICE** gives the **USER** a wide variety of hotels at the best prices. This is on-line and connected to different websites of brokers or hotel chains, and as the mediator we offer availability in hotels or stays that the **USER** acquires contracting directly with Service Provider HOTEL COMPANY, limiting the performance of **TRAVELNET DMCC T/A SMYROOMS** to serve as a technology platform for the exchange of data between the **USER** and the Service Provider HOTEL COMPANY to facilitate the **USER** can make the reservation. Your contract for the provision of the booking is therefore with the Service Provider HOTEL COMPANY you have chosen to book with and not with **TRAVELNET DMCC T/A SMYROOMS** or the travel agency.
2. Therefore, the responsibility assumed by **TRAVELNET DMCC T/A SMYROOMS** is on the processing of such data for the presentation of availability by the Service Provider HOTEL COMPANY and effective booking made by the CLIENT/USER and subsequent confirmation from the Service Provider HOTEL COMPANY.  
The maximum financial liability assumed by **TRAVELNET DMCC T/A SMYROOMS** can never exceed the amount of the fare offered (including management fees which were loaded if the USER booked via a travel agency).
3. Under no circumstance will **TRAVELNET DMCC T/A SMYROOMS** be held responsible for the services and prices offered by the different service suppliers.

#### 4. **Booking confirmation**

Once your hotel booking has been processed you will automatically receive confirmation with the status of your booking and details of your stay. In a separate confirmation you will receive the hotel VOUCHER which you must print and present upon arrival at the hotel. Please check the voucher details carefully and contact us, or your travel agent immediately if it is incorrect, as it may not be possible to make changes at a later date without you incurring additional charges. There is no need for any other documents, although some hotels may require a valid form of identification and credit card upon check-in. If Travelnet DMCC t/a Smyrooms decides to cancel a confirmed booking before departure, Travelnet DMCC t/a Smyrooms will inform the **USER** or the travel agent by all means possible.

We reserve the right to review and cancel the booking or take it as non binding for any reason in the following three days after the issuance of the confirmation.

5. **Modifications, Cancellations and Refunds**

Cancellations by **USER** will incur a fee, the amount of which will vary depending on the destination, date and establishment. Once a booking has been made the hotel's own cancellation and modification conditions which will take effect in addition to any imposed by the travel agency. A reduction in the number of rooms, nights or a name change will be considered a cancellation and must therefore be rebooked at the current rate.

During the booking process you must accept the cancellation conditions along with the associated fees. The cancellation fees are also displayed on the confirmation.

If you would like to cancel or modify your booking you must e-mail the Customer Service Department during its opening hours, Monday to Friday from 09:00 to 18:00 (UK time) or contact the travel agency. On the contrary, the cancellation date or amendment will be understood as the following working day.

**No Show**

If you fail to show up to check-in at a hotel, and you have not cancelled your reservation, you will not receive a refund and will be charged 100% of the booking amount.

6. **Cancellation insurance**

At present Travelnet DMCC t/a Smyrooms does not offer cancellation insurance. We strongly recommend you take out your own travel insurance to cover such losses.

7. **Star rating**

The star rating is used to provide insight into the overall quality and level of service provided by the hotel. The rating comes from the official tourism board within the specific country. There is no standardized method of star ratings and therefore they can vary significantly by country, and often within countries. **TRAVELNET DMCC T/A SMYROOMS** nor the travel agency takes no responsibility of the star rating.

8. **Hotel Check-in and late arrival**

Check-in and check-out times vary depending on the establishment. Generally, unless otherwise stated, you can check-in after 14:00/15:00 and must check-out before 11:00/12:00 hours on the day of departure.

Just to be sure we recommend you confirm the exact times with the hotel. In most cases your room will be guaranteed even if you arrive late in the evening, however you should advise the hotel of any delay in your arrival to avoid No Show designation.

9. **Admission of pets**

Please contact our Customer Service department or travel agent to find out whether pets are allowed, as a general rule pets are not permitted in hotels/apartments. Admission can imply charges to be paid directly at the hotel by the client.

10. **Board Type**

BB = Bed and Breakfast. HB = Half Board (normally breakfast and dinner). FB = Full Board (normally breakfast, lunch and dinner). SC = Self Catering. RO = Room Only. AI = All Inclusive. SP = As per Program. Other items outside these will incur local charges.

11. **Extra services**

Some facilities in some hotels are operating exclusively on specific dates and not all season, such as air conditioning, heating, pools, hot tubs etc. If you wish to add an extra service to your booking (room with a view, air conditioning, cot etc.) please contact one of our Customer Service agents or the travel agent who will be able to request your service. These requests will always be subject to availability, never guaranteed and may have an additional cost which must be paid directly at the hotel.

12. **Local Taxes and Charges**

In some countries the local government may impose extra taxes (tourist tax, green tax, city tax) or charges such as resort fees, which must to be paid directly at the hotel or as informed by the establishment. The client is solely responsible for these additional taxes and charges.

13. **Apartments**

When making a booking for apartments, you are responsible for correctly entering the number of guests that will be staying at the particular apartment, including children and infants. Please note that you may be refused entry if you fail to do so. In some cases extra beds and cots may be provided at an additional cost but you must request the service before making the booking via the travel agency. When renting apartments, you may be asked to sign an additional contract as well as an additional deposit or civil liability insurance. A deposit could be requested for security reasons when checking in on the day of arrival and will be returned at the end of your stay, as long as there are no damages or losses.

14. **Unaccompanied minors**

As a general rule all children under the age of 18 must be accompanied by an adult in all hotels/apartments available on the **TRAVELNET DMCC T/A SMYROOMS SERVICE**. Some establishments may require parent/guardian written consent prior to arrival.

15. **Domestic Market rates**

The prices shown on Travelnet DMCC t/a Smyrooms are valid for clients with UK Nationality only. In some cases the hotel company, upon arrival at the hotel, they can request a payment or supplement or even deny entry if you are not a UK National due to local custom/regulations. Some of our accommodation providers negotiate their low rates on the basis that residents of the country where the hotel stay is taking place are not eligible to stay at that rate. Problems seem to mainly occur, where non-EU passport holders are booked to stay in the country where the passport was issued. For example, Turkish nationals in Turkey, or Egyptian nationals in Egypt. If you think this may affect your booking, please ask our Customer Service team or travel agent to confirm your booking will be accepted by the hotel, as resolution once you are abroad will be very difficult and you may incur additional costs.

16. **Group Reservation**

If you intend to make a reservation for more than 9 persons group, you must contact us or your travel agent in order to process it as soon as possible successfully. Travelnet DMCC t/a Smyrooms not responsible for the possible cancellation of reservations by the Service Provider that may be considered group.