



GCT booking policy, terms & conditions:

General Booking Terms and Conditions:

- The Client shall be liable for all information entered when making the booking, including but not limited to full name, nationality, contact information, dates of stay, basis of stay etc.
- The information provided by the Client for a booking is strictly confidential and shall be made available only to the hotel(s) in the booking itself. It shall not be used for any other purpose other than that of the booking through GCT. Nevertheless, GCT cannot be held responsible for the use of this data by the hotels of your choice and takes for granted diligence for its use and custody.
- The total booking price is inclusive of all applicable taxes; however, certain additional taxes might be imposed by local authorities, without prior notice, and these remain the responsibility of the guest, and will not be covered by GCT.
- The total booking price will not include the Tourism Dirham Fee, which is payable by the guests themselves upon check-out.
- Personal expenses, such as telephone charges, meals or other hotel services, which were not part of the booking itself, are payable directly by the guest to the hotel.
- The Client authorizes GCT, and in turn the third-party payment gateways that GCT uses, to charge their credit card with the total of the booking, or the cancellation/modification expenses, if applicable, as relating to the booking and to the terms publishes on the portal.
- It is the responsibility of the Client to verify the final booking before proceeding with the confirmation and/or payment.
- In the event of any credit card issues resulting in a non-completion of the payment, GCT reserves the right to cancel said booking prior to cancellation cut-off date and following an email notification sent to the Client's registered email ID, if time permits.
- Credit card payments are subject to a 3% charge by the online payment provider; these charges will be charged to the Client on top of the booking amount.
- The primary guest in the booking must be at least 18 years of age.
- It is mandatory for all guests to have valid identification upon check-in, in the form of a passport for non-UAE residents. No other form of identification will be considered, i.e. PAN cards etc. UAE residents can use their Emirates ID card or their driving license.
- Check-in and check-out times are generally regarded as 3pm and 11am respectively; however, the individual booking will show this information. Early check-in and late check-out are subject to availability on the day itself and the hotel has the right to charge an additional amount for the same.
- The hotel reserves the right of admission. Accommodation can be denied to guests with wrong names or identifications. GCT will not be responsible for any check-in denied by the hotel due to the aforesaid reason.
- Hotels may charge a mandatory meal surcharge on festive periods e.g. Christmas, New Year's Eve etc... All additional charges (including mandatory meal surcharges) need to be cleared directly at the hotel.
- Hotels shown on GCT portal are either supplied by GCT directly or through a partner.
- GCT only publishes information, descriptions and prices and other data provided by the hotels, and in no way shall be liable for its veracity or accuracy, or for any other aspect of the information provided. Any complaint in this regard should be made directly to the hotel.
- The information contained in the booking portal might include mistakes in transcription, translation, misprints, computer breakdowns, operability and/or other similar matters and GCT does not accept any liability for this.
- Any discrepancy arising between the Client and GCT shall be governed by UAE laws and regulations.
- By confirming the booking, the Client understands that they accept these general conditions, which shall be the only ones valid, and any booking/modification/cancellation shall be subject to the same.



Modifications

- Any modifications to already confirmed bookings should be made either (1) online by signing into the online portal, using individual sign-in information, and canceling the booking on the portal itself, or (2) by sending an email with the booking information to res@gulfcircletours.com and receiving acknowledgement of the same. Kindly note that the time of cancellation is considered to be the time that the acknowledgement email is sent from GCT. It is, therefore, advisable for any cancellations that occur outside of GCT office timing or at weekends must be done online through the portal.
- Only modifications sent to GCT, through either email or online portal, will be entertained. GCT will not be liable for any modifications sent directly to the hotel without intimating GCT, or through any other channels, i.e. SMS messages or otherwise.

Cancellation Policy

- Cancellation policies for each booking are clearly marked in the booking confirmation and they differ from one booking to another; it is the responsibility of the booker to ensure they are aware of cancellation deadlines.
- Cancellations should be made either (1) online by signing into the online portal, using individual sign-in information, and canceling the booking on the portal itself, or (2) by sending an email with the booking information to res@gulfcircletours.com and receiving acknowledgement of the same. Kindly note that the time of cancellation is considered to be the time that the acknowledgement email is sent from GCT. It is, therefore, advisable for any cancellations that occur outside of GCT office timing or at weekends must be done online through the portal.
- Only cancellations sent to GCT, through either email or online portal, will be entertained. GCT will not be liable for any cancellations sent directly to the hotel without intimating GCT, or through any other channels, i.e. SMS messages or otherwise.
- For bookings that were made at a non-refundable rate or for bookings that were not canceled prior to the cancellation cut-off date, the Client agrees to pay any cancellation fees that incur, as well as tax recovery charges and service fees.
- GCT charges a cancellation fee of AED 40 per booking.
- For any no-shows on the first night of the reservation, the Client must contact GCT immediately to ensure remaining nights are not automatically canceled or subject to a rate change.
- Any refunds for cancelled bookings require at least 14 working days to be processed.
- Certain charges may be imposed by banks and credit card companies when making a refund; these will be deducted from the Client's refund amount.