

891 RETREAT
TERMS AND CONDITIONS

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The following Terms and Conditions apply to all bookings made with 891 Retreat, Hatta, Dubai.

1. DEFINITIONS

“Management” or “we” means 891 Retreat, Dubai, UAE.

“Booking” means the booking for accommodation, functions and/or any other services or items made with us.

“Contract” means the Booking and these Terms, and any other terms and conditions stated to apply to the Booking.

“Accommodation” means the premises (891 Retreat) for which your Booking is made.

“Terms” means these terms and conditions.

2. PAYMENT TERMS

100% payment is required for booking confirmation.

Please note that the booking is not confirmed until we have received the full payment.

Confirmation of booking must be received in writing.

All payments to be completed by electronic money transfer (credit card, Apple pay, Google Pay) via the online booking form on 891retreat.com

Cash payment / Bank Transfer payments are available by prior agreement and subject to 5% service charge.

100% of payment required on or before arrival for both cash and bank transfer payments.

3. CANCELLATION POLICY

Any cancellation or modification made to your reservation will be subject to a cancellation fee. Refunds will be permitted for bookings cancelled within the following time periods, prior to arrival:

More than 60 days – 5% cancellation fee;

Between 60 days and 15 days – 20% cancellation fee;

Between 14 days and 0 days – no refund.

No refund for cancellation for the booking during peak periods like Eid, Diwali, Christmas, New Year, National Day etc. These are peak season business and therefore cancellations are not possible.

Cancellation fee is applicable on full invoice amount. Bank charges will be charged extra.

4. REFUND & COMPENSATIONS

No-shows, late arrivals, and early departures are nonrefundable.

No refunds will be granted unless there is a serious problem which cannot be remedied within 24 hours, and/or which causes the Guest extreme, undue discomfort or serious inconvenience (see also Complaints and Maintenance below).

After the first day of the rental / check in, there will be no refunds for any reason.

Guests who abandon their stay at 891 Retreat without permission / written / information / intimation from Company agree they have no rights to compensation.

No refund or rate adjustment shall be made for unforeseen mechanical failures.

5. TRAVEL HOLIDAY INSURANCE

For your peace of mind, we recommend you purchase travel and trip cancellation insurance.

6. SECURITY DEPOSIT

891 Retreat do not take a security deposit, however, you as the Guest acknowledge that you are responsible to the property Owner for the full value of damages caused and that they may be pursued in common law to make good any damage caused.

Locked pantries and closets are reserved for the use of the 891 Retreat and are not included in any rental. You agree to take all reasonable steps to ensure that your family and other guests in your party adhere to the rules and regulations affecting 891 Retreat.

891 Retreat is fully furnished, including an ample supply of bed linens and towels for Guests' use. Rearranging the furniture or removing any items from the villa is prohibited.

7. LIABILITY

The Company reserve the right to refuse service or rentals to anyone at their complete discretion.

891 Retreat will not accept responsibility for any alterations made to the property or its amenities, which are beyond its control.

891 Retreat will not accept responsibility for any injury, sickness, loss, damage, additional expense or inconvenience, directly or indirectly caused by or arising out of the use or condition of the property and its appearances, plumbing, electrical or otherwise, exceptional weather conditions or owner's negligence.

Further, no responsibility is accepted for the personal belongings, car, and its contents of the hirer or any member of the party during the stay.

8. LOSS AND/OR DAMAGE

Guests are responsible for leaving the property and its contents in good order and in a clean condition. The guest is to pay for any damages or losses incurred during occupation.

During occupancy, Guest is responsible to lock villa's windows and doors securely at all times when not on the premises and must exercise care in securing all personal property. Guests must observe all cautions as given in Guest Guide and/or by 891 Retreat staff.

It is the guests' responsibility to travel with the correct documentation. If you have any questions about the required documents, please call or e-mail us.

Use of the swimming pool, children's pool, playground, bikes, fires and anything else is at your own risk.

9. PETS

Pets of any kind are NOT allowed in or on the 891 Retreat's premises without specific written permission from the management (granted prior to arrival). A pet or evidence of a pet found on premises will cause immediate eviction, and forfeiture of Guest's entire rent.

10. COMPLAINTS AND MAINTENANCE

The Company shall make every effort to keep 891 Retreat in good working order. In case of a maintenance problem, they will strive to repair the problem as soon as possible after being notified. They reserve the right to be allowed several hours (up to 24 hours) to cure a reported problem.

However, no refund or rate adjustment shall be made for unforeseen mechanical failures such as the supply of electricity, internet service, water, pool filtration systems, air conditioning, television or cable service, appliances, etc. It is the guest's obligation to report any problems or damage to 891 Retreat staff immediately.

11. CHECK-IN AND CHECK-OUT

Every Villa Guest must vacate 891 Retreat no later than 12:00, and check-in time is 15:00 — NO EARLIER!

Any failure to check out of 891 Retreat at 12:00 sharp may result in a half (1/2 day) rent penalty charged to Guest.

Check-in and check-out times are strictly enforced at 891 Retreat. If you would like a later checkout time, you are required to check with the management to see if another group is arriving the day you leave. If not, you might be able to stay on later into the afternoon at no charge, but you are required to get prior permission to stay later than the published check-out time.

12. ENTRY INTO 891 Retreat

Management or Owners staff may enter your villa to perform any repairs as necessary.

We will make every effort to schedule such brief showings at a time convenient to you, to respect your privacy, and not interrupt your stay.

13. SUBSTITUTION

The management reserves the right to substitute comparable or better accommodation without liability, should 891 Retreat be out of order, have been inadvertently double-booked, or be deemed substandard by us for any reason.

If comparable accommodations are not available, Guest may receive a complete refund of all prorated rent for the original villa. Refund process can take up to 30 days after receiving confirmation from the management.

14. GUEST BEHAVIOR

Guest and members of the group shall not use or permit to be brought into 891 Retreat any illegal substances, inflammable fluids (e.g., gasoline, kerosene, naphtha or benzene), or other explosives or articles deemed hazardous to life, limb or property.

Guest are not permitted to use the property for illegal or immoral purposes. If we consider 891 Retreat is being misused for 'parties' the tenant and all the guests may be required to vacate the property. You will not be entitled to any refund.

The use of drugs is against the law in the UAE. If any guest is found to be using drugs you will be required to vacate the property immediately. Management reserve the right to report any violations to the Police.

Guest should follow all rules related to using the property, swimming pool or any other area of 891 Retreat.

15. PROPERTY OCCUPANCY

The property rental is strictly for the number of people agreed at the time of booking and we have the right to terminate the rental without prior notice and without refund or compensation if the numbers are exceeded. Exceptions to this Terms are made only for infants less than 2 years old; if sleeping in a baby crib and not occupying one of the villa's beds, they are NOT included in the villa's total headcount.

Guests should be able to produce age verification of the child if required.

In the event 891 Retreat cannot accommodate the extra person/persons not mentioned in the booking, the guests will have to make their own arrangements and the management is not responsible for the same.

Occupancy and use of the premises will not be such as to disturb or offend neighbors, in which case we reserve the right to terminate the holiday booking immediately, and no refund will be given and no costs in locating alternative accommodation will be paid.

16. AVAILABILITY OF THE PROPERTY

We follow "first pay = first confirm" policy, availability for 891 Retreat might be with other guest in same time for same duration, so we request kindly ensure about your booking advance as per your invoice instructions.

17. WEBSITE INFORMATION

All information supplied by Company is given in good faith and is based upon information available at the time.

While all reasonable efforts have been taken to ensure the accuracy of information on the Website, and its social media channels, the Company does not accept responsibility for errors or omissions and reserve the right to amend, cancel or vary any of the arrangements featured without notice.

Please note that in certain circumstances, generic photographic images have been used to represent the general style of a particular property.

The Company reserves rights to use own property name for marketing purpose.

18. RATES POLICY

All rates, property and service details are subject to change without prior notice.

19. CONTRACT

The customer, by confirming a booking with us accepts these terms and conditions in full, without exception and/or variation.

In any dispute arising out of this rent agreement, the laws of the UAE Judiciary shall apply and the prevailing party shall recover its costs, expenses and reasonable attorneys' fees.

Your sending payment in response to an invoice or booking constitutes your acceptance and agreement to these terms, conditions, limitations and restrictions as printed below. If you have any problems or questions with any of the following, please be sure to phone/mail us for discussion and explanation before you send us your rental payment.

"We as a merchant shall be under no liability whatsoever in respect of any loss or damage arising directly or indirectly out of the decline of authorization for any Transaction, on Account of the Cardholder having exceeded the preset limit mutually agreed by us with our acquiring bank from time to time".

These Terms and conditions are subject to change without prior notice.