

# Go Global L.L.C.FZ

FOR TOP SICILY TRAVEL

Tourism & Recreation Consultants

Business License 7020.94

## Terms and Conditions

### Terms of Agreement

By accessing and using the website, you agree to accept, without modification, limitation or qualification, the terms and conditions contained herein (the "Agreement"). You represent and warrant that you possess the legal right and ability to enter into this Agreement and to use the website in accordance with all terms and conditions herein.

## YOUR VACATION BOOKING

In this document, whenever "you" or "your" is mentioned, it refers to all guests in the group. The company responsible for sales is Go Global L.L.C-FZ , or "the Provider".

Given that: all packages and services offered on our site are personalized based on customer needs and upon request and availability for the requested dates.

These are the terms and conditions for Go Global, a company that offers travel services. Based on these terms and conditions, a contract will be developed when a guest makes a reservation, which is accepted by Go Global. By enrolling and paying for a trip, the guest agrees to the terms and conditions outlined in the document.

It is important to note that these terms and conditions cannot be altered except approved in writing by a concerned official from the company. Additionally, Go Global reserves the right to change these booking conditions at any time before a guest makes a booking. If any provisions in these conditions are found to be invalid, the remaining provisions will still be valid.

The departure date is defined as the date indicated on the booking confirmation. Finally, there is a mention of security and the potential risks involved in travelling to countries experiencing security difficulties.

Go Global advises guests to accept responsibility for their own travel decisions and to understand that events and travel advisories from governments may necessitate changes to accommodations, itineraries, or even trip cancellation.

### RESERVATIONS, PAYMENTS, BOOKING CHANGES, CANCELLATIONS, AND REFUNDS

1. Your trip will be confirmed after receipt of a non-refundable deposit. We reserve the right to refuse a booking without giving any reason and shall, in that event, return any deposit received. The reservation will automatically be cancelled if the deposits are not received within three days of booking. On certain departures, deposits may be required at the time of booking to hold seats.

2. Final payment for your trip reservation will be due prior to departure. When making multiple trip bookings, the full price is for all trips according to the scheduled departure date of the first departing trip. Payment in full will be required at the time of booking for reservations made later than the final payment prior to the trip departure date. Some special promotions may have different payment deadlines and cancellation terms.

3. The deposit and final payment will be converted into the local currency where the booking is made. Conversion is based on the prevailing exchange rate on the payment date. Please check with your Travel Agent or bank at the time of payment.
4. We are not liable for insolvency or other financial failures of the travel agent.
5. In the event that you are unable to travel with us or need to curtail your trip, our cancellation charges may apply in accordance with our cancellation procedure. We will not be responsible for covering the cost of any curtailment of your holiday, missed transport arrangements, additional accommodation required, or other associated costs incurred by you. You must ensure you have travel insurance that covers these costs.
6. Additionally, Force Majeure events may result in changes to the accommodations and itinerary or even trip cancellation. Force Majeure Event means any event or circumstance beyond the control of the Provider, including but not limited to:
  - (a) an act of God (such as earthquake, flood, fire, explosion, landslide, lightning, the action of the elements, force of nature, washout, typhoon, hurricane, cyclone, tsunami, storm or storm warning or natural disaster);
  - (b) Industrial disputes, work ban or other labour dispute or difficulty;
  - (c) Acts of terrorism, political unrest, war or threat of war, riots or civil strife;
  - (d) Failure or delays to scheduled transportation and the closure of airports or ports;
  - (e) Pandemic, epidemic or health risk; (f) governmental and administrative actions (including the closure of borders and travel warnings and restrictions).
7. To secure your trip, you must make a non-refundable deposit. Failure to do so within three days of booking will result in the automatic cancellation of your reservation. We reserve the right to reject bookings without providing any explanation, and if that happens, we will refund your deposit. Full payment for your trip is due before departure and must be made by the date specified. If you make multiple trip bookings, payment in full is required for all trips according to the scheduled departure date of the first trip.
8. Different payment deadlines and cancellation terms may apply for some special promotions. Your travel agent will hold all payments until your booking is confirmed, after which they will promptly provide the funds to us. We are not responsible for any financial failures or insolvency.
9. The deposit and final payment will be converted into the local currency of the booking based on the exchange rate at the time of payment. Therefore, please confirm the exchange rate with your travel agent at the time of payment.

10. If the Provider receives a notice of cancellation after the first deposit cancellation fees will apply. To cancel, please provide written notice directly to the

Provider or through your Travel Agent.

11. In the event that a member of a group cancels and their cancellation results in a change of room type, such as from twin share to single or triple to twin share, the remaining members of the group will be responsible for paying the charges associated with the new room type. If a guest fails to show up on the day of departure, they will be charged a 100% cancellation fee unless they inform us of a delay and later join the trip at their own expense.

12. The cancellation fees also apply to additional accommodations, chargeable transfers before and after the trip, itinerary extensions, or cruises arranged through the Provider. Any cancellation fees and charges will include amounts paid to third parties that we cannot recover, such as payments made to airlines and hotels.

13. Refunds for payments made to third parties will only be issued after we deduct the applicable cancellation charges and recover the amounts from the third parties. Please note that all cancellation fees are in addition to any fees or charges levied by your Travel Agent. The Visa Cancellation Waiver Fees are non-refundable. If your insurance covers the reason for your cancellation, you may be able to reclaim these charges from your insurer, but you are responsible for making a claim to your insurer.

The Provider reserves the right to modify or cancel any trip, accommodation, in-destination activity, or arrangement (definite or not) at any time. If full payment is not received by the due date, the Provider has the right to cancel your reservation, and no refund will be made. The Provider is not responsible for lost reservations. In the event of a cancellation due to a Force Majeure Event, a future travel credit (FTC) will be provided to the value of funds paid to date, less any third-party costs incurred. All FTCs will be valid for 24 months from the date of issuance. If a trip is terminated mid-trip due to a Force Majeure event, and we provide alternative services or assistance, such as hotels or travel, you agree to pay for these costs.

14. If the Provider cancels the trip for reasons other than a Force Majeure Event, they will offer a comparable alternative trip if one is available. If no alternative is available, the Provider will provide a refund. The Provider is not responsible for any costs or penalties incurred by the guest for other travel arrangements affected by the cancellation. The Provider is also not liable for any expenses incurred by the guest for an early return, absence, or illness during the trip. The guest is advised to purchase travel insurance to cover such circumstances.

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### Cancellation of Block

- After signing the agreement - in case of a cancellation of the group more than 60 days prior to the group's arrival, the 10% deposit is non-refundable.
- 60 days - If a group or part of a group cancels less than 60 days but up to 30 days prior to arrival, a cancellation charge equivalent to 50% of the charge for the whole period of the canceled rooms will be incurred.
- 29 days and no show – If a group or part of a group cancels less than 30 days prior to arrival occurs or there is a no show, will charge the Client 100% of the total cost of the canceled rooms and activity for the whole period.

### Deposits & Billing

- 10% non-refundable deposit to be paid upon signing the contract.
- 40% deposit to be paid 60 days prior to the group's arrival.
- Balance 50% to be settled 30 days prior to the group's arrival.

### ACCOMMODATION STANDARDS AND WHAT'S INCLUDED IN THE TRIP PRICE

1. Meals are included if as specified in the trip itinerary.

Please note that some meals may be in local restaurants or eateries, offering authentic cuisine.

2. Activities and Excursions: The trip price includes all activities and excursions as specified in the itinerary. Please note that some optional activities may require additional payment. Optional activities are at the discretion of each traveller and are not included in the trip price. All activities and excursions are subject to availability and may be changed or cancelled at any time.

3. Travel Insurance: Travel insurance is not included in the trip price. It is highly recommended that each traveller purchases appropriate travel insurance to cover unforeseen circumstances, such as illness, injury, theft, or cancellation. Please ensure that your travel insurance covers all activities and excursions included in the itinerary.

4. Passports and Visas: It is the responsibility of each traveller to ensure they have a valid passport and any necessary visas for travel to the destinations included in the trip itinerary. Please note that visa requirements can change at any time, and it is the responsibility of each traveller to check visa requirements prior to departure.

5. Health and Safety: It is the responsibility of each traveller to ensure they are in good health and able to participate in all activities and excursions included in the trip itinerary. Please note that some destinations may require certain vaccinations or medical precautions. It is the responsibility of each traveller to check with a medical professional prior to departure.

6. Cancellation Policy: Please refer to the Provider's cancellation policy for details on cancelling your trip. Please note that cancellation fees may apply and vary depending on the timing of the cancellation.

7. Any additional costs associated with leaving the trip early, including but not limited to transportation, accommodation, and meals, will be at your own expense. Go Global is not responsible for any expenses or losses incurred due to your early departure from the trip.

8. For information regarding entry requirements for specific destinations, guests should check with the relevant embassy or consulate or consult a reputable travel agency. It is the guest's responsibility to ensure that they have all the necessary travel documents, visas, and permits required for their trip and that they comply with any applicable entry, exit, and transit requirements. Failure to obtain the required travel documents may result in denied entry to a country and may also result in additional costs and expenses that will be the responsibility of the guest.

Go Global and its affiliated entities shall not be held

responsible for any loss or damage arising from the guest's failure to obtain the necessary travel documents, visas, and permits required for their trip.

9. Entry and exit requirements vary depending on the country you are travelling to and from, your nationality and the purpose of your trip. It is your responsibility to obtain and carry all necessary documents, such as passports, visas, and health certificates, and to comply with all entry and exit regulations. You should consult with your Travel Agent or local consular services to obtain up-to-date information on entry and exit requirements.

10. All trip prices are quoted in USD ( on request in EURO € ) per person unless otherwise specified. It is important to review and understand all terms and conditions associated with your travel arrangements, as the Provider is not responsible for any delays, damages, or losses related to improper documentation, or government decisions about entry or exit.

## TRAVEL INSURANCE, PROVIDERS, AND OTHER CONDITIONS

This section provides information on various aspects related to booking and travelling with Go Global a travel company that provides trips. The section outlines information regarding pricing, fees and taxes, services, minimum numbers

required for a trip, booking through a travel agent or directly , overlapping/modular trips, age restrictions, and health and medical conditions.

The company begins providing services or book the service as soon as a deposit is paid and may require a minimum number of persons for some trips. Individuals with reduced mobility or medical conditions must provide full details before booking so that Go Global can advise on the suitability of the trip. The company does not provide personal devices or services of a personal nature and does not employ medical personnel. Any necessary medical attention must be sought at a local facility at the guest's expense.

1. Regular stops are made to keep each section no longer than 3 hours, but those who have medical conditions or family history of clotting conditions, cancer, stroke, heart or lung disease, or who have had major surgery in the past three months, are recommended to consult their doctor before travelling.
2. Any dietary or other special requests must be provided at the time of booking on a request basis only. The Provider cannot assure that the special meal request will be fulfilled.
3. You agree to accept the authority and decisions of the Provider's employees, Trip Managers, and agents while on the trip. If your health, level of fitness, or conduct at any time before or during the trip endangers your health or the well-being of any third party, you may be excluded from all or part of the trip without refund or compensation.
4. Many optional experiences are operated by independent third-party suppliers, not the Provider. Your contract will be with the operator of the experience, and the Provider is not responsible for providing the experience or anything that happens during the experience.
5. The Provider does not tolerate abusive or aggressive behaviour from guests, and they will terminate the holiday of guests who assault staff or fellow guests or are generally affecting the enjoyment of others with their behaviour.
6. When you make a booking, you accept responsibility for the proper conduct of all members of your party during your travels with the Provider.
7. You must report any pre-existing damage in your room to accommodate staff and/or Trip Managers. If you damage the accommodation or any property, you must reimburse the accommodation provider or property owner concerned for the cost of the damage before the end of your stay.
8. Behalf of the Provider is not responsible for any injury, damage, loss, accident, delay, or other irregularity which may be caused by any reason, including but not



limited to any act or omission of any person or entity providing transportation, accommodation or other services related to the trip.

9. The Provider and its agents shall not be liable for any damages or losses arising from acts of God, natural disasters, terrorist acts, acts of war, civil unrest, or any other cause beyond their control.

10. The Provider strongly recommends that all guests purchase travel insurance to protect themselves against unforeseen circumstances, such as trip cancellation or interruption, medical emergencies, and loss or damage to personal property. The Provider is not responsible for any costs or losses incurred by guests who fail to obtain adequate travel insurance.

11. Jurisdiction: This agreement shall be governed by and construed in accordance with the laws of the country where the trip takes place. Any legal action arising out of or in connection with this agreement shall be brought in the courts of the country in which the trip takes place.

12. Acceptance of Terms: By booking a trip with the

Provider, guests acknowledge that they have read, understood, and agreed to be bound by these terms and conditions. Guests also acknowledge that they have been provided with a copy of these terms and conditions and that they have had the opportunity to ask any questions before making a reservation.

13. The customer acknowledges and assumes any risks associated with travelling, including hazards of travelling in undeveloped areas, risks associated with transportation, animals, forces of nature, differing safety standards, and more. The customer also releases the Provider from any claims arising from contracting for or participating in the trip. Errors and omissions may occur and that the customer is responsible for any costs associated with the cancellation or amendment of their trip.

14. If you encounter any problems during your trip, you should inform the Trip Managers or Local Representative immediately. They will try to make things right, including providing information on health services and local authorities and arranging alternative travel arrangements. However, failure to follow the complaint procedure may delay or deny the Provider the opportunity to investigate and rectify the problem, affecting the way your complaint is dealt with and your rights under the contract.

15. The Provider will need to use personal information for you and guests in your booking to process your trip booking. In addition, personal information may be passed on to other suppliers of your travel arrangements, public authorities, security and credit checking organisations, and contractors who provide services to

or for the Provider. The Provider may also use the personal information you provide to review and improve the guided holidays and services that they offer and to contact you about other guided holidays and services offered by the Provider that you may be interested in.

16. Additionally, the Provider may organise group photo opportunities as part of trip experiences, which may be shared on their company's social media channels. Guests who do not wish to participate may remove themselves from the group photos organised by the Trip Managers.

17 Your booking arrangements can be made through your Travel Agent, an online booking agent, or with the Provider directly. When you make a booking, you must be at least 18 years of age at the time of booking, and you are responsible for making all payments due, ensuring the accuracy of all personal details and other information supplied in respect of yourself and your party, notifying the Provider of any changes or cancellations, and for receiving correspondence and keeping your party informed.

18. The Provider offers many famous highlights as included features on your trip at no extra cost.

Optional experiences and activities may be made available to further enhance your experience at special preferential prices, which can be pre-booked before your trip or booked during the trip. Prices are subject to change without notice, and the relevant section of "Trip Participation" outlines the limitation (exclusion) of the Provider's liability for optional experiences and activities operated by independent third-party suppliers.

We hope this information helps you make an informed decision when booking your holiday. Please feel free to contact us if you have any further questions or require additional information, or for any other reason.

**Go Global L.L.C-FZ**

**Limited Liability Company**

**Business Center 1, M Floor, The Meydan Hotel, Nad Al Sheba, Dubai, U.A.E**