

Terms & Conditions

Introduction

- Welcome to Mirabilia Travel & Tourism ("Mirabilia", "we", "our", "us"). Please read these Terms & Conditions carefully before booking any package or service.
- Mirabilia is a licensed travel agent and intermediary. We organize and sell land-only tourism packages that are executed by independent service providers (destination management companies, hotels, transport companies, local guides). Our role is to arrange and coordinate these services on your behalf.
- By booking or paying for any of our services, you agree to be bound by these Terms. If you do not agree with any part of them, please do not proceed with the booking.

Nature of Our Services & Scope of Liability

- We sell land-only packages that include elements such as hotel accommodation, transfers, entrance fees, tours, and local guides, as specified in your booking confirmation.
- Our services do NOT include airline tickets. You are solely responsible for booking your flights and arriving at the package starting point on time. Any delay, change, or cancellation of your flight is not our responsibility and does not entitle you to a refund of the land package.
- We are not liable for any loss or damage arising from circumstances beyond our control (force majeure) such as weather conditions, natural disasters, political unrest, strikes, epidemics, government decisions, or closure of tourist sites.

Pricing & Payment

- All prices are quoted in UAE Dirhams (AED) unless otherwise stated, and are per person based on double-room occupancy unless otherwise specified.
- Prices are indicative and not guaranteed until a written booking confirmation is issued. We reserve the right to adjust prices prior to confirmation due to changes in supplier rates, exchange rates, taxes, or fees.
- Accepted payment methods: bank transfer, credit card or electronic payment link, and digital wallets (such as Apple Pay). Card processing fees, if any, are set by the payment provider.
- A non-refundable deposit of 25% of the package value is required to confirm the booking. The remaining balance must be paid at least 30 days before the package start date. Bookings made less than 30 days before the start date require full payment immediately.

Cancellation & Amendment Policy

- All cancellation or amendment requests must be submitted in writing via the company's official email. Charges are calculated from the date we receive the written request.
- Cancellation fees for individuals: 30 days or more before the start date = loss of deposit only (25%). 29 to 15 days = 50% of package value. 14 to 8 days = 75% of package value. 7 days or less, including no-show = 100% of package value.
- Some components (such as hotels or special events during peak seasons and holidays) may be subject to stricter cancellation terms imposed by the supplier; we will inform you of these in writing before confirmation.
- Any amendment to a confirmed booking (change of dates, hotel, or number of travellers) is subject to availability and may incur additional fees and rate differences.
- When a refund is due, it will be processed via the original payment method within a reasonable period, after deducting non-refundable fees and any amounts not recovered from suppliers.

Client Responsibilities

- You are responsible for holding a valid passport (valid for at least 6 months from the travel date) and for meeting all visa and health entry requirements for the destination. Failure to meet these requirements does not entitle you to a refund.
- You must provide us with accurate and complete traveller details in a timely manner. The company is not responsible for any error resulting from incorrect information you have provided.
- You are responsible for your conduct and for complying with the laws, regulations, and customs of the destination, and for any damage you cause to suppliers' property.

Intellectual Property

- All content on our platforms and marketing materials (name, logo, images, text, designs) is the exclusive property of Mirabilia and is protected under intellectual property laws.
- Copying, modifying, republishing, or commercially exploiting any of these materials without our prior written consent is prohibited.

Privacy & Data Protection

- We collect and use your personal data solely for the purpose of processing your bookings and providing our services, in accordance with the laws applicable in the United Arab Emirates.
- We may share necessary data with service providers (hotels, transport companies) for the sole purpose of fulfilling your booking. We do not sell your data to any third party for marketing purposes.

Governing Law & Amendments

- These Terms are governed by and interpreted in accordance with the laws of the United Arab Emirates, and UAE courts have jurisdiction over any disputes arising from them.
- We reserve the right to amend these Terms at any time; amendments become effective upon publication. Please review this page periodically.
- For any inquiries regarding these Terms, please contact Mirabilia customer service.