

TERMS & CONDITIONS

www.halalgetaways.com

1. Your booking with Halal Getaways is confirmed once we have received a 20% deposit of your total package price. We require the full payment at least 30 days before your tour date. If the balance is not paid within the agreed time, we reserve the right to release your place for other bookings. We will however notify you by email if this is the case. If you are struggling to make the final payment and require more time please contact us via email and request an extension on your balance payment. If you do not arrange an extension you may incur penalty charge.
2. If you book your tour within 30 days of the start of your tour then the full balance needs to be made at the time of booking.
3. After booking your tour you have seven days cooling off period where you can cancel your booking and get a refund on your deposit. This is as long as your booking is still over 30 days of your tour start date. If after 7 days you can not make the tour due to unforeseen circumstances you can transfer your booking over to any of our other tours within two years period as long as you inform us 30 days before your tour start date.
4. Unless stated Halal Getaways will not organise flights or be responsible for any delays or cancellations in your flight arrival to your tour destination. We have strict pick up and drop off times and so request that you organise your flights according to the times stated on your tour booking page. We will however do our best to accommodate any delays but please note there will be an extra charge for this (e.g. if you need a private transfer because you have missed your pick up time).
5. Your tour will include all ground transportation to the sites included in the itinerary. We organise the itinerary according to entry times to sites and also according to weather conditions (e.g. if possible we may sometimes opt to do a site visit in the morning during peak summer months due to the weather being too hot to do visits in the afternoon). Your guide will give you a time to be ready for pick up. It is your responsibility to be ready for that time as it is not fair on other participants if we have to wait for others. If you are late it is very possible that the group will leave without you and you will need to make your own arrangements to meet with the group.
6. Although we aim to ensure that participants have ample time to gain the most from the sites and the excursions, we have found that some groups take longer to get through some sites than others. This can be due to wanting to know more information or just wanting to enjoy the site for longer. If this happens Andalucian Routes can't be held liable if you have less time at certain sites than others however, we will do our best to ensure that you can maximise your time at every site.
7. Due to the new policy implemented by the board of the Alhambra which restricts the number of entrances it is not possible to guarantee the visit inside the monument. However, we do our utmost to ensure that we can get tickets booked as soon as possible and require you to work with us on this by providing us with full names and passport details of participants (required for booking tickets). The sooner we have this information the more time we have to get the tickets booked.
8. Your tour package includes hotels and breakfast. Anything extra you purchase will be payable to the hotel on departure.
9. During the tour Halal Getaways may take photos and videos of the tour or request feedback via a video so that we can use it for marketing and promotion. If you do not want to be featured in any photos or videos please let the tour guide know at the start of your tour. If you do not inform us, we will assume that you are happy to be featured in our promotional material.