

Terms and Conditions – Guests & Visitors

Essential Terms and Conditions for Your Trip

Introduction:

Welcome to Amjad Jordan Tours. These terms and conditions govern your use of our travel agency, tourism services, and vehicle hire services. By engaging our services, you agree to comply with and be bound by these Terms. If you do not agree, please refrain from using our services.

1. Definitions

- **Client:** Refers to any person or entity using our services.
- **Services:** Includes travel booking, tour packages, vehicle hire, and any other related services provided by us.
- **Vehicle Hire:** Refers to the rental of vehicles for private or group use, with or without a driver.

2. Bookings and Payments

1. **Booking Confirmation:** All bookings are subject to availability and will be confirmed upon receipt of the required deposit or full payment, as specified at the time of booking.
2. **Payment Terms:**
 - o A deposit of 50% of the total amount of booking/service reservation is required to secure your booking.
 - o Full payment must be made upon arrival in Jordan.
3. **Late Payments:** Failure to make timely payments may result in the cancellation of your booking.
4. **Pricing:** All prices are subject to change until the booking is confirmed.

3. Cancellations and Refunds

1. Client-Initiated Cancellations:

o Cancellations must be made in writing and are subject to the following fees:

· You will receive the full deposit amount of the 50% of the booking/service reservation total if cancelled more than 7 days before the service date.

· The full refund will be lost if cancelled 7 days or less before the booking/service date.

2. Provider-Initiated Cancellations:

o In the unlikely event that we cancel a service; clients will receive a full refund or the option to rebook.

3. Refund Processing: Refunds, where applicable, will be processed within 3 business days.

4. Responsibilities of the Client

1. Ensure that all personal and travel information provided is accurate and complete.
2. Adhere to all local laws and regulations while using our services.
3. Return hired vehicles in the same condition as provided, barring normal wear and tear.
4. Be punctual for scheduled tours and activities; delays may result in additional charges or cancellation without refund.

5. Responsibilities of the Service Provider

1. Provide services as agreed upon at the time of booking.
2. Maintain vehicles in good working condition and ensure compliance with safety standards.
3. Offer timely support in case of issues or concerns during the provision of services.

6. Vehicle Hire Terms

1. **Driver Requirements:** Clients renting vehicles without a driver must present a valid driver's license and proof of insurance.
2. **Fuel Policy:** Vehicles will be provided with a full tank of fuel and must be returned with a full tank unless otherwise agreed.
3. **Damage and Liability:** The client is responsible for any damage to the vehicle during the rental period, excluding normal wear and tear.

7. Travel Documentation

Clients are responsible for ensuring they have valid passports, visas, and any other required travel documentation. We are not liable for delays or cancellations due to incomplete or incorrect documentation.

8. Limitation of Liability

1. We are not liable for any loss, injury, or damage caused by third-party service providers.
2. Our total liability for any claim arising from our services shall not exceed the total amount paid by the client for the specific service in question.

9. Force Majeure

We are not responsible for delays, cancellations, or interruptions caused by events beyond our control, such as natural disasters, strikes, or governmental actions.

10. Complaints and Dispute Resolution

1. **Complaints:** Clients are encouraged to notify us of any issues as soon as they arise to allow us to address them promptly.
2. **Dispute Resolution:** In the event of a dispute, parties agree we will first pursue a resolution through direct and sincere negotiation. If unsuccessful, the dispute shall be resolved through arbitration by Jordan laws.

11. Amendments

We reserve the right to update these Terms at any time. Clients will be notified of significant changes, and continued use of our services constitutes acceptance of the updated Terms.

12. Governing Law

Terms are governed by the laws of Jordan authorities.

13. Contact Information

For inquiries or concerns, contact us at:

- **Email:** Amjadtourservices@gmail.com
- **Phone:** 96 277 231 0799
- **Address:** King Hussien Street, Aqaba Jordan
- **Website:** www.amjadjordantours.com

By using our services, you acknowledge that you have read, understood, and agree to these Terms and Conditions.

We look forward to your visit.