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Agreement Between You and Emirates

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WE WILL NOT BE LIABLE FOR ANY DIRECT, SPECIAL, INDIRECT, INCIDENTAL, CONSEQUENTIAL (INCLUDING AMONG OTHER THINGS LOSS OF REVENUE OR PROFITS), PUNITIVE, OR EXEMPLARY, DAMAGES OF ANY KIND OR SUBJECT TO EQUITABLE OR INJUNCTIVE REMEDIES (WHETHER BASED ON BREACH OF CONTRACT, TORT, NEGLIGENCE, STRICT LIABILITY OR OTHERWISE) ARISING OUT OF:

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(II) THE AVAILABILITY AND UTILITY OF PRODUCTS AND SERVICES

UNLESS THE DAMAGES ARE DUE SOLELY TO OUR NEGLIGENCE AND RELATE ONLY TO OUT OF POCKET EXPENSES ACTUALLY INCURRED BY YOU UP TO A MAXIMUM VALUE OF THE SERVICES PURCHASED BY YOU.

SUB-CLAUSE (II) ABOVE DOES NOT APPLY TO CARRIAGE BY AIR PERFORMED BY US, NOR TO SERVICES PERFORMED BY US AS PRINCIPAL SAVE TO THE EXTENT INCORPORATED IN THE TERMS AND CONDITIONS GOVERNING YOUR CONTRACT WITH US FOR CARRIAGE BY AIR OR FOR OTHER SERVICES.
IF WE ARE UNABLE TO PROVIDE THE SERVICES WE HAVE AGREED TO PROVIDE YOU WITH, WE WILL INFORM YOU AND WE SHALL REIMBURSE YOU FOR ANY SUMS PAID FOR THOSE SERVICES, OR WE WILL OFFER YOU ALTERNATIVE SERVICES TO THE SAME VALUE AS THOSE ORIGINALLY BOOKED WITH US.

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As a condition of use of this Web Site, you agree to pay an amount to us equivalent to any loss we sustain, including any and all liabilities, expenses (including lawyer’s fees) and damages arising as a result of your use of the Web Site in contravention or breach of these terms and conditions which we would not have sustained in the absence of your contravention or breach.

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You agree to use the Web Site's services to make only legitimate reservations or purchases. You agree not to make any false reservation or any reservation in anticipation of demand. We may cancel, without notice, all confirmations associated with multiple reservations to one or more destination on or about the same date.
You agree to all of our terms and conditions of purchase, including, but not limited to, full and timely payment of all amounts due and compliance with all rules concerning availability of fares, products, or services. All fees, assessments, charges, taxes and duties arising out of use of the Web Site are your sole responsibility.

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Omit or misrepresent the origin of, or rights in, any file you download or upload, including, without limitation, by omitting proprietary language, author identifications, or notices of patent, copyright or trademark.

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Adventures, Arabian Airpass, Al Maha, Al Maha Desert Resort and any other product or trade names of Emirates referenced herein are our service marks or registered service marks. Other product and company names mentioned herein may be the trademarks of their respective owners.

Web Site Bookings

The Web Site is currently available for flights departing from the following countries only:

Australia Italy South Africa
Austria Jordan Sri Lanka
Bahrain Kuwait Switzerland
China Malaysia Thailand
Egypt New Zealand Turkey
France Oman United Arab Emirates
Germany Qatar United Kingdom
Hong Kong Saudi Arabia United States of America
India Singapore

You can book on the Web Site for up to 9 passengers per booking. You may simultaneously book flights for 9 adults and children (2-11 years old). Additionally, one infant (0-1 year old) can be booked per adult passenger. You may book a flight in the class of your choice, First, Business or Economy Class (where available).

You are able to make cancellations on the Web Site from the "My Itineraries" section. Modifications to your booking cannot be made on the Web Site; they must be made via your local Emirates office. You may, however, cancel your trip via the 'My Itineraries' section. You will then be subject to the fare rules that you agreed to when you confirmed the booking. You are required to contact one of our offices to arrange for any refunds. You may book flights up to 338 days before departure. You can pick up your tickets from locations listed during the booking process or you can choose to have your tickets delivered. Please note tickets can be collected only in your country of departure and deliveries can only be made in your country of departure. If you choose to collect tickets from one of our offices, it must be completed within the time specified during booking process, failing which your booking will be automatically cancelled.

Ticket Delivery

Click here to view a list of ticket delivery/payment options in your country of departure.

Personal Profile and Login

The users of the Web Site wishing to make a booking may or may not register. If you register, your personal information such as your ticket delivery address, your contact
details and your preferred credit cards as well as other details and preferences can be stored in the profile. We recommend you fill in your personal preferences as this information will assist us in providing you with our optimum service and will also save you time for future inquiries and bookings. You can update this information anytime by clicking on "My Profile".

Please remember not to give your Login/ID and password to anyone.

Use of Credit card

We accept major credit cards, and the credit card holder must be one of the passengers. We accept credit cards issued in the country of departure and a few other selected countries as specified during the booking process. Your credit card will be debited when you click on the confirm button. If you do not have a credit card, you may choose to pay in cash while visiting one of our offices. If you wish to arrange for delivery or collection of a ticket in a country other than your country of departure, you will need to contact one of our local offices to make the booking and arrange payment and ticketing. The credit card must be in the name of one of the passengers traveling and the same card must be carried at the time of travel. It may be required for verification and obtaining signature on a credit card charge form at check in time. Please note that Virtual or "e" cards are not accepted on the Web Site.

Security

We will take all reasonable measures to insure information you transmit to us using the Web Site will remain confidential and protected from unauthorized access. Despite those measures, we do not warrant unauthorized access to that information can never happen. We will not be liable for any such unauthorized access unless caused solely by our gross negligence, in which event you will be entitled to compensation up to a maximum of the value of the services purchased by you.

Security Information

To insure secure online payment and all other transactions of personal data, the Web Site uses a technology called SSL (Secure Socket Layer). SSL encrypts all communications between your computer and our server so that the information can only be read and understood by us. A closed lock in the bottom left (Netscape) or right (Internet Explorer) corner of your browser window shows a secure connection. For further information, please consult your browser’s security specifications. If your browser is equipped with SSL (i.e. Netscape 2.0 and higher, Internet Explorer 3.0 and higher) your transaction will automatically be secured. The common standard in the Internet to signal a secure site is a closed lock at the bottom of the browser. As long as the lock is displayed closed your information is secure and encrypted to avoid abuse. If you click the secure transaction link and still cannot see the closed lock, the reason may be that the window is in nested in another frame. To check that you have a secure connection (in Internet Explorer), click the right mouse button and properties, then certificates. Then you will see if the
connection is secure or not. Another way (in Netscape) is to click the right mouse button and 'view frame info' at the bottom of the text you will see security information.

Passports

Please insure you have a passport valid for the duration of your trip. (Some destinations require your passport be valid for a certain length of time; in general, 6 months after completion of travel). You may also be required to obtain a visa for some destinations and it is your responsibility to do so. If you require any further information on passport or visa requirements, please contact one of our local offices or the embassy of the country to which you will be traveling.

Airport Taxes

Some airports will levy an airport departure tax, which is payable by passengers at the airport locally. Information on these charges is not given through our quoted fares.

Health/Insurance Requirements

Immunization may be recommended or required for your destination or stopover points - please check this with your doctor. We also recommend purchase of adequate travel insurance for all overseas travel.

Conditions of Carriage

The carriage of passengers and their baggage by air will be subject to the Conditions of Carriage of the carrier concerned. With respect to our flights, please read our General Conditions of Carriage for Passengers & Baggage.

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We are responsible for the processing of any personal information you provide to this Web Site and we are notified where required in each country under the relevant data protection legislation of that country.

We take our responsibilities regarding the protection of personal information very seriously. This policy explains how we use personal information that we may obtain about you. By using our Web Site you consent to this use.
Why do we need your personal information?

When you use services provided on this Web Site you will be asked to provide certain information such as your name, contact details, and/or debit/credit card details. We will store this information and hold it on computers or otherwise. We will use this information in the following ways:

To fulfill our agreement with you, including processing your flight, sending you your itinerary, or contacting you if there is a problem with your reservation;
To register you with our Web Site and administer our Web Site services where you have registered to receive these. You can unsubscribe from these services at any time (see Choice/Opt-out below);
To administer any contest or other promotional offer you may enter and notify winners;
To answer any queries which you may send to us by e-mail;
For crime prevention and detection; and
For direct marketing purposes, as set out in detail below.
We need to know the names of all passengers traveling. If you are booking a flight on behalf of someone else, you must obtain their consent to use their personal information. We proceed on the basis that you have obtained this consent.

How do we use your personal information?

Information you provide or that is obtained by us will be used by us to enable us to review, develop and improve the services which we offer and provide you and other customers (via mail, email telephone or otherwise) with information about new products and services and special offers we think you will find valuable. We may also inform you about new products and services and special offers of selected third parties.
If you would like to receive details of our new services and special offers, you can click here to register.

Who do we share your information with?

We may give information about you as follows:

to other companies and/or brands in Emirates Group;
to trustworthy third parties that we use for the provision of certain services, such as enabling our customers to book hotels, chauffeurs, hire cars, onward flights or other services quickly and easily;
to anyone to whom we transfer or may transfer our rights and duties under our agreement with you;
to customs and/or immigration departments or other regulatory authorities in your country of departure and/or destination in order to comply with the law in those countries;
to third party organizations involved in credit card authorization;
if we have a duty to do so or if the law allows us to do so;
to our employees and agents to do any of the above on our behalf, now or in the future. If you choose not to provide certain personal information we request, you will still be able to visit our Web Site but you may be unable to access certain options or services.

Security

We will take appropriate steps to protect the personal information you share with us. We have implemented technology and security features to safeguard the privacy of your personal information.

Cookies

Our Web Site may use "cookies" so we can better serve you with customized information when you return to our Web Site. Cookies are identifiers which a web site can send to your browser to facilitate your next visit to our Web Site. You can set your browser to notify you when you are sent a cookie, giving you the option to decide whether or not to accept it.

Links

Our Web Site may contain links to other web sites. Please be aware that we are not responsible for the privacy practices of web sites not operated by us or an entity in the "Emirates Group". We encourage you to read the privacy statements of each and every web site that collects personally identifiable information. This privacy statement applies solely to information collected by our Web Site.

Correction/updating of personal information

If your personally identifiable information changes, or if you no longer desire our service, we will provide a way to correct, update or remove your personal information provided to us.

Choice/Opt-out

If you no longer wish to receive promotional materials you may opt-out of receiving these communications by clicking here, this will remove you from Emirates mail lists. To unsubscribe from Skywards communication go to www.skywards.com. You will always be notified when their information is being collected by any outside parties. We do this so you can make an informed choice as to whether they should proceed with services that require an outside party, or not.

Access to your personal information

You have the right to see personal information we keep about you upon payment of a fee. If you are concerned that any of the information we hold on you is incorrect please contact us.
Transfer of your personal information

In the course of undertaking the activities specified in this privacy policy, we may transfer personal information to countries which do not have data protection laws or to countries where your privacy and other fundamental rights will not be protected as extensively.

Notification of changes

If we decide to change our privacy policy, we will post those changes on our Web Site so you are always aware of what information we collect, how we use it, and under circumstances, if any, we disclose it. If at any point we decide to use personally identifiable information in a manner different from that stated at the time it was collected, we will notify you by way of an email. You will have a choice as to whether or not we use your information in this different manner. We will use information in accordance with the privacy policy under which the information was collected.

Currency Conversion

Currency rates are based on several publicly available sources. The accuracy of such rates is not verified, and actual rates may vary. Currency quotes are not updated every day. We believe in the accuracy of the information supplied by this application, but we do not warrant or guarantee such accuracy. If using this information for any financial purpose, we advise you to consult a qualified professional to verify the accuracy of the currency rates. We do not authorize the use of this information for any other purposes, except for personal use, and prohibit to the maximum extent allowable the resale, redistribution, and use of this information for commercial purposes.

Web Site Contact

Contact websupport@emirates.com with questions or if you experience technical problems with this Web Site.

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