



# **NORTH STAR**

## **TAKING LEARNING BEYOND THE CLASSROOM**

### **TERMS AND CONDITIONS OF BOOKING**

Please take time to read the following terms and conditions carefully. They are the basis of the contract between yourself and North Star.

A contract will exist between us when we have taken your booking and required payment. You will receive a confirmation/invoice. If you think anything is incorrect please contact us straight away. All correspondence will be with the person named on the confirmation invoice who accepts the following conditions on behalf of all participants.

#### **Payment Schedule**

The payment schedule will be as agreed with the North Star representative at the time of booking. Usually:

UAE based trips:

50% payment due one month before the trip date.

Balance will be invoiced after the event.

International Trips:

50% payment two calendar months before the trip date.

Full payment one month before the trip date.

#### **Payment Options**

Payment may be made by cash, cheque or credit card. Payments made by credit card will incur an additional 2.5% charge. Cheques should be made to "North Star Tourism" with the participant's name on the back.

#### **Changes to the Booking and Cancellation**

**Changing/cancelling your booking or travel.** If, after you have confirmed your booking, you wish to make any alterations, please telephone North Star in the first instance and confirm in writing immediately thereafter. We use our reasonable endeavours to accommodate these changes.

In order that all our staff have the correct information we cannot accept alterations to travel arrangements within 7 days of the commencement of the trip.

#### **Cancelling your Booking**

You may cancel at any time up to the day prior to the trip commencement. In such a case, we will use reasonable endeavours to recover our expenditure towards your trip, and we will refund any payment made. However, any charges incurred by North Star from suppliers which we are unable to recover e.g. airlines/hotels/administrative as a result of cancellation will be passed on to the client.

**If North Star are forced to make changes**, we will do our utmost to provide all of the arrangements which have been confirmed, but must reserve the right to alter or cancel any activities, accommodation or other arrangements, if operational, weather or other considerations so dictate. If we need to make alterations to your trip, we will offer a suitable alternative if available, or a 100% refund if we are not able, in our opinion, to offer an alternative that is sufficiently comparable.

The price of your trip is subject to surcharge due to unforeseen increases in fuel costs, Government action such as increases in VAT or any other Government imposed increases or adverse currency exchange rate variations.

This contract and all matters arising from it are subject to the laws of the United Arab Emirates and UAE courts only will have jurisdiction over any dispute arising under this contract.

#### **Data Protection**

The personal information requested at the time of booking and on subsequent forms is held on computer and required to allow our employees, agents, sub-contractors and suppliers to ensure that the trip runs to our normal high standards. By providing us with the information required for booking you are deemed to accept the above and to have gained consent from the parents of all members of your party to disclose their details to us.

Please see our Privacy Policy for further info.

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