



## GENERAL TERMS OF BUSINESS

The parties agree that these Terms and Conditions govern the Services provided to the Customer by **Arjaa Travel and Tours Co. Ltd** ("ATPI").

### 1. DEFINITIONS

- 1.1 **Agreement:** means the Fee Schedule, these Terms and Conditions, Licensed Product Schedule (If applicable) and any Order Confirmation entered into between ATPI and the Customer.
- 1.2 **Applicable Law:** means any law, rules, and regulations, circulars, legislation, directive, judgement, decision, decree, regulatory, policies, guidelines and in particular the regulations of the Ministry of Tourism and the Saudi Commission for Tourism and National Heritage on travel and tourism services and other related regulations, as applicable and as amended from time to time, in the Kingdom of Saudi Arabia.
- 1.3 **Confidential Information:** means any information disclosed in accordance with Clause 14 hereof.
- 1.4 **Customer:** means client entity listed in the Fee Schedule.
- 1.5 **Fee Schedule:** means the Customer specific price list.
- 1.6 **Licensed Product Schedule:** means a separate schedule setting out additional technology products to be made available to the Customer on the terms set out therein.
- 1.7 **Order Confirmation:** has the meaning given to it in Clause 6.1.
- 1.8 **Services:** means providing any travel management services, including but not limited to, arranging travel, accommodation services or combination thereof for the Customer through the Travel Service Providers as described in an Order Confirmation.
- 1.9 **Travel Agreement:** means an agreement, in the form of an itinerary booking confirmation between the Customer and Travel Service Provider, pursuant to which the Travel Service Provider agrees, subject to the applicable terms and conditions of the Travel Agreement (whether expressly set out therein or incorporated by reference), to provide the Travel Services to the Customer.
- 1.10 **Traveler:** means the Customer and/or any other natural person for whose benefit the Services have been booked or provided.
- 1.11 **Travel Service Provider:** means collectively or any of, as the context so permits, third party providers of Travel Services from time to time.
- 1.12 **Travel Services:** means transportation, accommodation or other travel arrangements including, without limitation, air, rail, bus passenger transportation, hotel accommodation and car hire services.
- 1.13 **VAT:** means Value Added Tax as applied in the Kingdom of Saudi Arabia.

### 2. APPLICABILITY

- 2.1 ATPI agrees to provide the Customer with the Services in accordance with the terms of the Agreement.
- 2.2 The Agreement applies to the provision of Services offered by ATPI. The supply of Travel Services provided by a Travel Service Provider are subject to the terms of the Travel Agreement entered into between the Travel Service Provider and the Customer which ATPI shall make available to the Customer.
- 2.3 Any terms and conditions contained or referred to in any purchase order, acknowledgements, confirmation or other documents issued by Customer shall not be applicable, shall in no way modify the Agreement or bind ATPI, and are expressly excluded unless ATPI has expressly agreed in writing to their inclusion.
- 2.4 In the event of any conflict or inconsistencies between the Terms and Conditions and Fee Schedule, the Fee Schedule shall take precedence.
- 2.5 These Terms and Conditions shall remain in full force and effect unless and until terminated by the Customer by providing three (3) months' prior notice in writing to ATPI.

### 3. SERVICES

- 3.1 ATPI shall provide the Services described in an Order Confirmation or as may be agreed upon mutually in writing between the parties. The Customer hereby agrees to purchase, and ATPI agrees to sell, the Services.
- 3.2 The Customer acknowledges that ATPI is entitled to engage third parties for performance or part thereof, of the Services under the Agreement.

### 4. RESPONSIBILITY

#### Travel Services

- 4.1 Where ATPI is responsible for payment to the Travel Service Provider of the costs of such Travel Services, such costs will be included within the charges payable by the Customer to ATPI for the Services. Until such time as ATPI issues the Order Confirmation, no contract has been formed between the Customer and Travel Service Provider.
- 4.2 In providing travel information, making reservations and issuing tickets and other documents to the Customer or the Traveller, ATPI does not guarantee or insure the Travel Services to be provided by any Travel Service Provider.
- 4.3 From time to time, ATPI transmits the necessary proceeds from the sale and booking of Travel Services to the Travel Service Provider supplying those Travel Services. In the event that such a Travel Service Provider defaults prior to providing the Travel Services for which payment has been made, the Customer's and the Traveller's sole and exclusive recourse for refund



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shall be against the defaulting Travel Service Provider, or from any insurance or the like covering such defaults.

### Services

- 4.4 The Customer and the Travellers are obligated to comply with all the instructions given by ATPI in order to ensure the proper provision of the Services (including, but not limited to, instructions with respect to the check-in times and transfer times) and are liable towards ATPI and/or any Travel Service Providers for any and all damages that may result from or are otherwise related to their acts and/or omissions, and they will be obliged to bear their own damage caused as a result.
- 4.5 Where a Traveller causes trouble or nuisance whereby the proper provision of the Services is significantly impeded or could be significantly impeded as a result, he/she may be excluded from receiving the Services by ATPI and/or the Travel Service Provider if ATPI and/or the Travel Service Provider cannot reasonably be expected to comply with their obligations or to perform the Travel Services. Any and all damages caused as a result will be for the Customer and/or Traveller's account.
- 4.6 The Customer and/or the Travellers are obligated to prevent or limit any damage (or any further damage), including but not limited to notifying ATPI as quickly as possible of any complaints. Complaints with respect to a reservation made by ATPI must be submitted to ATPI within 30 days after the Services have ended or, if the trip (transport or accommodation) or the event did not take place, up to one month after the original departure date or accommodation date or event date.
- 4.7 If the Customer is in default of any provision of the Agreement and is unable to cure such default within a reasonable time after receiving written notice (which contains sufficient particulars of the default), ATPI will be entitled to terminate the Agreement, Services or part thereof, in accordance with the terms of the Agreement. If the Customer fails to cure the default, ATPI will send a written notification confirming the termination of the Agreement, Services or part thereof.
- 4.8 In the event of a situation involving an event of force majeure, ATPI will be entitled to terminate the Agreement, Services or part thereof by means of a written notification to the Customer at any time.

### 5. PRICING AND PAYMENT

- 5.1 All prices listed in the Fee Schedule are in Saudi Arabian Riyals, unless otherwise stated and are quoted excluding VAT.
- 5.2 Payment is required at the time of purchase for online bookings or as otherwise agreed upon by the parties in writing.
- 5.3 The charges due in respect of the Services invoiced between 1-15<sup>th</sup> of the calendar month will be due in seven (7) days from the date of invoice and the charges due in respect of the Services invoiced between 16<sup>th</sup> and the last working day of the same month shall be due within seven (7) days from the date of invoice. Payment shall be remitted in the same currency as invoiced by ATPI. Suspension or set off of payment is prohibited.
- 5.4 ATPI may require a deposit from the Customer to reserve the Travel Services. If full payment for the Travel Services is not received when due under the relevant Travel Agreement, the Customer acknowledges and agrees the deposit may be forfeited without liability to ATPI.
- 5.5 Any dispute with respect to any amounts charged by ATPI to the Customer must be submitted by the Customer to ATPI in writing within 7 days of the date of receipt of invoice, including a substantiation of the dispute. The purchase evidenced by the Order Confirmation will be binding if the dispute is not so submitted within that time period
- 5.6 Time shall be of the essence with regard to payment to ATPI under this Agreement.
- 5.7 Without prejudice to any other rights to which it may be entitled, if any sum due and payable under this Agreement is not paid by the Customer by the due date, ATPI shall have the right to suspend the Services.
- 5.8 ATPI has certain agreements in place with Travel Service Providers/travel intermediaries, under which ATPI is entitled to compensation and/or other benefits. Such compensations/benefits are for the sole benefit of ATPI.
- 5.9 Where ATPI is charged merchant fees by banks in instances where the Customer's lodged credit card is presented for payment by ATPI, these merchant fees will be passed on to the Customer.
- 5.10 ATPI is entitled to increase the charges on 1 January in each year during the term.
- 5.11 The increase shall be based on National CPI, Retail Price Index, Health Index, or such other wage price index which may apply in the country from which ATPI provides the Services. The increase shall be compliant with and in accordance with the controls set by the Ministry of Tourism in the Kingdom of Saudi Arabia.

### 6. CONFIRMATION AND DELIVERY

- 6.1 Once an order for Travel Services is confirmed and payment is completed, the Customer and, as the case may be, the Traveller, will receive a confirmation email providing the Customer and the Traveller with a confirmation number (the "**Order Confirmation**"). The Customer and the Traveller must keep the Order Confirmation.
- 6.2 The Customer will provide ATPI in a timely manner with the information required (including any further information required) regarding itself and any other Traveller.
- 6.3 The Customer and the Traveller shall be responsible for verifying that all of the information contained in an Order Confirmation correctly reflects the Travel Services purchased. If any of the information contained in an Order Confirmation is incorrect, the Customer or the Traveller must contact ATPI on the same day on which the booking is made in order to have it corrected.
- 6.4 The Customer hereby agrees that ATPI will be entitled to provide the information regarding the Customer and/or any Traveller,



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including, without limitation, any personal data, to such Travel Service Providers and ATPI group office(s) as may be required in performance of the Services. The Customer warrants to ATPI that all Travellers have given the Customer the requisite authorisations to transfer such information to ATPI, the Customer hereby indemnifying ATPI in respect of any claims brought by any Traveller in respect of any such transfer or holding of, or dealings with, any such information. If the Customer does not wish to permit such information to be provided or is in default in this respect, ATPI will not be liable for any delays and/or other damage caused by the inability to inform the Travellers in a timely manner by or on behalf of ATPI.

- 6.5 At all times the Customer can request access to her or his data and / or have it changed and / or deleted. The Customer may write to ATPI for any further clarifications in this regard.
- 6.6 Electronic tickets will be delivered by means of e-mail. For other travel documents issued by Travel Service Providers, delivery or pick-up arrangements will be made between the Customer and ATPI. If the Customer elects to have any documents delivered by courier, applicable courier charges will be payable by the Customer. The Customer and the Traveller are responsible and liable for compliance with the applicable Travel Service Provider pick-up conditions.

### 7. CUSTOMER RESPONSIBILITIES AND DOCUMENTATION

- 7.1 It is the responsibility of the Customer to ensure that he or she and the other Travellers have the appropriate documentation in their possession (such as current and valid passports, visas and identification cards) before travel, and that they satisfy all other applicable requirements (such as vaccinations), to gain entry to the chosen destination. The Customer acknowledges having had the opportunity to review the applicable documentation and other requirements prior to completing the purchase of Travel Services.
- 7.2 Air travel to other countries is governed by various conventions and agreements between KSA and other governments, which are incorporated into the Travel Agreement.
- 7.3 It is the Customer's responsibility to become familiar with the relevant laws and customs of the countries of destination. The Customer acknowledges that the living standards and practices at the destination and the standards and conditions at the destination with respect to the provision of utilities, services and accommodation may differ from those found in the KSA.
- 7.4 The Customer shall supply such documents, information and authorizations which ATPI may reasonably require (including, without limitation, account opening documents) for the purposes of opening and maintaining the relevant account(s), to comply with Applicable Law and shall not be obliged to open any Customer account(s) until such process is completed.

### 8. AIRPORT CHECK-IN

- 8.1 It is the Traveller's obligation to check-in at the airport for air travel within the time specified by the applicable Travel Service Provider and, following check-in, to proceed to the correct departure gate by the time specified on the Traveller's boarding pass. ATPI is not responsible if the Traveller misses his or her flight.

### 9. FLIGHT TIMES AND RECONFIRMATION

- 9.1 All flight times, carriers, equipment and itineraries are subject to change with or without prior notice. If ATPI is made aware of a change by a Travel Service Provider, it will use commercially reasonable efforts to advise the Customer and/or the Traveller as soon as possible. ATPI is not responsible for lost wages, missed holiday time or any other additional direct or indirect charges incurred as a result of changes in times or itineraries.

### 10. BAGGAGE ALLOWANCE

- 10.1 Air carriers publish baggage allowances applicable for carriage over their own services. Allowances include cabin baggage and checked baggage. The Customer and Traveller must consult the terms and conditions of the applicable air carrier for restrictions on the number and weight/size of baggage, including carry-ons, and the applicable baggage allowances, on chartered and scheduled services.
- 10.2 ATPI is not responsible or liable for any misinformation, additional costs or damages incurred by the Customer or the Traveller in relation with the allowed number and weight/size of baggage, baggage allowances and baggage safety requirements of an air carrier. Lost or damaged baggage is the sole and exclusive responsibility of the air carrier, which may have limited liability, and all complaints and claims in relation thereto may only be made to the air carrier. In the event of damaged, lost or delayed baggage, the Customer and/or Traveller should contact the applicable air carrier representative prior to leaving the airport or follow such process as the relevant air carrier requires.

### 11. INSURANCE

- 11.1 ATPI recommends the purchase by the Customer and any Traveller, at their own costs, of general travel insurance to cover trip cancellation or interruption, medical care and injuries, death, and loss of, or damage to, baggage.

### 12. AMENDMENTS, CANCELLATION AND CHANGES



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- 12.1 If either party wishes to change or cancel the scope or performance of the Services detailed in an Order Confirmation, it shall submit details of the requested change to the other party in writing. ATPI shall, within a reasonable time after such request, provide a written estimate to the Customer of:
- (a) any necessary variations to the fees and other charges for the Travel Services and Services arising from the change;
  - (b) the likely effect of the change on the Travel Services and Services; and
  - (c) any other impact the change might have on the performance of the Agreement.
- 12.2 Promptly after receipt of the written estimate, the Customer shall advise ATPI if it wishes to proceed with such change or cancellation.
- 12.3 If the Customer wishes to cancel a Travel Agreement in whole or part, the ATPI fees as set out in the Fee Schedule shall apply to, both the original booking fee as well as any corresponding cancellation fee.
- 12.4 In the event that the Travel Service Provider makes changes to, or terminates a Travel Agreement, ATPI shall not be liable to the Customer and the Customer agrees to pay any associated costs of the Travel Service Provider relating to the change/termination.

### 13. PRIVACY AND COMMUNICATION

- 13.1 ATPI agrees that it shall comply with applicable data protection laws, including the Saudi Personal Data Protection Law (the "PDPL") issued pursuant to Royal Decree No. (M/19) dated 09/02/1443 AH corresponding to 16 September 2021, and its implementing regulations (the "Implementing Regulations"), and any subsequent revisions thereof. Concerning the processing of personal data that the Customer provides to ATPI and will only use and process Personal Data (as defined in the PDPL) for the purposes of performing the Services. ATPI agrees that it will not use Personal Data provided by the Customer for any other reason.
- 13.2 ATPI agrees that it will at all times process Personal Data in full compliance with the rights of data subjects under the PDPL and will provide suitable mechanisms for data subjects to exercise their rights as determined in such the PDPL.
- 13.3 ATPI recognises the Customer as the Data Controller of the Personal Data, being the entity that has determined the purpose and means by which Personal Data is to be processed. ATPI is the Data Processor and is processing Personal Data on behalf of the Customer.
- 13.4 ATPI confirms that it will take appropriate technical and organisational measures against unauthorised or unlawful processing of Personal Data provided by the Customer and against accidental loss or destruction of or damage to Personal Data and will only process such Personal Data in accordance with this Agreement and in accordance with the Customer's instructions. For the avoidance of doubt, the parties acknowledge that it may be necessary for ATPI to divulge certain Personal Data of passengers for whom travel arrangements are booked for the purposes of protecting aviation safety under the terms, amongst other legal requirements, of the Advanced Passenger Information System. ATPI may therefore have to transfer Personal Data outside the KSA to be able to complete the passenger booking and the requirements of this Agreement. ATPI will ensure that any transfer of Personal Data outside of the KSA complies with the PDPL, including obtaining necessary approvals from the competent authorities if required.
- 13.5 The Customer warrants and represents that they shall comply in all respects with their obligations as Data Controller pursuant to the PDPL, including but not limited to having obtained the appropriate consents from the data subjects to provide ATPI with the Personal Data.

### 14. CONFIDENTIAL INFORMATION

- 14.1 All non-public, confidential or proprietary information of ATPI, including, but not limited to, trade secrets, technology, information pertaining to business operations and strategies, and information pertaining to customers, pricing, and marketing (collectively, the "Confidential Information"), disclosed by ATPI to any Customer or any Traveller, whether disclosed orally or disclosed or accessed in written, electronic or other form or media, and whether or not marked, designated or otherwise identified as "confidential," in connection with the provision of the Services is confidential, and shall not be disclosed or copied by any Customer or any Traveller without the prior written consent of ATPI. Confidential Information does not include information that is: (i) in the public domain; (ii) known to the Customer or the Traveller at the time of disclosure; or (iii) rightfully obtained by Customer or the Traveller on a non-confidential basis from a third party.
- 14.2 The Customer and the Traveller agree to use the Confidential Information only to make use of the Services.
- 14.3 ATPI shall be entitled to seek injunctive relief for any violation of this Clause.

### 15. LIMITATION OF LIABILITY

- 15.1 IN NO EVENT SHALL ATPI BE LIABLE TO THE CUSTOMER OR A TRAVELLER OR TO ANY THIRD PARTY FOR ANY LOSS OF USE, REVENUE OR PROFIT OR LOSS OF DATA OR DIMINUTION IN VALUE, OR FOR ANY CONSEQUENTIAL, INCIDENTAL, INDIRECT, EXEMPLARY, SPECIAL OR PUNITIVE DAMAGES WHETHER ARISING OUT OF BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE, REGARDLESS OF WHETHER SUCH DAMAGE WAS FORESEEABLE AND WHETHER OR NOT SUCH PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND NOTWITHSTANDING THE FAILURE OF ANY AGREED



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OR OTHER REMEDY OF ITS ESSENTIAL PURPOSE.

- 15.2 IN NO EVENT SHALL ATPI'S AGGREGATE LIABILITY ARISING OUT OF OR RELATED TO EACH ORDER CONFIRMATION , WHETHER ARISING OUT OF OR RELATED TO BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE, EXCEED THE TRANSACTION FEES PAID TO ATPI FOR THE PARTICULAR SERVICE GIVING RISE TO THE CLAIM.
- 15.3 The limitation of liability set forth above shall not apply to (i) liability resulting from ATPI gross negligence or wilful misconduct; (ii) death or bodily injury resulting from ATPI negligent acts or omissions; and (iii) any other liability which cannot be excluded at law.
- 15.4 Except as expressly set out in this Agreement, the Services are provided on an 'as is' and 'with all faults basis' and ATPI and its licensors expressly disclaim all other warranties of non-infringement, merchantability, satisfactory quality, accuracy and fitness for purpose. No oral or written advice or information provided by ATPI, its agents, employees of third party providers shall create a warranty and the Customer shall not be entitled to rely on any such advice or information. This disclaimer of warranties is an essential condition of the Agreement.
- 15.5 ATPI shall have no liability to the Customer for the acts or omissions of any Travel Service Provider arising out of or in connection with any Travel Agreement entered between a Travel Service Provider and a Customer, including but not limited to errors or bias in reservations, fares, or other information provided by any automated reservation system of the Travel Service Provider. In respect of all Travel Services, the terms and conditions contained in the Travel Agreement shall apply.

### 16. COMPLIANCE WITH LAWS

- 16.1 In performing its obligations under the Agreement, ATPI shall establish and maintain appropriate business standards, procedures and controls and shall including those to avoid any real or apparent impropriety or adverse impact on the interests of the Customer.
- 16.2 ATPI undertakes to comply with the terms of the Criminal Finances Act 2017 and conducts its business in a manner that is consistent with applicable laws and regulations.

### 17. MISCELLANEOUS

- 17.1 ATPI reserves the right to alter or amend these Terms and Conditions at any time by written notice to the Customer.
- 17.2 If any term or provision of the Agreement is invalid, illegal, or unenforceable in any jurisdiction, such invalidity, illegality or unenforceability shall not affect any other term or provision of the Agreement or invalidate or render unenforceable such term or provision in any other jurisdiction.
- 17.3 A person who is not a party to this Agreement has no right to enforce any of its terms under it.
- 17.4 Provisions of the Agreement which by their nature should apply beyond their terms, will remain in force after any termination or expiration of these Terms and Conditions including, but not limited to, the following provisions: Confidential Information, Governing Law and Submission to Jurisdiction.
- 17.5 The Customer shall not assign any of its rights or delegate any of its obligations under the Agreement without the prior written consent of ATPI. Any purported assignment or delegation in violation of this Clause is null and void. No assignment or delegation relieves the Customer of any of its obligations under the Agreement.
- 17.6 These Terms and Conditions are solely for the benefit of the Customer and ATPI. It is not for the benefit of any other person, except for permitted successors and assigns.
- 17.7 The Agreement comprises the entire agreement between the parties, and supersedes all prior or contemporaneous understandings, agreements, negotiations, representations and warranties, and communications, both written and oral in relation to the subject matter of the Agreement.

### 18. GOVERNING LAW AND SUBMISSION TO JURISDICTION

- 18.1 All matters arising out of or relating to the Agreement are governed by, and construed in accordance with, the laws of the Kingdom of Saudi Arabia.
- 18.2 The parties agree that any legal suit, action or proceeding arising out of or relating to the Agreement shall be instituted in the courts situated in Al Khobar, Kingdom of Saudi Arabia, and each party irrevocably submits to the exclusive jurisdiction of such courts in any such suit, action or proceeding.

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