

Terms and Conditions

Travel Advice

- Ensure that all names on your booking match your passport exactly, including middle names.
- Verify that you hold all required travel documents, including valid passports, visas, and any transit permits.
- Passport validity must be at least 6 months from the date of departure.
- Please check the latest entry, exit, and health requirements (including any applicable regulations) for your destination and transit points.
- We strongly recommend purchasing comprehensive travel insurance for all travellers.
- Travel regulations may change without prior notice. We advise contacting the relevant Embassy or Consulate for the most up-to-date information.
- dnata Travel cannot be held responsible for denied boarding due to incomplete or invalid documentation.

Important Notes

Flights

- Check-in: Opens approximately 3 hours prior to departure and closes 60 minutes before departure.
- Late arrival at the airport may result in denied boarding.
- Please verify your terminal details prior to departure, as they may change.
- Baggage Allowance: Subject to airline policy.
- Flight schedules are subject to change; we recommend reconfirming your flight prior to travel.
- All timings are based on local time at the departure/arrival city.

Hotels

- Check in and check out timings can vary by hotel, so please also check the hotel website for the latest details.
- Late arrivals (after 16:00 hrs) should be communicated in advance to avoid cancellation.
- No-shows and early departures may incur 100% charges unless otherwise specified.
- Child bookings typically include shared bedding with parents unless stated otherwise.
- All special requests remain subject to availability at check-in.

Board Basis (Accommodation)

- Bed & Breakfast (BB): Includes breakfast only
- Half Board (HB): Includes breakfast and either lunch or dinner
- Full Board (FB): Includes breakfast, lunch, and dinner (excluding drinks unless stated)
- All-Inclusive: Includes meals, selected beverages, and additional services (varies by property)

In-Resort Assistance

For immediate assistance during your stay, please contact the hotel directly or our local partner as detailed on your itinerary documents.

For further support or escalation, you may reach out:

- To your dedicated Relationship Manager
- Email: concierge@limitlessbydnatatravel.com
- Call: +971 4 3898777

Cancellation and Amendments

- Requests must be submitted at least 24 hours prior to the applicable deadline (unless the booking is non-refundable).
- For urgent assistance, please contact your dedicated Relationship Manager or call the Emergency Duty Mobile at 0542995877
- Eligible refunds will be processed within a maximum of 15 working days to the original form of payment.

Copyright and Trade-mark Notices

The copyright in the content of the Web Site belongs to us or to the licensors of such content. We reserve the copyright and all proprietary rights in the Web Site and all its content

This Web Site is for the your personal, non-commercial use. You may not modify, copy, distribute, transmit, display, perform, reproduce, publish, reverse-engineer, license, create derivative works from, transfer, or sell any information, software, products or services obtained from this Web Site. Limitless by dnata Travel, and any other product or trade names of dnata referred to on the Web Site are our trade-marks or registered trade-marks. Other product and company names mentioned on the Web Site may be the trademarks of their respective owners.

General

When you visit the Web Site or send e-mails to us, you are communicating with us electronically. You consent to receive communications from us electronically. We will communicate with you by e-mail or by posting notices on the Web Site. You agree that all agreements, notices, disclosures and other communications that we provide to you electronically satisfy any legal requirement that such communications be in writing. If any of these terms and conditions shall be deemed invalid, void, or for any reason unenforceable, that condition shall be deemed severable and shall not affect the validity and enforceability of any remaining terms and conditions. Any failure by us to act in relation to a breach by you or any other user's breach on any occasion of these terms and conditions does not constitute a waiver of our right to act in relation to future or similar breaches.