

Contents

SECTION 1.....	3
FOUNDER'S MESSAGE	3
SECTION 2.....	4
ABOUT MAGIC SANDS DMC.....	4
Your Trusted Destination Management Company in Arabia.....	4
SECTION 3.....	8
COPYRIGHT & DOCUMENT CONTROL.....	8
SECTION 4.....	12
THE MAGIC SANDS PHILOSOPHY	12
"Every Journey Begins with Trust"	12
SECTION 5.....	15
ARTICLE 1 – DEFINITIONS.....	15
SECTION 6.....	20
ARTICLE 2 – SCOPE OF SERVICES.....	20
SECTION 7.....	26
ARTICLE 3 – QUOTATIONS & BOOKINGS	26
SECTION 8.....	32
ARTICLE 4 – PAYMENTS	32
SECTION 9.....	37
ARTICLE 5 – BOOKING AMENDMENTS & CHANGES	37
SECTION 10	42
ARTICLE 6 – CANCELLATION POLICY.....	42
SECTION 11	47
ARTICLE 7 – REFUND POLICY.....	47
SECTION 12	52
ARTICLE 8 – CLIENT RESPONSIBILITIES.....	52
SECTION 13	59
ARTICLE 9 – MAGIC SANDS DMC RESPONSIBILITIES	59

SECTION 14	65
ARTICLE 10 – LIMITATION OF LIABILITY.....	65
SECTION 15	72
ARTICLE 11 – FORCE MAJEURE	72
SECTION 16	76
ARTICLE 12 – TRAVEL INSURANCE	76
SECTION 17	81
ARTICLE 13 – PRIVACY & DATA PROTECTION	81
SECTION 18	88
ARTICLE 14 – COOKIE POLICY	88
SECTION 19	91
ARTICLE 15 – COMPLAINTS & DISPUTE RESOLUTION	91
SECTION 20	95
ARTICLE 16 – GOVERNING LAW & JURISDICTION	95
SECTION 21	99
CONTACT INFORMATION	99
SECTION 22	102
COPYRIGHT NOTICE.....	102

SECTION 1

FOUNDER'S MESSAGE

"Welcome to Magic Sands DMC.

When we established Magic Sands on 29 January 2024, our vision was simple yet ambitious—to create a destination management company that combines Arabian hospitality with international standards of professionalism, reliability, and innovation.

Born in the Sultanate of Oman, Magic Sands DMC was founded with a deep appreciation for the cultures, landscapes, and traditions that make Arabia one of the world's most captivating regions. From the mountains of Oman and the deserts of Saudi Arabia to the vibrant cities of the United Arab Emirates and the timeless wonders of Egypt, our mission is to connect travelers with authentic and memorable experiences.

Our business is built on trust, transparency, and long-term partnerships. Whether working with travel agencies, tour operators, corporate clients, or individual travelers, we believe that every journey deserves careful planning, seamless execution, and genuine care.

This handbook has been prepared to provide clarity regarding our services, booking procedures, commercial terms, and operational policies. It reflects our commitment to conducting business responsibly while ensuring that our Clients and Partners have a clear understanding of how we operate.

Thank you for placing your trust in Magic Sands DMC. We look forward to welcoming you to Arabia and creating experiences that inspire lasting memories.

Warm regards,

Asif Ali

Magic Sands DMC

Your Guide to Arabia"

SECTION 2

ABOUT MAGIC SANDS DMC

Your Trusted Destination Management Company in Arabia

Magic Sands DMC is a privately owned Destination Management Company (DMC) established on **29 January 2024** with a vision to deliver exceptional travel experiences across the Arabian region. Operating under the customer-facing brand **Magic Sands DMC**, the Company combines local expertise, professional destination management, and personalized service to support travelers and travel professionals from around the world.

Headquartered in the **Sultanate of Oman**, with operations in the **United Arab Emirates**, Magic Sands DMC specializes in designing, managing, and delivering high-quality travel solutions for individuals, families, groups, tour operators, travel agencies, corporate organizations, and government entities.

From the earliest stages of planning to the successful completion of every journey, our objective is to provide seamless travel experiences through careful coordination, trusted partnerships, and a commitment to excellence.

Our Business

Magic Sands DMC operates as a full-service Destination Management Company, offering comprehensive travel solutions throughout Arabia.

Our services include, but are not limited to:

- Hotel and resort reservations
- Airport meet and greet services
- Airport transfers and ground transportation
- Chauffeur-driven and self-drive vehicle arrangements
- Guided sightseeing tours and cultural experiences
- Multi-day touring programs
- FIT (Free Independent Traveler) services
- Group travel management

- MICE (Meetings, Incentives, Conferences and Exhibitions)
- Luxury travel experiences
- Cruise and shore excursions
- Concierge and VIP services
- Special interest travel
- Tailor-made itineraries
- Ground handling and destination support

Every itinerary is designed with careful attention to detail, ensuring that each Client enjoys reliable service, operational efficiency, and authentic local experiences.

Our Presence

Magic Sands DMC proudly operates under the following legal entities:

Sultanate of Oman

MAGIC SANDS LLC

Commercial Registration No. **1533476**

United Arab Emirates

MAGIC SANDS TOURS - FZCO

Trade License No. **87856**

While operating through these registered entities, all client-facing services are presented under the unified commercial brand **Magic Sands DMC**, providing a consistent standard of service and a single trusted identity across our destinations.

Our Commitment

At Magic Sands DMC, we believe that successful destination management is built on professionalism, integrity, transparency, and genuine Arabian hospitality.

We are committed to:

- Delivering reliable and high-quality travel services.
- Building long-term relationships with our clients and business partners.

- Promoting responsible and sustainable tourism.
- Respecting the cultures, traditions, and communities of every destination we serve.
- Maintaining the highest standards of operational excellence.
- Continuously improving through innovation, technology, and customer feedback.

These principles guide every decision we make and every journey we deliver.

Our Vision

To be recognized as one of the most trusted and respected Destination Management Companies in Arabia, known for exceptional service, innovative travel solutions, and enduring partnerships built on trust and professionalism.

Our Mission

To create seamless, authentic, and memorable travel experiences by combining local expertise, operational excellence, and personalized service while showcasing the rich heritage, natural beauty, and hospitality of Arabia.

Why Choose Magic Sands DMC

Choosing a Destination Management Company means placing your trust in a local expert.

At Magic Sands DMC, we combine regional knowledge with international service standards to ensure every journey is planned with care and delivered with precision. Our experienced team works closely with trusted suppliers, hotels, transport providers, guides, and local partners to provide reliable support at every stage of the travel experience.

Whether arranging an individual holiday, a luxury escape, a corporate event, or a large-scale group program, we approach every booking with the same commitment to quality, professionalism, and attention to detail.

Our Promise

Every destination has a story.

Every traveler has a purpose.

At Magic Sands DMC, our promise is simple:

To guide every Client through Arabia with professionalism, authenticity, and the warmth of true Arabian hospitality—creating journeys that inspire lasting memories and partnerships that endure.

Magic Sands DMC

Your Guide to Arabia

SECTION 3

COPYRIGHT & DOCUMENT CONTROL

3.1 Purpose

This handbook has been prepared by **Magic Sands DMC** to provide Clients, Travel Agencies, Tour Operators, Corporate Organizations, Government Entities, and Business Partners with a clear understanding of the Company's policies, commercial practices, operational procedures, and contractual terms governing the services provided by Magic Sands DMC.

This publication serves as an official corporate document and should be read together with any quotation, booking confirmation, service agreement, invoice, itinerary, voucher, or other written communication issued by Magic Sands DMC.

3.2 Document Information

Item	Details
Document Title	Magic Sands DMC – Client Terms, Policies & Conditions
Commercial Brand	Magic Sands DMC
Version	1.0
Document Type	Client Handbook
Publication Status	Official Release
Effective Date	10 July 2026
Document Owner	Magic Sands DMC
Approved By	Management
Review Frequency	Annual or as required
Document Classification	Public – Client Distribution

3.3 Applicable Legal Entities

This handbook applies to the following legal entities operating under the commercial brand **Magic Sands DMC**:

Sultanate of Oman

MAGIC SANDS LLC

Commercial Registration (CR) No. **1533476**

United Arab Emirates

MAGIC SANDS TOURS - FZCO

Trade License No. **87856**

The legal entity responsible for providing services shall be identified within the quotation, booking confirmation, invoice, or any other contractual document issued to the Client.

3.4 Copyright

© 2026 Magic Sands DMC. All Rights Reserved.

This handbook, including its text, layout, graphics, branding, logos, tables, policies, procedures, and design, is the exclusive intellectual property of Magic Sands DMC.

No part of this publication may be reproduced, copied, stored, translated, distributed, transmitted, published, or otherwise used in any form without the prior written consent of Magic Sands DMC, except where permitted under applicable law.

The names **Magic Sands DMC**, **MAGIC SANDS LLC**, **MAGIC SANDS TOURS - FZCO**, the Company logo, slogan "**Your Guide to Arabia**", and all associated branding are protected and remain the exclusive property of Magic Sands DMC.

3.5 Disclaimer

Every reasonable effort has been made to ensure that the information contained in this handbook is accurate at the time of publication.

However, travel regulations, supplier conditions, government requirements, visa policies, taxation, pricing, operational procedures, and legal obligations may change from time to time.

Accordingly, Magic Sands DMC reserves the right to amend, revise, replace, or withdraw any provision of this handbook without prior notice where necessary to reflect operational, legal, regulatory, or commercial changes.

The latest published edition shall supersede all previous versions.

3.6 Use of this Handbook

This handbook is intended to provide clear guidance regarding the services and operating policies of Magic Sands DMC.

It does not replace any specific contractual agreement entered into between Magic Sands DMC and the Client. Where a separate written Commercial Agreement, Service Agreement, Preferred Partner Agreement, or Credit Agreement exists, the provisions of that agreement shall prevail to the extent of any inconsistency.

3.7 Document Control

This is a controlled publication issued by Magic Sands DMC.

Only copies published or authorized by Magic Sands DMC shall be regarded as official.

Printed or electronically stored copies may become outdated following the release of a revised edition. Clients and business partners are encouraged to ensure that they are referring to the latest version available through the official Magic Sands DMC website.

3.8 Version History

Version	Effective Date	Description	Status
1.0	10 July 2026	Initial Official Release	Current

3.9 Contact for Document Enquiries

Questions relating to this handbook, its interpretation, or requests for clarification may be directed to:

Magic Sands DMC

507, Business Center Al Khuwair
Muscat, Sultanate of Oman

Website: www.magicsandsdmc.com

Telephone: +968 9677 2959

SECTION 4

THE MAGIC SANDS PHILOSOPHY

"Every Journey Begins with Trust"

At Magic Sands DMC, we believe that destination management is more than arranging hotels, transportation, or sightseeing tours. It is about creating meaningful travel experiences through professionalism, local knowledge, and genuine Arabian hospitality.

Our philosophy is built upon a simple principle:

Every journey deserves the same level of care, regardless of its size or complexity.

Whether arranging a weekend getaway, a luxury holiday, a corporate incentive programme, or a large international conference, we approach every booking with the same commitment to excellence, integrity, and attention to detail.

Our Purpose

Our purpose is to connect travellers with the authentic spirit of Arabia while providing seamless destination management services that exceed expectations.

We strive to transform every itinerary into a memorable experience by combining local expertise with international standards of service, ensuring that every Client enjoys confidence, comfort, and peace of mind throughout their journey.

Our Core Values

The way we conduct our business is guided by six fundamental values that define who we are and how we serve our clients and partners.

Trust

Trust is the foundation of every successful relationship. We are committed to honest communication, transparent business practices, and delivering on the commitments we make.

Professionalism

We maintain high standards in every aspect of our operations. From the first enquiry to the completion of every journey, we work with precision, reliability, and accountability.

Excellence

We continuously strive to improve our services through innovation, operational efficiency, and attention to detail. Our objective is not simply to meet expectations, but to consistently exceed them.

Partnership

We believe long-term success is built through strong partnerships. We work collaboratively with travel agencies, tour operators, hotels, suppliers, and local communities to create value for everyone involved.

Respect

We respect the cultures, traditions, environments, and communities of every destination in which we operate. We encourage responsible travel that benefits both our visitors and our host communities.

Integrity

Integrity guides every decision we make. We conduct our business ethically, fairly, and responsibly, ensuring that our clients and partners can rely on us with confidence.

Our Commitment to Clients

Every Client is unique, and every journey deserves personal attention.

We listen carefully to our clients' objectives, understand their expectations, and tailor our services to meet their individual requirements. Our role is not only to coordinate travel arrangements but also to provide trusted guidance and dependable support before, during, and after every journey.

Our Commitment to Arabia

As a company born in the Sultanate of Oman, we are proud to represent the rich heritage, breathtaking landscapes, and renowned hospitality of Arabia.

Through every itinerary we design, we aim to showcase the region responsibly while supporting sustainable tourism, preserving cultural authenticity, and contributing positively to the destinations and communities we serve.

Looking Ahead

The travel industry continues to evolve, and so do we.

Magic Sands DMC embraces innovation, technology, and continuous learning while remaining committed to the timeless values of hospitality, professionalism, and human connection.

Our ambition is not simply to grow as a Destination Management Company, but to become a trusted long-term partner recognized for reliability, quality, and exceptional service throughout Arabia.

Our Promise

At Magic Sands DMC, we do not simply arrange travel.

We create journeys built on trust, guided by local expertise, and delivered with professionalism.

Every destination has a story.

Every traveler has a purpose.

Our purpose is to bring them together.

"Your Guide to Arabia."

Magic Sands DMC

SECTION 5

ARTICLE 1 – DEFINITIONS

1.1 Purpose

The purpose of this Article is to define key terms and expressions used throughout this handbook. Unless the context otherwise requires, the following definitions shall apply to all quotations, booking confirmations, invoices, service agreements, itineraries, and other documents issued by Magic Sands DMC.

These definitions are intended to ensure a common understanding between Magic Sands DMC, its clients, and its business partners.

1.2 Definitions

For the purposes of this handbook, the following terms shall have the meanings assigned to them below.

"Magic Sands DMC", "Company", "We", "Us" or "Our"

Means the commercial brand **Magic Sands DMC**, operating through:

- **MAGIC SANDS LLC**, Commercial Registration No. **1533476**, Sultanate of Oman; and
- **MAGIC SANDS TOURS - FZCO**, Trade License No. **87856**, United Arab Emirates,

or any affiliated entity authorized to provide services under the Magic Sands DMC brand.

"Client"

Means any individual, travel agency, tour operator, corporate organization, government entity, or other legal person who requests, purchases, or receives services from Magic Sands DMC.

"Traveler" or "Passenger"

Means any individual travelling under a booking arranged or managed by Magic Sands DMC, whether or not that individual is the contracting Client.

"Booking"

Means a reservation or confirmed arrangement for one or more travel services requested by the Client and accepted by Magic Sands DMC in writing.

A booking becomes confirmed only upon written confirmation issued by Magic Sands DMC and subject to the applicable payment requirements.

"Quotation"

Means a written proposal issued by Magic Sands DMC outlining the proposed services, itinerary, pricing, inclusions, exclusions, payment terms, and other applicable conditions.

Unless otherwise stated, quotations are subject to availability and do not constitute a confirmed booking.

"Confirmation"

Means the written acceptance issued by Magic Sands DMC confirming that the requested services have been successfully reserved and accepted for operation.

"Supplier"

Means any independent third-party service provider engaged in connection with the travel program, including but not limited to:

- Hotels
- Resorts
- Airlines
- Vehicle rental companies
- Transportation providers
- Cruise operators
- Restaurants
- Tourist attractions

- Activity operators
- Local guides
- Event organizers

Suppliers operate independently and may be subject to their own contractual terms and conditions.

"Services"

Means all travel-related services arranged, coordinated, or supplied by Magic Sands DMC, including accommodation, transportation, sightseeing, excursions, destination management, meetings, incentives, conferences, exhibitions (MICE), concierge services, and any additional travel services agreed in writing.

"Destination"

Means any country, city, region, or location in which Magic Sands DMC provides or arranges travel services.

"Business Day"

Means any day, excluding Fridays (where applicable), Saturdays, Sundays, and officially declared public holidays in the jurisdiction of the contracting entity, during which the offices of Magic Sands DMC are open for normal business operations.

"Force Majeure Event"

Means any event beyond the reasonable control of the affected party, including but not limited to natural disasters, severe weather, war, terrorism, civil unrest, epidemics, pandemics, government restrictions, border closures, industrial disputes, transportation disruptions, or any other unforeseen circumstance that prevents or materially affects the performance of contractual obligations.

"Travel Documents"

Means all documents required for travel, including but not limited to:

- Passports
- Visas
- Entry permits
- Vaccination certificates
- Travel insurance documents
- Flight tickets
- Hotel vouchers
- Service vouchers
- Government approvals

The responsibility for obtaining and maintaining valid travel documents rests solely with the Traveler unless expressly agreed otherwise in writing.

"Written Communication"

Means any communication issued or received through email, official correspondence, signed documents, electronic booking systems, or other communication methods expressly recognized by Magic Sands DMC.

Verbal discussions shall not constitute binding confirmation unless subsequently confirmed in writing.

1.3 Interpretation

Unless the context otherwise requires:

- Words importing the singular include the plural and vice versa.
- References to one gender include all genders.
- Headings are included for convenience only and do not affect the interpretation of this handbook.
- References to any law or regulation include any amendment, replacement, or re-enactment of that law.

- References to "including" or "includes" shall be interpreted as "including without limitation."
-

1.4 Priority of Interpretation

Where any inconsistency exists between this handbook and a separately executed written Commercial Agreement, Service Agreement, or Preferred Partner Agreement, the provisions of that agreement shall prevail to the extent of the inconsistency.

1.5 Magic Sands Commitment

Clear communication is fundamental to every successful partnership.

By defining the terminology used throughout this handbook, Magic Sands DMC seeks to ensure transparency, consistency, and a shared understanding between the Company, its clients, and its business partners.

These definitions form the foundation upon which all subsequent policies, procedures, and contractual provisions within this handbook are based.

SECTION 6

ARTICLE 2 – SCOPE OF SERVICES

2.1 Purpose

This Article defines the scope of destination management and travel-related services offered by **Magic Sands DMC**. It provides Clients and Business Partners with a clear understanding of the services that may be arranged by the Company, together with the conditions under which such services are provided.

The inclusion of a service within this Article does not guarantee its availability. All services remain subject to supplier availability, operational feasibility, applicable laws, and written confirmation by Magic Sands DMC.

2.2 Our Services

Magic Sands DMC operates as a full-service Destination Management Company (DMC), providing professional travel solutions throughout the Arabian region.

Our services may include, but are not limited to:

- Hotel and resort reservations
- Airport meet and greet services
- Airport transfers and private transportation
- Chauffeur-driven vehicle services
- Self-drive vehicle arrangements
- Guided sightseeing tours and excursions
- Multi-day tour programs
- FIT (Free Independent Travelers) services
- Group travel management
- MICE (Meetings, Incentives, Conferences & Exhibitions)
- Luxury and VIP travel services

- Cruise and shore excursions
- Concierge and lifestyle services
- Special interest travel
- Tailor-made itineraries
- Ground handling and destination support

The exact services provided shall be those confirmed in the Client's quotation, itinerary, booking confirmation, or service agreement.

2.3 Destination Management Services

Magic Sands DMC provides comprehensive destination management services, including travel planning, operational coordination, supplier management, logistical support, and on-ground assistance.

Our objective is to deliver seamless travel experiences through efficient planning, trusted supplier relationships, and responsive local support.

2.4 Tailor-Made Travel Solutions

Recognizing that every Client has unique requirements, Magic Sands DMC specializes in designing customized travel programs.

Itineraries may be developed based on:

- Individual preferences
- Budget considerations
- Group requirements
- Corporate objectives
- Special interests
- Cultural experiences
- Luxury travel expectations
- Seasonal availability

Each proposal is individually prepared to meet the Client's specific objectives.

2.5 Third-Party Suppliers

Many services arranged by Magic Sands DMC are provided by independent third-party suppliers.

These suppliers may include:

- Hotels and resorts
- Airlines
- Vehicle rental companies
- Transportation providers
- Cruise operators
- Restaurants
- Tourist attractions
- Professional guides
- Activity providers
- Event organizers

Magic Sands DMC carefully selects its suppliers based on reliability, service quality, licensing requirements, and operational standards. However, each supplier remains responsible for the services they directly provide.

2.6 Service Availability

All services are offered subject to:

- Availability at the time of booking
- Supplier confirmation
- Government approvals where required
- Operational feasibility
- Seasonal operating schedules

- Safety considerations
- Applicable laws and regulations

Magic Sands DMC reserves the right to substitute comparable services where necessary due to circumstances beyond its reasonable control.

2.7 Exclusions

Unless expressly stated in writing, the following are not included within the scope of services:

- International or domestic air tickets
- Visa fees
- Passport services
- Travel insurance
- Personal expenses
- Tips and gratuities
- Optional excursions
- Meals not specifically listed
- Early check-in or late check-out unless confirmed
- Additional services requested after booking confirmation

Any excluded service may be arranged separately, subject to availability and additional charges.

2.8 Client Responsibilities

The successful delivery of travel services requires timely cooperation from the Client.

The Client is responsible for providing:

- Accurate traveler information
- Valid travel documents
- Required payments within agreed deadlines
- Timely approval of quotations and itineraries

- Prompt communication regarding any amendments or special requirements

Failure to fulfil these responsibilities may affect the availability or successful delivery of the booked services.

2.9 Changes to Services

Travel arrangements may occasionally require modification due to operational requirements, supplier availability, weather conditions, government regulations, or other unforeseen circumstances.

Where changes become necessary, Magic Sands DMC will make reasonable efforts to provide suitable alternatives of a comparable standard and to minimize disruption to the Client's travel program.

2.10 Geographic Scope

Magic Sands DMC currently provides destination management services across selected destinations within the Arabian region and other destinations where the Company maintains operational capabilities through its trusted supplier network.

The destinations served by Magic Sands DMC may be expanded or modified from time to time without prior notice.

2.11 Quality Standards

Magic Sands DMC is committed to maintaining high standards of professionalism, operational excellence, and customer service.

Our team works closely with carefully selected suppliers and business partners to ensure that every confirmed booking is delivered with reliability, efficiency, and attention to detail.

Continuous evaluation of our services and supplier network forms an integral part of our commitment to quality.

2.12 Magic Sands Commitment

At Magic Sands DMC, we view destination management as more than coordinating travel arrangements.

Our role is to create seamless, reliable, and memorable experiences by combining local expertise, trusted partnerships, and personalized service. Every journey is planned with professionalism, delivered with care, and supported by our commitment to transparency, integrity, and genuine Arabian hospitality.

Whether serving an individual traveler, a family, a travel agency, a corporate organization, or a large international group, we remain dedicated to being **Your Guide to Arabia**.

SECTION 7

ARTICLE 3 – QUOTATIONS & BOOKINGS

3.1 Purpose

This Article outlines the procedures governing quotations, booking requests, confirmations, and contractual acceptance for all services provided by Magic Sands DMC.

Its purpose is to ensure a transparent booking process while establishing the rights and responsibilities of both Magic Sands DMC and the Client from the initial enquiry through to the confirmation of services.

3.2 Request for Quotation

Clients may request a quotation for any travel-related service offered by Magic Sands DMC.

To prepare an accurate proposal, Clients should provide, where applicable:

- Destination(s)
- Preferred travel dates
- Number of travellers
- Rooming requirements
- Nationality of travellers
- Flight details (if available)
- Preferred hotel category
- Requested excursions or activities
- Transportation requirements
- Special requests or dietary requirements
- Any other information relevant to the proposed itinerary

Magic Sands DMC will use reasonable efforts to prepare a quotation based on the information provided.

3.3 Nature of Quotations

Unless expressly stated otherwise, all quotations issued by Magic Sands DMC are:

- Subject to availability at the time of confirmation;
- Based on the information provided by the Client;
- Issued in good faith using the best available supplier rates at the time of preparation;
- Non-binding until confirmed in writing by Magic Sands DMC.

A quotation does not constitute a reservation or guarantee the availability of any service.

3.4 Quotation Validity

Each quotation shall specify its period of validity.

Where no validity period is stated, quotations shall normally remain valid for **seven (7) calendar days** from the date of issue.

Magic Sands DMC reserves the right to revise pricing or availability after the expiry of the quotation period due to changes in supplier rates, currency fluctuations, taxes, government charges, or operational requirements.

3.5 Booking Requests

A booking request shall be deemed to have been made when the Client provides written confirmation instructing Magic Sands DMC to proceed with the reservation of the requested services.

Submission of a booking request does not in itself create a binding contract or guarantee availability.

3.6 Booking Confirmation

A booking shall be considered confirmed only when all of the following conditions have been satisfied:

- Availability has been confirmed by the relevant suppliers;
- The Client has accepted the quotation in writing;
- Any required advance payment or deposit has been received in accordance with the agreed payment terms;
- Magic Sands DMC has issued a written Booking Confirmation.

Until a Booking Confirmation has been issued, all requested services remain subject to availability.

3.7 Client Responsibility for Accuracy

The Client is responsible for ensuring that all information provided to Magic Sands DMC is complete and accurate.

This includes, but is not limited to:

- Passenger names exactly as shown on passports;
- Dates of birth;
- Nationalities;
- Passport validity;
- Contact information;
- Flight details;
- Rooming lists;
- Special requirements.

Magic Sands DMC shall not be liable for additional costs or operational issues arising from incorrect or incomplete information supplied by the Client.

3.8 Amendments Prior to Confirmation

Prior to the issuance of a Booking Confirmation, the Client may request amendments to the proposed itinerary without penalty, subject to supplier availability.

Any amendment may result in revised pricing, changes in availability, or alterations to the proposed programme.

Magic Sands DMC will issue an updated quotation where applicable.

3.9 Supplier Availability

Magic Sands DMC acts as a professional destination management company and coordinates services through carefully selected independent suppliers.

Hotel rooms, transportation, excursions, attractions, and other travel services remain subject to supplier availability until confirmed.

Where a requested service becomes unavailable, Magic Sands DMC will use reasonable efforts to offer a suitable alternative of comparable standard.

3.10 Pricing Adjustments

Prices contained within a quotation are based on the information available at the time of issue.

Prior to booking confirmation, Magic Sands DMC reserves the right to revise prices where necessary due to:

- Supplier price revisions;
- Currency exchange fluctuations;
- Government taxes or fees;
- Fuel surcharges;
- Regulatory changes;
- Operational requirements.

Once a booking has been confirmed, prices shall remain as agreed unless otherwise provided for under this handbook or the applicable commercial agreement.

3.11 Booking Documentation

Following confirmation, Magic Sands DMC shall provide the Client with the relevant travel documentation, which may include:

- Booking Confirmation;
- Itinerary;
- Service Voucher(s);
- Hotel Confirmation(s);
- Transfer details;
- Emergency contact information;
- Additional operational instructions where applicable.

Clients are encouraged to review all documents immediately upon receipt and notify Magic Sands DMC of any discrepancies without delay.

3.12 Commercial Agreements

Where the Client has entered into a separate written Commercial Agreement, Preferred Partner Agreement, Corporate Agreement, or Credit Agreement with Magic Sands DMC, the terms of that agreement shall apply in addition to this handbook.

In the event of any inconsistency, the provisions of the written Commercial Agreement shall prevail to the extent of that inconsistency.

3.13 Electronic Communications

Magic Sands DMC accepts booking instructions and confirmations transmitted through recognised electronic communication channels, including email and approved reservation systems.

Electronic correspondence exchanged between the Client and Magic Sands DMC shall be deemed valid written communication unless otherwise required by law.

3.14 Right to Decline a Booking

Magic Sands DMC reserves the right to decline or cancel a booking request prior to confirmation where:

- Required payments have not been received;

- Requested services are unavailable;
- Information provided is incomplete or inaccurate;
- The booking cannot reasonably be fulfilled;
- Acceptance would result in a breach of applicable laws or regulations; or
- There are reasonable operational or commercial grounds for doing so.

Where a booking is declined prior to confirmation, any monies received shall be refunded in accordance with the applicable payment terms, less any non-recoverable charges already incurred.

3.15 Magic Sands Commitment

Every booking entrusted to Magic Sands DMC is managed with professionalism, attention to detail, and transparent communication.

From the first enquiry to the final confirmation, our objective is to provide a smooth and reliable booking experience while ensuring that our Clients receive accurate information, competitive solutions, and responsive support at every stage of the journey.

SECTION 8

ARTICLE 4 – PAYMENTS

4.1 Purpose

This Article establishes the payment terms governing all services provided by Magic Sands DMC. It outlines the Company's standard payment requirements, accepted payment methods, payment deadlines, and the respective responsibilities of both Magic Sands DMC and the Client.

Timely payment is essential to secure reservations, maintain supplier commitments, and ensure the successful delivery of confirmed travel services.

4.2 Standard Payment Policy

Unless otherwise agreed in writing, **100% payment of the total booking value must be received before the applicable supplier cancellation deadline or the payment deadline specified by Magic Sands DMC**, whichever occurs first.

Failure to receive payment within the required timeframe may result in the automatic release or cancellation of booked services without liability to Magic Sands DMC.

4.3 Agreed Payment Plans

Magic Sands DMC recognizes that certain Clients, including approved travel agencies, tour operators, corporate organizations, and long-term business partners, may require alternative payment arrangements.

Where expressly agreed in writing, payments may be accepted in accordance with:

- Approved credit terms;
- Instalment payment schedules;
- Corporate payment agreements;
- Preferred partner agreements; or
- Other mutually agreed commercial arrangements.

Any such arrangement shall apply only to the specific booking or agreement for which it has been approved and shall not constitute a permanent entitlement unless confirmed in writing.

4.4 Payment Due Dates

The applicable payment due date shall be the date specified in:

- The quotation;
- Proforma invoice;
- Booking confirmation;
- Commercial agreement; or
- Any written communication issued by Magic Sands DMC.

Where multiple payment deadlines apply, the earliest applicable deadline shall prevail unless otherwise agreed in writing.

4.5 Accepted Payment Methods

Payments may be made using one or more of the following methods, subject to availability:

- Bank transfer;
- Electronic funds transfer (EFT);
- Online payment gateway;
- Credit or debit card (where accepted);
- Other payment methods approved by Magic Sands DMC.

Payment instructions shall be provided on the relevant invoice or payment request.

4.6 Currency

Unless otherwise stated, all quotations and invoices shall be issued in the currency specified by Magic Sands DMC.

Where payment is made in an alternative currency, the applicable exchange rate and any associated conversion costs shall be borne by the Client unless otherwise agreed in writing.

4.7 Bank Charges

All bank charges, transfer fees, intermediary bank deductions, foreign exchange costs, and other payment-related charges shall be the responsibility of the Client.

Magic Sands DMC must receive the full invoiced amount, free of deductions, unless otherwise agreed.

4.8 Confirmation of Payment

Payments shall be considered received only when the cleared funds have been credited to the designated bank account of Magic Sands DMC.

Submission of a payment receipt or transfer confirmation does not constitute proof of payment until the funds have been successfully received and verified.

Upon receipt of payment, Magic Sands DMC will issue a payment acknowledgement or tax invoice, where applicable.

4.9 Late or Outstanding Payments

If payment is not received by the agreed due date, Magic Sands DMC reserves the right to:

- Suspend processing of the booking;
- Withhold travel documentation;
- Release hotel rooms or other reserved services;
- Cancel unconfirmed reservations;
- Decline future booking requests until outstanding balances have been settled.

Any costs, penalties, or cancellation charges imposed by suppliers as a result of delayed payment shall be borne by the Client.

4.10 Partial Payments

Where partial payments have been accepted under a written agreement, the remaining balance shall be paid strictly in accordance with the agreed schedule.

Failure to comply with the agreed payment schedule may result in the cancellation of services or withdrawal of any approved credit facilities.

4.11 Taxes and Government Charges

Unless expressly stated otherwise, quotations include only those taxes, tourism fees, or government charges applicable at the time of issue.

Should any tax, tourism levy, government fee, or statutory charge be introduced or amended after the quotation date but before the commencement of travel, Magic Sands DMC reserves the right to adjust the total price accordingly.

4.12 Refunds of Payments

Refunds shall be processed in accordance with **Article 7 – Refund Policy** of this handbook.

Any refund shall remain subject to:

- Supplier refund policies;
- Applicable cancellation terms;
- Non-recoverable costs already incurred;
- Applicable banking or payment processing charges.

4.13 Fraud Prevention

Magic Sands DMC reserves the right to verify the identity of the payer and to request additional documentation where reasonably necessary to prevent fraud, money laundering, or unauthorized transactions.

The Company may refuse or delay the processing of payments where there are reasonable grounds to suspect fraudulent or unlawful activity.

4.14 Right to Offset

Where permitted by applicable law, Magic Sands DMC reserves the right to offset any outstanding amounts owed by the Client against any monies held on behalf of the Client in connection with other bookings or transactions.

4.15 No Waiver

Acceptance of late payments or partial payments on one occasion shall not constitute a waiver of Magic Sands DMC's right to require strict compliance with the payment terms for future bookings.

4.16 Magic Sands Commitment

Magic Sands DMC is committed to maintaining transparent and fair payment practices.

We aim to provide clear quotations, accurate invoicing, and flexible commercial arrangements where appropriate, while ensuring that supplier obligations are met and travel services are secured without unnecessary delay.

Through open communication and responsible financial management, we seek to build long-term relationships based on trust, reliability, and mutual respect.

SECTION 9

ARTICLE 5 – BOOKING AMENDMENTS & CHANGES

5.1 Purpose

This Article outlines the procedures governing amendments and changes to confirmed bookings. It establishes the respective responsibilities of Magic Sands DMC and the Client when modifications are requested after a booking has been confirmed.

Magic Sands DMC recognizes that travel arrangements may occasionally require changes and will make reasonable efforts to accommodate such requests, subject to supplier availability, operational feasibility, and applicable charges.

5.2 Amendment Requests

All requests to amend a confirmed booking must be submitted in writing by the Client or their authorized representative.

Amendment requests may include, but are not limited to:

- Travel date changes;
- Passenger name corrections;
- Addition or removal of travelers;
- Hotel changes;
- Room type amendments;
- Transportation changes;
- Excursion or activity modifications;
- Itinerary revisions;
- Extension or reduction of the travel program; or
- Any other alteration to the confirmed booking.

Verbal requests shall not be considered valid unless subsequently confirmed in writing.

5.3 Amendment Approval

An amendment shall only become effective when:

- Availability has been confirmed by the relevant supplier(s);
- Any additional costs have been accepted by the Client;
- Required supplementary payments have been received, where applicable; and
- Magic Sands DMC has issued a revised written Booking Confirmation.

Until such confirmation has been issued, the original booking shall remain in force.

5.4 Supplier Conditions

Many travel services are provided by independent suppliers, each of whom may impose their own amendment policies and charges.

Accordingly, any amendment requested by the Client shall remain subject to:

- Supplier approval;
- Availability;
- Contractual restrictions;
- Applicable amendment fees; and
- Operational limitations.

Magic Sands DMC cannot guarantee that requested amendments will be accepted.

5.5 Additional Charges

Amendments may result in additional costs, including but not limited to:

- Hotel rate differences;
- Airline or transport provider charges;
- Supplier amendment fees;
- Seasonal price increases;
- Currency exchange variations;
- Government taxes or tourism fees;

- Administrative costs reasonably incurred by Magic Sands DMC.

The Client shall be responsible for all additional charges arising from approved amendments.

5.6 Administrative Fees

Magic Sands DMC reserves the right to charge a reasonable administrative fee for processing booking amendments where such work requires additional operational coordination.

Where an administrative fee applies, the Client shall be advised before the amendment is processed.

5.7 Name Changes

Passenger name changes are subject to the policies of the relevant supplier.

Certain services, including airline tickets, event tickets, visas, permits, or special promotional rates, may not permit name changes after confirmation.

The Client is responsible for ensuring that all passenger names provided at the time of booking exactly match the relevant travel documents.

5.8 Date Changes

Requests to amend travel dates shall be treated as new availability requests.

Magic Sands DMC will use reasonable efforts to secure comparable services; however:

- Availability cannot be guaranteed;
 - Prices may differ from the original booking;
 - Supplier amendment fees may apply; and
 - Revised cancellation conditions may become applicable.
-

5.9 Changes Requested by Magic Sands DMC

Where operational circumstances require Magic Sands DMC to amend a confirmed booking, the Company shall make reasonable efforts to:

- Notify the Client as soon as practicable;
- Provide suitable alternatives of a comparable standard;
- Minimize disruption to the travel program; and
- Maintain the overall quality of the booked services.

Such changes may arise due to supplier operational issues, safety considerations, government requirements, or other unforeseen circumstances.

5.10 Major Amendments

Where a proposed amendment would substantially alter the confirmed travel programme, Magic Sands DMC shall discuss the available options with the Client before proceeding.

Where no mutually acceptable alternative can be arranged, the matter shall be addressed in accordance with the applicable cancellation and refund provisions of this handbook.

5.11 Effect on Existing Terms

Unless expressly stated otherwise in the revised Booking Confirmation, all original terms, conditions, payment obligations, cancellation policies, and other provisions of the confirmed booking shall continue to apply following any approved amendment.

5.12 Record of Amendments

For operational accuracy and audit purposes, Magic Sands DMC reserves the right to maintain records of all amendment requests, approvals, revised itineraries, payment adjustments, and related correspondence associated with a booking.

5.13 Magic Sands Commitment

Magic Sands DMC understands that travel plans may change unexpectedly.

Our team is committed to handling amendment requests promptly, professionally, and transparently while working closely with our trusted suppliers to achieve the best possible outcome for our clients.

Whenever practical, we will endeavor to minimize additional costs and operational disruption while maintaining the high standards of service that our clients expect.

SECTION 10

ARTICLE 6 – CANCELLATION POLICY

6.1 Purpose

This Article establishes the policies governing the cancellation of confirmed travel services arranged by Magic Sands DMC. It outlines the procedures, responsibilities, and financial implications applicable when a booking is cancelled by either the Client or Magic Sands DMC.

The purpose of this policy is to provide a transparent and fair framework while recognising the contractual obligations that exist between Magic Sands DMC and its suppliers.

6.2 Cancellation by the Client

The Client may cancel a confirmed booking at any time by providing written notice to Magic Sands DMC.

A cancellation shall become effective only when written confirmation acknowledging the cancellation has been issued by Magic Sands DMC.

The date on which the written cancellation request is received by Magic Sands DMC shall determine the applicable cancellation charges.

Verbal cancellations shall not be accepted unless subsequently confirmed in writing.

6.3 Supplier Cancellation Policies

Many services arranged by Magic Sands DMC are provided by independent suppliers, including hotels, transportation providers, attractions, cruise operators, restaurants, and activity operators.

Accordingly, cancellation charges shall primarily be determined by the cancellation policies imposed by the relevant supplier(s).

Magic Sands DMC shall communicate the applicable cancellation terms to the Client wherever reasonably practicable before confirmation of the booking.

6.4 Cancellation Charges

Unless otherwise agreed in writing or specified within a separate Commercial Agreement, the Client shall be responsible for:

- Supplier cancellation charges;
- Non-refundable deposits;
- Government fees;
- Visa charges;
- Permit fees;
- Administrative costs reasonably incurred by Magic Sands DMC; and
- Any other non-recoverable expenses directly related to the booking.

Cancellation charges may vary depending upon:

- Destination;
- Hotel;
- Supplier conditions;
- Travel dates;
- Group size;
- Seasonality;
- Promotional rates; and
- Special event periods.

6.5 Peak Season & Special Events

Bookings made during peak travel periods, festive seasons, exhibitions, conferences, sporting events, or other special events may be subject to stricter cancellation terms imposed by suppliers.

Certain bookings may be entirely non-refundable once confirmed.

Where such conditions apply, Magic Sands DMC shall endeavor to notify the Client before confirmation.

6.6 No-Show

A "No-Show" occurs where a traveler fails to utilize a confirmed service without providing prior written cancellation.

Unless otherwise stated by the relevant supplier:

- No refund shall be payable for unused services resulting from a No-Show.
 - Hotels may release reserved rooms.
 - Transfers and excursions may depart as scheduled without the traveler.
 - Subsequent services may be affected without liability to Magic Sands DMC.
-

6.7 Partial Cancellation

Where only part of a confirmed booking is cancelled, including the cancellation of individual passengers, rooms, services, or travel dates, Magic Sands DMC reserves the right to:

- Recalculate pricing based on the revised group size or occupancy;
 - Apply supplier amendment or cancellation charges;
 - Revise package pricing where promotional rates no longer apply; and
 - Recover any additional operational costs arising from the partial cancellation.
-

6.8 Cancellation by Magic Sands DMC

Magic Sands DMC reserves the right to cancel or terminate a booking prior to the commencement of travel where:

- Required payments have not been received within the agreed time;
- The Client has materially breached these Terms & Conditions;
- Information provided by the Client is materially inaccurate or incomplete;
- The requested services become unavailable and no reasonable alternative can be secured;
- The booking cannot be lawfully or safely operated; or
- A Force Majeure Event prevents the provision of the confirmed services.

Where Magic Sands DMC cancels a booking for reasons other than the Client's breach or a Force Majeure Event, the Company shall make reasonable efforts to offer suitable alternatives or process any applicable refund in accordance with Article 7.

6.9 Force Majeure

Where a booking is cancelled due to a Force Majeure Event, the provisions of **Article 11 – Force Majeure** shall apply.

Refunds, credits, postponements, or alternative arrangements shall be subject to supplier policies, recoverable amounts, and applicable law.

6.10 Cancellation Procedure

To ensure timely processing, cancellation requests should include:

- Booking reference number;
- Client name;
- Names of affected Travelers;
- Services to be cancelled;
- Effective cancellation date; and
- Reason for cancellation (optional but appreciated for service improvement).

Magic Sands DMC will acknowledge receipt of the request and advise the Client of the applicable cancellation consequences as soon as reasonably practicable.

6.11 Effect on Refund Eligibility

Cancellation of a booking does not automatically entitle the Client to a refund.

Refund eligibility shall be determined in accordance with:

- Supplier cancellation policies;
- The applicable booking conditions;
- The provisions of **Article 7 – Refund Policy**;

- Any applicable Commercial Agreement; and
 - Relevant legal obligations.
-

6.12 Travel Insurance

Clients are strongly encouraged to obtain comprehensive travel insurance that provides cover for cancellation expenses, medical emergencies, travel interruption, and other unforeseen events.

Travel insurance may significantly reduce the financial impact of cancellations beyond the control of the Client.

6.13 Magic Sands Commitment

Magic Sands DMC understands that travel plans may change due to personal, commercial, or unforeseen circumstances.

Whenever a cancellation request is received, our team will work diligently with suppliers to minimize financial impact, recover any refundable amounts where possible, and provide clear guidance throughout the process.

Our objective is to handle every cancellation fairly, transparently, and professionally while maintaining the trust of our clients and business partners.

SECTION 11

ARTICLE 7 – REFUND POLICY

7.1 Purpose

This Article establishes the policy governing refunds relating to services arranged by Magic Sands DMC. It outlines the circumstances under which refunds may be considered, the applicable procedures, and the responsibilities of both Magic Sands DMC and the Client.

As Magic Sands DMC acts as a Destination Management Company coordinating services through independent suppliers, refund eligibility is primarily dependent upon the contractual terms of the respective supplier and the conditions applicable to the confirmed booking.

7.2 General Refund Principles

Refunds shall only be considered where:

- The confirmed booking is cancelled in accordance with the applicable cancellation policy;
- The relevant supplier has approved or authorized a refund;
- The refunded amount has been received by Magic Sands DMC from the supplier; or
- A refund is otherwise required under applicable law or an existing written agreement.

Submission of a refund request does not guarantee that a refund will be payable.

7.3 Non-Refundable Services

Unless expressly stated otherwise at the time of booking, the following services may be wholly or partially non-refundable:

- Promotional or special offer bookings;
- Non-refundable hotel rates;
- Airline tickets issued on non-refundable fares;
- Visa processing fees;
- Government permits;

- Tourism taxes and statutory charges;
- Event or exhibition tickets;
- Attraction entrance tickets;
- Travel insurance premiums;
- Administrative or service fees already incurred; and
- Any other services identified by the supplier as non-refundable.

The specific refund conditions applicable to each booking shall be communicated to the Client were reasonably practicable.

7.4 Partial Refunds

Where only part of a booking is cancelled or remains unused, any refund shall be limited to the refundable portion of the affected services.

Refund amounts may be reduced by:

- Supplier cancellation charges;
 - Administrative fees;
 - Bank charges;
 - Currency exchange losses;
 - Non-recoverable taxes or government fees; and
 - Any operational costs already incurred.
-

7.5 Unused Services

No refund shall normally be payable for services that remain unused due to:

- Late arrival;
- Early departure;
- Voluntary itinerary changes;
- Failure to attend scheduled services;
- No-show;

- Failure to obtain valid travel documents;
- Refusal of entry by immigration authorities; or
- Personal decisions made during the journey.

Exceptions may apply where the relevant supplier agrees to provide a refund.

7.6 Refund Procedure

Clients requesting a refund should submit a written request to Magic Sands DMC together with any supporting documentation reasonably required.

Where appropriate, the request should include:

- Booking reference number;
- Client name;
- Details of the cancelled or unused services;
- Reason for the refund request; and
- Any supporting documents relevant to the claim.

Magic Sands DMC shall review the request in good faith and liaise with the relevant suppliers where necessary.

7.7 Refund Processing Time

Where a refund is approved, Magic Sands DMC shall endeavour to process the refund within a reasonable period after receiving the refundable amount from the relevant supplier.

The actual processing time may vary depending upon:

- Supplier processing periods;
 - Banking procedures;
 - Payment gateway processing;
 - International fund transfer times; and
 - Regulatory or compliance requirements.
-

7.8 Method of Refund

Unless otherwise agreed in writing, approved refunds shall normally be made using the same payment method through which the original payment was received.

Where this is not reasonably possible, Magic Sands DMC may agree an alternative refund method with the Client, subject to applicable legal and financial requirements.

7.9 Currency of Refund

Refunds shall generally be processed in the currency in which the original payment was received.

Magic Sands DMC shall not be responsible for:

- Exchange rate fluctuations;
 - Currency conversion losses;
 - Bank commissions;
 - Credit card provider charges; or
 - Other financial institution fees incurred during the refund process.
-

7.10 Credit Notes

Where agreed by both parties, Magic Sands DMC may issue a credit note or travel credit in place of a monetary refund.

Unless otherwise specified, any credit note shall:

- Be issued in writing;
 - State its validity period;
 - Be transferable only with the prior written approval of Magic Sands DMC; and
 - Be redeemable against future services arranged by Magic Sands DMC.
-

7.11 Refund Limitations

Magic Sands DMC shall not be obliged to refund amounts that:

- Have not been recovered from the relevant supplier;
- Represent supplier penalties or contractual cancellation charges;
- Relate to services already consumed;
- Arise from circumstances beyond the Company's reasonable control; or
- Are excluded under the confirmed booking conditions.

Nothing in this Article limits any refund rights that may be available under applicable law.

7.12 Force Majeure

Where cancellations arise due to a Force Majeure Event, refunds shall be governed by **Article 11 – Force Majeure** together with the policies of the relevant suppliers and any applicable legal requirements.

7.13 Travel Insurance

Clients are strongly encouraged to obtain comprehensive travel insurance that provides protection against cancellation costs, travel interruption, medical emergencies, and other unforeseen events.

Where insurance cover applies, Clients should submit claims directly to their insurer in accordance with the terms of their policy.

7.14 Magic Sands Commitment

Magic Sands DMC is committed to administering refund requests fairly, transparently, and in accordance with the applicable booking conditions.

Whenever a refund request is received, our team will work diligently with the relevant suppliers to recover any refundable amounts and will keep the Client informed throughout the process.

Our objective is to ensure that every refund request is handled with professionalism, integrity, and clear communication while balancing the contractual obligations that exist between our clients, our suppliers, and Magic Sands DMC.

SECTION 12

ARTICLE 8 – CLIENT RESPONSIBILITIES

8.1 Purpose

This Article outlines the responsibilities of the Client and all Travelers participating in services arranged by Magic Sands DMC.

The successful delivery of travel services depends upon the cooperation of both parties. Clients are expected to provide accurate information, comply with applicable laws, fulfil their contractual obligations, and act responsibly throughout the duration of their travel arrangements.

8.2 Accuracy of Information

The Client shall ensure that all information provided to Magic Sands DMC is complete, accurate, and up to date.

This includes, but is not limited to:

- Full names exactly as shown on passports;
- Nationality;
- Date of birth;
- Passport details;
- Flight information;
- Contact information;
- Rooming lists;
- Emergency contact details;
- Special requests; and
- Any other information reasonably required to arrange the booked services.

Magic Sands DMC shall not be responsible for delays, additional expenses, or service disruptions arising from incorrect, incomplete, or late information supplied by the Client.

8.3 Passports, Visas & Travel Documentation

The Client is solely responsible for ensuring that every traveler possesses valid travel documentation required for the journey.

This includes:

- Passports with sufficient validity;
- Entry visas;
- Transit visas;
- Residence permits where applicable;
- Vaccination or health certificates;
- Travel insurance documents; and
- Any other documentation required by the destination or relevant authorities.

Unless specifically agreed in writing, Magic Sands DMC does not provide immigration advice and cannot guarantee the approval or issuance of visas or entry permits.

8.4 Health & Medical Requirements

Clients are responsible for ensuring that all Travelers are medically fit to undertake the booked travel program.

Any medical condition, disability, allergy, dietary requirement, reduced mobility, or special assistance requirement that may affect the travel arrangements should be disclosed to Magic Sands DMC before booking confirmation.

Magic Sands DMC will make reasonable efforts to communicate such requirements to the relevant suppliers but cannot guarantee that every request can be accommodated.

8.5 Travel Insurance

Magic Sands DMC strongly recommends that every traveler obtain comprehensive travel insurance covering, where appropriate:

- Trip cancellation;

- Medical expenses;
- Emergency evacuation;
- Personal accident;
- Personal liability;
- Baggage loss or delay;
- Travel interruption; and
- Other unforeseen circumstances.

Unless expressly stated otherwise, travel insurance is not included in the booking price.

8.6 Compliance with Laws & Regulations

Travelers are expected to comply with all applicable laws, regulations, customs, and local requirements of every destination visited.

This includes compliance with:

- Immigration regulations;
- Customs requirements;
- Health and safety regulations;
- Road traffic laws;
- Environmental regulations;
- Cultural and religious customs; and
- Instructions issued by local authorities or service providers.

Any fines, penalties, legal proceedings, or additional costs resulting from non-compliance shall remain the sole responsibility of the traveler.

8.7 Conduct & Behavior

Clients and Travelers are expected to behave respectfully towards:

- Local communities;
- Hotel staff;

- Drivers;
- Tour guides;
- Other travelers;
- Suppliers; and
- Public authorities.

Magic Sands DMC reserves the right to suspend or terminate services without refund where a Traveler's behavior:

- Endangers the safety of others;
- Causes damage to property;
- Violates applicable laws;
- Is abusive, threatening, violent, discriminatory, or offensive; or
- Seriously disrupts the travel program.

The Client shall remain responsible for any costs arising from such conduct.

8.8 Punctuality

Travelers are responsible for arriving at the designated meeting points at the times specified in the itinerary, vouchers, or travel documentation.

Magic Sands DMC shall not be responsible for missed services resulting from the Traveler's failure to arrive on time.

Where reasonably possible, assistance may be provided to rejoin the itinerary; however, any additional costs shall be borne by the Client.

8.9 Personal Belongings

Travelers are solely responsible for the safekeeping of their:

- Passports;
- Travel documents;
- Luggage;

- Cash;
- jewelry;
- Mobile devices;
- Cameras;
- Personal valuables; and
- Other belongings.

Magic Sands DMC accepts no responsibility for loss, theft, or damage to personal property except where directly caused by the proven negligence of the Company.

8.10 Damage to Property

The Client shall be responsible for any loss or damage caused by any traveler to:

- Hotels;
- Vehicles;
- Equipment;
- Attractions;
- Public property;
- Supplier facilities; or
- Property belonging to other guests.

The Client agrees to reimburse the relevant party for any repair, replacement, cleaning, or compensation costs resulting from such damage.

8.11 Photography & Promotional Material

During tours, events, or organized programs, photographs or video recordings may occasionally be taken for operational or promotional purposes.

Clients who do not wish to appear in such materials should notify Magic Sands DMC in writing before the commencement of the relevant service. Magic Sands DMC will make reasonable efforts to respect such requests.

8.12 Cooperation During Emergencies

In the event of severe weather, natural disasters, political unrest, health emergencies, government restrictions, transport disruptions, or other unforeseen circumstances, Clients and Travelers agree to cooperate with Magic Sands DMC, suppliers, and local authorities in implementing reasonable alternative arrangements designed to protect the safety and wellbeing of all persons involved.

8.13 Financial Responsibility

The Client shall remain responsible for all additional costs arising from:

- Personal decisions;
 - Missed flights;
 - Late arrivals;
 - Incorrect travel documentation;
 - Voluntary itinerary changes;
 - Medical emergencies not attributable to Magic Sands DMC;
 - Damage caused by the traveler; or
 - Any circumstance resulting from the Client's failure to comply with these Terms & Conditions.
-

8.14 Acknowledgement

By confirming a booking with Magic Sands DMC, the Client acknowledges that they have read, understood, and accepted the responsibilities set out in this Article and agree to ensure that all Travelers included in the booking comply with these requirements.

8.15 Magic Sands Commitment

Magic Sands DMC is committed to providing every Client with clear information, professional guidance, and responsive support throughout the travel experience.

By working together with mutual respect, open communication, and shared responsibility, we can create safe, enjoyable, and memorable journeys while maintaining the highest standards of destination management and Arabian hospitality.

SECTION 13

ARTICLE 9 – MAGIC SANDS DMC RESPONSIBILITIES

9.1 Purpose

This Article defines the responsibilities and commitments of Magic Sands DMC in relation to the travel services arranged on behalf of its clients. It outlines the standard of care that Clients can reasonably expect while recognizing that many travel services are delivered through carefully selected independent suppliers.

Magic Sands DMC is committed to conducting its business with professionalism, transparency, integrity, and respect for the interests of its clients and business partners.

9.2 Professional Duty of Care

Magic Sands DMC shall exercise reasonable skill, care, and diligence in planning, coordinating, and managing the travel services confirmed under a booking.

Our team shall endeavor to ensure that services are delivered substantially in accordance with the confirmed itinerary, subject to operational requirements, supplier performance, and circumstances beyond our reasonable control.

9.3 Accurate Quotations & Information

Magic Sands DMC shall use reasonable efforts to ensure that quotations, itineraries, invoices, vouchers, and travel documentation are accurate at the time of issue.

Where changes occur due to supplier updates, government regulations, operational requirements, or other unforeseen circumstances, the Company shall promptly communicate such changes to the Client whenever reasonably practicable.

9.4 Supplier Selection

Magic Sands DMC carefully selects hotels, transportation providers, guides, activity operators, restaurants, and other suppliers based on factors including:

- Professional reputation;
- Licensing and legal compliance;

- Service quality;
- Operational reliability;
- Safety standards; and
- Suitability for the confirmed travel program.

While suppliers remain independent entities responsible for the services they directly provide, Magic Sands DMC continuously evaluates supplier performance to maintain high operational standards.

9.5 Booking Management

Following receipt of a confirmed booking and the required payment, Magic Sands DMC shall:

- Coordinate reservations with relevant suppliers;
- Monitor booking status;
- Issue confirmation documents;
- Prepare operational travel documentation;
- Communicate relevant travel information to the Client; and
- Provide reasonable assistance before the commencement of travel.

9.6 Operational Support

Throughout the travel program, Magic Sands DMC shall use reasonable efforts to provide operational assistance relating to the confirmed services.

Support may include:

- Coordination with hotels and suppliers;
- Assistance with operational enquiries;
- Guidance regarding confirmed itineraries;
- Communication during travel disruptions;
- Facilitation of reasonable alternative arrangements where practical.

The extent of such assistance shall depend upon the nature of the booking and the operational circumstances at the time.

9.7 Communication

Magic Sands DMC is committed to maintaining clear, timely, and professional communication with its clients.

Where changes affecting confirmed services become necessary, the Company shall notify the Client as soon as reasonably practicable and, where possible, propose appropriate alternatives.

9.8 Confidentiality

Magic Sands DMC shall treat all personal and commercial information provided by Clients with appropriate confidentiality.

Personal information shall only be processed and shared where necessary:

- To arrange confirmed travel services;
- To comply with legal or regulatory obligations;
- To communicate with suppliers involved in the travel program; or
- Where disclosure is authorized by the Client.

The Company shall process personal information in accordance with applicable privacy and data protection laws.

9.9 Service Changes

Where operational circumstances require modifications to confirmed services, Magic Sands DMC shall make reasonable efforts to provide alternatives of a comparable standard.

Examples may include:

- Hotel substitutions;
- Transportation changes;
- Revised sightseeing schedules;
- Alternative restaurants;

- Adjusted excursion timings.

Such substitutions shall be made in good faith with the objective of minimizing disruption to the Client's travel experience.

9.10 Compliance with Laws

Magic Sands DMC shall conduct its operations in accordance with the applicable laws and regulations governing its activities within the jurisdictions in which it operates.

The Company is committed to maintaining all required licenses, registrations, and approvals necessary for the lawful provision of its services.

9.11 Continuous Improvement

Magic Sands DMC is committed to continually improving its services through:

- Staff training and professional development;
- Regular supplier evaluations;
- Client feedback and service reviews;
- Operational audits;
- Technology and digital innovation; and
- The implementation of industry best practices.

This commitment supports our objective of delivering consistent, high-quality destination management services.

9.12 Ethical Business Practices

Magic Sands DMC conducts its business with honesty, fairness, and respect for all stakeholders.

We are committed to:

- Transparent commercial practices;
- Ethical dealings with Clients and suppliers;
- Respect for cultural diversity;

- Responsible tourism principles;
 - Equal treatment of Clients and business partners; and
 - Compliance with applicable anti-corruption and anti-fraud legislation.
-

9.13 Limitations of Responsibility

While Magic Sands DMC coordinates travel arrangements with due care, certain services are performed by independent third-party suppliers.

Accordingly, the Company cannot guarantee:

- Supplier operational performance;
- Weather conditions;
- Government decisions;
- Immigration outcomes;
- Transportation delays;
- Events beyond its reasonable control; or
- Circumstances addressed under **Article 10 – Limitation of Liability** and **Article 11 – Force Majeure**.

Nothing in this Article shall be interpreted as creating obligations beyond those imposed by applicable law or the contractual terms governing the booking.

9.14 Client Satisfaction

Magic Sands DMC values long-term relationships built upon trust, reliability, and excellent service.

Every enquiry, booking, and operational request is managed with the objective of achieving the highest level of Client satisfaction through responsive communication, professional service delivery, and practical problem-solving.

9.15 Magic Sands Commitment

At Magic Sands DMC, our responsibility extends beyond coordinating travel arrangements.

We are committed to acting as a trusted destination management partner—providing expert guidance, dependable operational support, transparent communication, and personalized service at every stage of the Client journey.

Our success is measured not only by the destinations we showcase, but by the confidence our clients and partners place in us.

Through professionalism, integrity, and genuine Arabian hospitality, we remain dedicated to delivering exceptional travel experiences across every destination we serve.

SECTION 14

ARTICLE 10 – LIMITATION OF LIABILITY

10.1 Purpose

This Article defines the extent of Magic Sands DMC's legal responsibility in relation to the travel services arranged on behalf of its clients. It clarifies the circumstances in which the Company may be held responsible and identifies situations where liability is limited or excluded to the extent permitted by applicable law.

Nothing contained in this Article shall exclude or limit any liability that cannot legally be excluded under the laws governing the applicable contracting entity.

10.2 Standard of Care

Magic Sands DMC shall exercise reasonable skill, care, and professional diligence in arranging and coordinating the travel services confirmed under the Client's booking.

While every reasonable effort is made to deliver services as confirmed, Magic Sands DMC does not guarantee that every element of a travel program will be entirely free from delays, changes, interruptions, or unforeseen circumstances.

10.3 Independent Suppliers

Magic Sands DMC acts primarily as a Destination Management Company coordinating travel services through independent third-party suppliers.

These suppliers may include, but are not limited to:

- Hotels and resorts;
- Airlines;
- Cruise operators;
- Transportation providers;
- Vehicle rental companies;
- Restaurants;
- Tourist attractions;

- Activity operators;
- Professional guides; and
- Event organizers.

Each supplier is independently responsible for the services it provides and remains subject to its own contractual obligations, operating standards, and applicable laws.

Except where directly caused by the proven negligence or willful misconduct of Magic Sands DMC, the Company shall not be liable for the acts, omissions, delays, insolvency, or service failures of independent suppliers.

10.4 Operational Changes

Travel arrangements may require reasonable modification due to operational requirements, supplier availability, weather conditions, safety considerations, government directives, or other unforeseen circumstances.

Magic Sands DMC reserves the right to substitute services with alternatives of a comparable standard were reasonably necessary.

Such substitutions shall not constitute a breach of contract were made in good faith and with the objective of minimizing disruption to the Client's travel program.

10.5 Transportation Delays

Magic Sands DMC shall not be responsible for losses or additional expenses arising from:

- Flight delays or cancellations;
- Airport congestion;
- Immigration or customs delays;
- Road traffic;
- Ferry or cruise schedule changes;
- Mechanical failures affecting third-party transport;
- Weather-related disruptions; or
- Other transportation events beyond the Company's reasonable control.

Where practical, Magic Sands DMC will provide reasonable operational assistance to help minimize disruption; however, any additional costs shall remain the responsibility of the Client unless otherwise agreed in writing.

10.6 Personal Property

Travelers remain solely responsible for the security of their personal belongings at all times.

This includes, but is not limited to:

- Passports;
- Travel documents;
- Luggage;
- Cash;
- Jewelry;
- Mobile phones;
- Cameras;
- Computers; and
- Other personal valuables.

Magic Sands DMC accepts no responsibility for loss, theft, or damage to personal property unless directly caused by the proven negligence of the Company.

10.7 Medical & Personal Expenses

Magic Sands DMC shall not be responsible for any costs arising from:

- Medical treatment;
- Hospitalization;
- Emergency evacuation;
- Repatriation;
- Prescription medication;
- Personal accidents;

- Travel interruption; or
- Related personal expenses,

unless expressly included within the confirmed travel services.

Clients are strongly encouraged to obtain comprehensive travel insurance covering such risks.

10.8 Adventure & High-Risk Activities

Certain excursions and activities offered through Magic Sands DMC involve inherent risks.

These may include:

- Desert driving;
- Dune bashing;
- Camping;
- Hiking;
- Mountain excursions;
- Water sports;
- Diving;
- Boating;
- Zip-lining; and
- Other adventure activities.

By choosing to participate, the traveler acknowledges and accepts the ordinary risks associated with such activities.

Magic Sands DMC shall not be liable for injury, illness, damage, or loss arising solely from the inherent risks of participation, except where directly attributable to the proven negligence of Magic Sands DMC.

10.9 Travel Documentation

Magic Sands DMC shall not be liable for any loss, delay, cancellation, or additional expense arising from:

- Expired passports;
- Incorrect passenger details;
- Visa refusal;
- Immigration decisions;
- Customs restrictions;
- Failure to satisfy entry requirements; or
- Incomplete travel documentation.

Responsibility for obtaining and maintaining valid travel documents rests solely with the traveler unless otherwise agreed in writing.

10.10 Force Majeure

Magic Sands DMC shall not be liable for any failure or delay in performing its obligations where such failure results from a Force Majeure Event as defined in **Article 11** of this handbook.

10.11 Indirect & Consequential Loss

To the maximum extent permitted by applicable law, Magic Sands DMC shall not be liable for any indirect, incidental, special, punitive, or consequential loss, including but not limited to:

- Loss of enjoyment;
- Loss of opportunity;
- Loss of business;
- Loss of profits;
- Emotional distress; or
- Other consequential financial losses.

This limitation shall not apply where such liability cannot legally be excluded.

10.12 Financial Limitation

Subject to applicable law, the total aggregate liability of Magic Sands DMC in respect of any claim arising from a booking shall not exceed the total amount actually paid by the Client to Magic Sands DMC for the specific services giving rise to the claim.

This limitation shall not affect any mandatory statutory rights available to the Client.

10.13 Duty to Mitigate

The Client shall take all reasonable steps to minimize any loss or damage arising from an incident during the travel program.

Failure to take reasonable steps to mitigate a loss may reduce any compensation otherwise payable.

10.14 Claims Procedure

Any claim relating to the services provided by Magic Sands DMC should be submitted in writing together with all supporting documentation as soon as reasonably practicable and, where possible, within **thirty (30) calendar days** following the completion of the travel program.

Magic Sands DMC shall review all claims fairly and in good faith in accordance with this handbook and applicable law.

10.15 Severability

If any provision of this Article is determined by a court or competent authority to be invalid, illegal, or unenforceable, the remaining provisions shall continue in full force and effect.

10.16 Magic Sands Commitment

At Magic Sands DMC, limiting legal liability does not diminish our commitment to delivering exceptional service.

Whenever unexpected circumstances arise, we remain committed to communicating openly, coordinating practical solutions, and assisting our clients to the fullest extent reasonably possible.

Our objective is not only to provide outstanding travel experiences, but also to manage challenges with professionalism, integrity, and genuine care for the people who place their trust in us.

SECTION 15

ARTICLE 11 – FORCE MAJEURE

11.1 Purpose

This Article establishes the rights and responsibilities of both Magic Sands DMC and the Client where the performance of confirmed travel services is prevented, delayed, or materially affected by circumstances beyond the reasonable control of either party.

The objective of this Article is to provide a fair framework for managing unforeseen events while protecting the safety of Travelers and ensuring compliance with applicable laws and supplier obligations.

11.2 Definition of Force Majeure

For the purposes of this handbook, a **Force Majeure Event** means any extraordinary event or circumstance beyond the reasonable control of Magic Sands DMC or the Client that prevents or materially delays the performance of contractual obligations.

Force Majeure Events may include, but are not limited to:

- Natural disasters, including earthquakes, floods, cyclones, hurricanes, tsunamis, wildfires, landslides, or severe storms;
- Epidemics, pandemics, public health emergencies, or disease outbreaks;
- War, armed conflict, invasion, military action, terrorism, or credible security threats;
- Civil unrest, riots, demonstrations, political instability, or acts of sabotage;
- Government actions, border closures, travel bans, sanctions, or changes in immigration requirements;
- Airport closures, airspace restrictions, transportation disruptions, or suspension of public transport services;
- Industrial action, strikes, lockouts, or labour disputes affecting travel services;
- Utility failures, communication network failures, or other major infrastructure disruptions; and

- Any other event that could not reasonably have been anticipated or avoided.
-

11.3 Suspension of Obligations

Where a Force Majeure Event occurs, the obligations of the affected party shall be suspended for the duration of the event to the extent that performance is prevented or materially affected.

Neither Magic Sands DMC nor the Client shall be deemed to be in breach of this handbook solely because of a delay or failure to perform obligations resulting directly from a Force Majeure Event.

11.4 Notification

Where reasonably practicable, the affected party shall notify the other party as soon as possible after becoming aware of the Force Majeure Event.

Magic Sands DMC shall use reasonable efforts to keep Clients informed of material developments affecting confirmed travel arrangements and any available alternatives.

11.5 Alternative Arrangements

Where operationally feasible, Magic Sands DMC may offer one or more of the following:

- Alternative travel dates;
- Revised itineraries;
- Comparable accommodation or transportation;
- Alternative excursions or activities;
- Travel credits; or
- Other reasonable solutions appropriate to the circumstances.

Any alternative arrangements shall remain subject to availability, supplier approval, and any additional costs that may apply.

11.6 Refunds

Refunds arising from a Force Majeure Event shall be determined based on:

- The refund policies of the relevant suppliers;
- Amounts recoverable by Magic Sands DMC;
- Applicable laws and regulations; and
- The specific circumstances of the booking.

Magic Sands DMC shall not be obliged to refund amounts that are non-recoverable from suppliers unless required to do so by applicable law.

11.7 Additional Costs

Where a Force Majeure Event results in additional accommodation, transportation, meals, or other travel expenses, such costs shall generally be the responsibility of the Client unless:

- Covered by the Client's travel insurance;
 - Assumed by the relevant supplier; or
 - Otherwise agreed in writing by Magic Sands DMC.
-

11.8 Duty to Cooperate

During a Force Majeure Event, both Magic Sands DMC and the Client agree to cooperate in good faith to minimize disruption and protect the safety and wellbeing of all Travelers.

Clients are expected to comply with reasonable instructions issued by:

- Magic Sands DMC;
 - Local authorities;
 - Emergency services;
 - Hotels;
 - Airlines;
 - Transportation providers; and
 - Other authorized service providers.
-

11.9 Travel Insurance

Magic Sands DMC strongly recommends that all Travelers obtain comprehensive travel insurance covering cancellation, travel interruption, emergency medical expenses, evacuation, and other Force Majeure-related risks where such cover is available.

Any insurance claim shall be made directly with the insurer in accordance with the terms of the applicable insurance policy.

11.10 Limitation of Liability

Magic Sands DMC shall not be liable for any loss, damage, delay, cancellation, or additional expense resulting directly or indirectly from a Force Majeure Event, except where liability cannot legally be excluded under the applicable governing law.

Nothing in this Article limits the statutory rights of the Client where such rights are mandatory under applicable legislation.

11.11 Resumption of Services

Where a Force Majeure Event ceases and the confirmed travel program can reasonably resume, Magic Sands DMC shall use reasonable efforts to continue providing the agreed services or any mutually agreed alternatives.

Where continuation is no longer practicable, the matter shall be resolved in accordance with this handbook and the applicable supplier conditions.

11.12 Magic Sands Commitment

Unexpected events are an unavoidable part of international travel.

When circumstances beyond anyone's control affect a journey, Magic Sands DMC is committed to responding with professionalism, transparency, and compassion. Our priority is to safeguard our clients, maintain clear communication, and work closely with our trusted suppliers to secure practical solutions that minimize disruption wherever possible.

We believe that true destination management is demonstrated not only when travel goes according to plan, but also in the way we support our clients when circumstances unexpectedly change.

SECTION 16

ARTICLE 12 – TRAVEL INSURANCE

12.1 Purpose

This Article outlines the importance of travel insurance and the respective responsibilities of the Client regarding insurance coverage for travel services arranged by Magic Sands DMC.

Travel insurance is an essential component of responsible travel planning and is strongly recommended for all Travelers. It provides financial protection against unforeseen events that may occur before or during a journey and helps minimize the impact of unexpected circumstances.

12.2 Insurance Requirement

Unless expressly included within the confirmed booking or stated in writing by Magic Sands DMC, **travel insurance is not included** in the price of any quotation, package, itinerary, or travel service.

It is the sole responsibility of the Client to determine whether insurance is required and to obtain suitable coverage prior to the commencement of travel.

12.3 Recommended Coverage

Magic Sands DMC strongly recommends that every traveler obtains comprehensive travel insurance appropriate to the destination, duration, and nature of the journey.

Depending on individual requirements, the insurance policy should include cover for:

- Trip cancellation and curtailment;
- Travel delays and missed departures;
- Emergency medical treatment and hospitalization;
- Emergency medical evacuation and repatriation;
- Personal accident;
- Loss, theft, or damage to baggage and personal belongings;
- Personal liability;

- Loss of travel documents;
- Natural disasters and severe weather events;
- Force Majeure events where cover is available; and
- Any adventure or special-interest activities included in the itinerary.

Travelers should carefully review their policy to ensure that it adequately covers all planned activities and destinations.

12.4 Adventure & Special Activities

Certain activities arranged by Magic Sands DMC may involve increased levels of risk.

Examples include:

- Desert driving;
- Dune bashing;
- Camping;
- Hiking;
- Mountain excursions;
- Water sports;
- Scuba diving;
- Snorkeling;
- Boat excursions;
- Quad biking;
- Zip-lining; and
- Other adventure or outdoor activities.

Many standard travel insurance policies exclude such activities unless additional cover has been purchased.

Travelers are responsible for ensuring that their insurance policy specifically covers any activity they intend to participate in.

12.5 Medical Conditions

Clients are encouraged to disclose any medical conditions, disabilities, allergies, mobility requirements, or other circumstances that may affect their travel arrangements.

Where appropriate, Travelers should ensure that their insurance policy provides adequate cover for any pre-existing medical conditions, subject to the insurer's terms and conditions.

Failure to disclose relevant medical information to the insurer may affect the validity of the policy.

12.6 Insurance Claims

Magic Sands DMC is not an insurance provider and does not assess, approve, or settle insurance claims.

Any claim arising under a travel insurance policy must be submitted directly to the insurer in accordance with the insurer's procedures and policy conditions.

Where reasonably requested, Magic Sands DMC may provide supporting documentation relating to the confirmed booking to assist the traveler with an insurance claim.

12.7 Limitation of Responsibility

Magic Sands DMC shall not be responsible for:

- The availability or suitability of any insurance policy;
- Decisions made by an insurer;
- The rejection of an insurance claim;
- Policy exclusions or limitations;
- The adequacy of insurance cover selected by the Traveler; or
- Any financial loss that could reasonably have been mitigated through appropriate travel insurance.

Clients remain solely responsible for selecting insurance that meets their personal travel requirements.

12.8 Supplier Insurance

Certain suppliers engaged by Magic Sands DMC may maintain their own insurance policies in accordance with applicable legal requirements.

Such insurance is maintained solely for the supplier's business operations and shall not be interpreted as providing comprehensive travel insurance cover for Clients or travelers.

Clients should not rely upon supplier insurance as a substitute for their own travel insurance.

12.9 Travel During Uncertain Conditions

Where travel takes place during periods of heightened risk, including severe weather, public health concerns, political instability, or other unusual circumstances, Clients are strongly encouraged to confirm that their insurance policy provides adequate protection for the intended journey.

Magic Sands DMC may provide general information regarding travel conditions; however, the decision to travel remains the responsibility of the Client.

12.10 Acknowledgement

By confirming a booking with Magic Sands DMC, the Client acknowledges that:

- They have been advised to obtain comprehensive travel insurance;
 - They understand that travel insurance is not automatically included unless expressly stated;
 - They are responsible for ensuring that adequate insurance cover is in place before travel commences; and
 - Magic Sands DMC shall not be liable for losses that could reasonably have been covered by an appropriate travel insurance policy.
-

12.11 Magic Sands Commitment

Magic Sands DMC is committed to promoting safe, responsible, and well-planned travel.

While we strive to deliver every journey with the highest standards of professionalism and care, unexpected events can occur in any destination. Comprehensive travel insurance provides an

important layer of protection for our clients and contributes to a more secure and confident travel experience.

We encourage every traveler to consult an appropriately licensed insurance provider and obtain suitable cover before commencing their journey.

SECTION 17

ARTICLE 13 – PRIVACY & DATA PROTECTION

13.1 Purpose

Magic Sands DMC recognizes the importance of protecting the privacy and personal information of its clients, traveler's, business partners, and employees.

This Article explains how personal information is collected, used, stored, disclosed, retained, and protected when providing destination management and travel-related services.

Magic Sands DMC is committed to processing personal information responsibly, transparently, and in accordance with applicable privacy and data protection laws.

13.2 Scope

This Article applies to all personal information collected by Magic Sands DMC in connection with:

- Travel enquiries;
 - Booking requests;
 - Confirmed reservations;
 - Supplier coordination;
 - Corporate and agency partnerships;
 - Website enquiries;
 - Marketing communications;
 - Customer support; and
 - Any other business activities conducted by Magic Sands DMC.
-

13.3 Information We Collect

Depending on the nature of the services requested, Magic Sands DMC may collect personal information including:

- Full name;
- Nationality;
- Date of birth;
- Passport details;
- Visa information;
- Residential or business address;
- Telephone number;
- Email address;
- Emergency contact details;
- Flight information;
- Hotel preferences;
- Payment information;
- Company details (for corporate or agency bookings);
- Dietary requirements;
- Accessibility or mobility requirements;
- Information relating to travel preferences; and
- Other information reasonably required to arrange travel services.

Only information necessary for the provision of services shall be requested.

13.4 Purpose of Collection

Personal information may be collected and processed for purposes including:

- Preparing quotations;
- Confirming bookings;
- Coordinating travel arrangements;
- Issuing invoices and travel documentation;
- Communicating with Clients before, during, and after travel;

- Coordinating services with hotels, transport providers, guides, and other suppliers;
- Responding to enquiries and customer support requests;
- Complying with legal and regulatory obligations;
- Preventing fraud and unauthorized transactions;
- Improving our services; and
- Sending marketing communications where the Client has consented or where permitted by law.

Magic Sands DMC shall not use personal information for purposes that are incompatible with those described above without appropriate legal authority or consent.

13.5 Sharing of Information

To deliver travel services effectively, Magic Sands DMC may share relevant personal information with trusted third parties where necessary, including:

- Hotels and accommodation providers;
- Airlines and transportation companies;
- Vehicle rental providers;
- Tour guides and activity operators;
- Restaurants;
- Government authorities where legally required;
- Visa processing agencies (where applicable);
- Payment service providers;
- Technology service providers; and
- Professional advisers or auditors where necessary.

Only the information reasonably required to perform the relevant service shall be shared.

Magic Sands DMC does not sell personal information to third parties.

13.6 International Data Transfers

As an international Destination Management Company, Magic Sands DMC may transfer personal information across borders where necessary to arrange confirmed travel services.

Such transfers shall be limited to what is reasonably necessary for the provision of the requested services and shall be undertaken with appropriate safeguards where required by applicable law.

13.7 Data Security

Magic Sands DMC implements reasonable administrative, technical, and organizational measures designed to protect personal information against:

- Unauthorized access;
- Accidental disclosure;
- Loss or theft;
- Misuse;
- Alteration; and
- Destruction.

While every reasonable effort is made to safeguard information, no electronic storage or internet transmission can be guaranteed to be completely secure.

13.8 Data Retention

Personal information shall be retained only for as long as reasonably necessary to:

- Deliver the requested services;
- Comply with legal or regulatory obligations;
- Resolve disputes;
- Maintain business records;
- Enforce contractual rights; or
- Meet accounting and taxation requirements.

Once information is no longer required, Magic Sands DMC shall take reasonable steps to securely delete, anonymize, or otherwise dispose of it in accordance with applicable law.

13.9 Marketing Communications

Where permitted by law or where the Client has provided consent, Magic Sands DMC may send information relating to:

- Travel offers;
- Promotional campaigns;
- New destinations;
- Seasonal packages;
- Company news; and
- Other services offered by Magic Sands DMC.

Recipients may opt out of receiving marketing communications at any time by following the unsubscribe instructions or by contacting Magic Sands DMC directly.

13.10 Client Rights

Subject to applicable law, Clients may have the right to:

- Request access to their personal information;
- Request correction of inaccurate information;
- Request deletion of personal information where legally permissible;
- Withdraw consent where processing is based on consent;
- Object to certain processing activities;
- Request information regarding how their data is processed; and
- Submit privacy-related enquiries or complaints.

Magic Sands DMC will consider and respond to such requests within a reasonable period and in accordance with applicable legal requirements.

13.11 Confidentiality

Magic Sands DMC treats all Client information as confidential.

Employees, contractors, and authorized representatives who have access to personal information are required to maintain appropriate confidentiality and may access such information only where necessary for the performance of their duties.

13.12 Third-Party Websites

The Magic Sands DMC website or communications may contain links to third-party websites operated independently of the Company.

Magic Sands DMC is not responsible for the privacy practices, content, or security of third-party websites. Clients are encouraged to review the privacy policies of those websites before providing personal information.

13.13 Changes to this Policy

Magic Sands DMC reserves the right to amend this Privacy & Data Protection Article where necessary to reflect:

- Changes in applicable law;
- Operational requirements;
- Technological developments;
- Security improvements; or
- Business practices.

The most recent version published by Magic Sands DMC shall supersede all previous versions.

13.14 Contact Regarding Privacy

Questions, requests, or concerns relating to privacy or the processing of personal information may be directed to:

Magic Sands DMC

507, Business Center Al Khuwair
Muscat, Sultanate of Oman

Website: www.magicsandsdmc.com

Telephone: +968 9677 2959

13.15 Magic Sands Commitment

At Magic Sands DMC, trust is the foundation of every relationship.

We understand that our clients entrust us with personal information as part of planning their journeys, and we treat that responsibility with the utmost care. We are committed to protecting personal information through responsible data management, transparent business practices, and appropriate security measures.

Our goal is to ensure that every Client can travel with confidence, knowing that their privacy is respected and their information is handled professionally, securely, and ethically.

SECTION 18

ARTICLE 14 – COOKIE POLICY

14.1 Purpose

This Cookie Policy explains how **Magic Sands DMC** uses cookies and similar technologies on its website and digital platforms to improve functionality, enhance user experience, analyses website performance, and support our online services.

By accessing or using the Magic Sands DMC website, users acknowledge that cookies may be used in accordance with this policy, subject to applicable laws and user preferences.

14.2 What Are Cookies?

Cookies are small text files that are stored on a user's computer, mobile device, or web browser when visiting a website. Cookies help websites recognize returning visitors, remember preferences, improve website performance, and provide a more personalized browsing experience.

Cookies do not generally identify an individual personally but may be associated with information that can identify a user when combined with other data.

14.3 Types of Cookies We Use

Magic Sands DMC may use the following categories of cookies:

- **Essential Cookies** – Required for the basic operation, security, and functionality of the website.
- **Performance & Analytics Cookies** – Help us understand how visitors interact with our website, allowing us to improve content, navigation, and performance.
- **Functional Cookies** – Remember user preferences, such as language settings or previously entered information, to provide a more convenient browsing experience.
- **Marketing Cookies** – May be used, with the user's consent where required, to deliver relevant promotional content and measure the effectiveness of marketing campaigns.

14.4 Managing Cookies

Most internet browsers automatically accept cookies; however, users may modify their browser settings to:

- Accept or reject cookies;
- Delete existing cookies;
- Receive notifications before cookies are stored; or
- Disable certain categories of cookies.

Please note that disabling essential cookies may affect the functionality and performance of certain features of the Magic Sands DMC website.

14.5 Third-Party Cookies

Our website may use trusted third-party services, such as website analytics, mapping services, embedded content, or payment providers. These third parties may place their own cookies in accordance with their respective privacy and cookie policies.

Magic Sands DMC does not control the operation of third-party cookies and encourages users to review the privacy policies of those providers.

14.6 Changes to this Policy

Magic Sands DMC reserves the right to update this Cookie Policy from time to time to reflect changes in technology, legal requirements, or website functionality. The latest published version shall apply from the date of publication.

14.7 Contact

Questions regarding this Cookie Policy may be directed to:

Magic Sands DMC

507, Business Center Al Khuwair
Muscat, Sultanate of Oman

Website: www.magicsandsdmc.com

Telephone: +968 9677 2959

Magic Sands Commitment

Magic Sands DMC is committed to providing a secure, transparent, and user-friendly online experience. We use cookies responsibly to improve our digital services while respecting the privacy and preferences of our website visitors.

SECTION 19

ARTICLE 15 – COMPLAINTS & DISPUTE RESOLUTION

15.1 Purpose

Magic Sands DMC is committed to delivering exceptional service and maintaining the highest standards of professionalism, transparency, and customer care.

This Article establishes the procedures for raising complaints, resolving service-related concerns, and managing disputes in a fair, timely, and constructive manner.

Our objective is to resolve issues through open communication and mutual cooperation whenever reasonably possible.

15.2 Reporting a Complaint

Clients are encouraged to notify Magic Sands DMC immediately if they believe that any confirmed service has not been delivered in accordance with the agreed booking or if they experience any issue during their journey.

Where possible, concerns should be reported during the travel program to allow Magic Sands DMC and the relevant supplier an opportunity to investigate and, where reasonably practicable, rectify the situation.

15.3 Formal Complaints

If a matter cannot be resolved during travel, the Client should submit a formal written complaint to Magic Sands DMC as soon as reasonably practicable and, where possible, within **thirty (30) calendar days** following completion of the travel program.

The complaint should include:

- Booking reference number;
- Client name and contact details;
- Names of the affected Travelers;

- A clear description of the issue;
 - Dates, locations, and services involved;
 - Copies of relevant documents, photographs, or supporting evidence (where available); and
 - The preferred resolution sought by the Client.
-

15.4 Investigation Process

Upon receipt of a formal complaint, Magic Sands DMC shall:

- Acknowledge receipt of the complaint within a reasonable period;
- Review the information provided by the Client;
- Liaise with the relevant supplier(s), where applicable;
- Consider all available evidence in good faith; and
- Respond to the Client within a reasonable timeframe.

Where additional investigation is required, the Client shall be kept informed of the progress of the matter.

15.5 Resolution

Where Magic Sands DMC determines that a complaint is justified, the Company shall consider an appropriate resolution based on the circumstances of the case.

Depending on the nature of the issue, a resolution may include:

- A written explanation;
- Corrective action;
- A service recovery arrangement;
- A goodwill gesture;
- A travel credit; or
- A refund where applicable under this handbook or required by law.

Any resolution shall take into account the extent of the service affected, the actions of the relevant supplier, and the contractual terms applicable to the booking.

15.6 Supplier Responsibility

Where a complaint relates to services provided directly by an independent supplier, Magic Sands DMC shall use reasonable efforts to assist the Client in communicating with the supplier and seeking an appropriate resolution.

However, Magic Sands DMC shall not be responsible for determining the outcome of complaints that fall solely within the supplier's contractual responsibility.

15.7 Good Faith Resolution

Both Magic Sands DMC and the Client agree to make reasonable efforts to resolve any disagreement through constructive dialogue before commencing legal proceedings.

The parties acknowledge that many operational issues can be resolved promptly through cooperation, communication, and practical solutions.

15.8 Escalation of Disputes

If a dispute cannot be resolved through the complaint process, either party may refer the matter for resolution in accordance with the governing law and jurisdiction specified in **Article 16 – Governing Law & Jurisdiction**.

Nothing in this Article prevents either party from exercising any rights available under applicable law.

15.9 Record Keeping

Magic Sands DMC reserves the right to retain records relating to complaints, correspondence, supporting documents, investigations, and resolutions for administrative, legal, quality assurance, and regulatory purposes in accordance with its data retention policies.

15.10 Continuous Improvement

Magic Sands DMC values Client feedback as an important part of improving our services.

Complaints, suggestions, and observations are regularly reviewed to identify opportunities for operational improvements, staff development, supplier evaluation, and service enhancement.

15.11 Contact for Complaints

Formal complaints or dispute-related correspondence should be submitted to:

Magic Sands DMC

507, Business Center Al Khuwair
Muscat, Sultanate of Oman

Website: www.magicsandsdmc.com

Telephone: +968 9677 2959

15.12 Magic Sands Commitment

At Magic Sands DMC, we believe that every concern deserves to be heard and every Client deserves to be treated with fairness, respect, and professionalism.

Our commitment is not only to resolve complaints efficiently but also to learn from every experience, strengthen our partnerships, and continuously improve the quality of our services.

By approaching every concern with integrity, transparency, and a genuine willingness to assist, we aim to build lasting relationships founded on trust and confidence.

SECTION 20

ARTICLE 16 – GOVERNING LAW & JURISDICTION

16.1 Purpose

This Article establishes the legal framework governing the interpretation, validity, performance, and enforcement of this handbook and any bookings, quotations, confirmations, or agreements entered into with Magic Sands DMC.

Its purpose is to provide certainty regarding the applicable law and the process for resolving legal disputes arising from the provision of travel services.

16.2 Applicable Law

This handbook shall be governed by and interpreted in accordance with the laws of the country in which the contracting legal entity of Magic Sands DMC is incorporated and from which the relevant booking or agreement has been issued.

Where the contracting entity is:

- **MAGIC SANDS LLC**, the applicable law shall be the laws of the **Sultanate of Oman**.
- **MAGIC SANDS TOURS - FZCO**, the applicable law shall be the laws of the **United Arab Emirates**, unless otherwise specified in the relevant agreement.

Nothing in this handbook shall exclude or restrict any mandatory legal rights that cannot lawfully be waived under the applicable legislation.

16.3 Jurisdiction

Subject to any mandatory legal provisions or written agreement between the parties, the courts having jurisdiction over the contracting legal entity shall have exclusive jurisdiction to hear and determine any dispute arising out of or in connection with:

- This handbook;

- Any quotation;
 - Booking confirmation;
 - Invoice;
 - Service agreement;
 - Commercial agreement; or
 - Any services arranged by Magic Sands DMC.
-

16.4 Good Faith Resolution

Before commencing formal legal proceedings, both Magic Sands DMC and the Client agree to make reasonable efforts to resolve any disagreement through good faith discussions and the complaint resolution process outlined in **Article 15 – Complaints & Dispute Resolution**.

The parties acknowledge that many disputes can be resolved efficiently through open communication without the need for litigation.

16.5 Severability

If any provision of this handbook is found by a court or competent authority to be invalid, illegal, or unenforceable, that provision shall be deemed severed only to the extent necessary.

The remaining provisions shall continue in full force and effect and shall remain legally binding upon the parties.

16.6 No Waiver

Failure or delay by Magic Sands DMC in exercising any right, remedy, or provision contained within this handbook shall not constitute a waiver of that right.

Any waiver shall only be effective if made expressly in writing by an authorized representative of Magic Sands DMC.

16.7 Entire Agreement

This handbook forms part of the contractual relationship between Magic Sands DMC and the Client and should be read together with the applicable:

- Quotation;
- Booking Confirmation;
- Service Voucher;
- Itinerary;
- Invoice;
- Commercial Agreement; and
- Any other written document issued by Magic Sands DMC.

Where a separately executed written Commercial Agreement exists, the provisions of that agreement shall prevail to the extent of any inconsistency with this handbook.

16.8 Amendments

Magic Sands DMC reserves the right to amend, revise, or update this handbook from time to time to reflect:

- Changes in legislation;
- Government regulations;
- Operational requirements;
- Supplier practices;
- Business developments; or
- Industry best practices.

Updated versions shall become effective from the date of publication unless otherwise stated and shall supersede previous editions.

16.9 Official Language

This handbook has been prepared in the English language.

Where translations are provided for convenience, the English version shall prevail in the event of any inconsistency or difference in interpretation, unless otherwise required by applicable law.

16.10 Contact

For any questions relating to the interpretation of this handbook or its legal provisions, Clients may contact:

Magic Sands DMC

507, Business Center Al Khuwair
Muscat, Sultanate of Oman

Website: www.magicsandsdmc.com

Telephone: +968 9677 2959

16.11 Final Statement

This handbook reflects the principles upon which Magic Sands DMC conducts its business—professionalism, transparency, integrity, and respect for every Client and business partner.

By confirming a booking with Magic Sands DMC, the Client acknowledges that they have read, understood, and accepted the policies, procedures, and terms contained within this handbook, together with any applicable quotation, booking confirmation, or written agreement.

Magic Sands DMC remains committed to delivering exceptional destination management services while fostering long-term relationships built on trust, reliability, and genuine Arabian hospitality.

16.12 Magic Sands Commitment

Our commitment extends beyond arranging travel.

We are committed to operating responsibly, conducting business ethically, respecting the laws of every destination in which we operate, and protecting the interests of our clients, partners, and suppliers.

As **Your Guide to Arabia**, we look forward to welcoming every traveler with professionalism, authenticity, and the renowned hospitality of our region.

SECTION 21

CONTACT INFORMATION

Your Trusted Partner Across Arabia

Thank you for choosing **Magic Sands DMC**.

Whether you are planning a leisure holiday, a luxury escape, a corporate event, or a large-scale destination management program, our dedicated team is committed to delivering exceptional service, professional expertise, and personalized travel solutions throughout Arabia.

We welcome enquiries from individual travelers, travel agencies, tour operators, corporate organizations, government institutions, and business partners worldwide.

Corporate Information

Commercial Brand

Magic Sands DMC

Tagline

Your Guide to Arabia

Established

29 January 2024

Registered Legal Entities

Sultanate of Oman

MAGIC SANDS LLC

Commercial Registration (CR) No.: **1533476**

United Arab Emirates

MAGIC SANDS TOURS - FZCO

Trade License No.: **87856**

Head Office**Magic Sands DMC**

507, 5th Floor
Business Center Al Khuwair
Muscat
Sultanate of Oman

Telephone

+968 9548 1989

Email

info@magicsandsdmc.com

Branch Office (United Arab Emirates)**Magic Sands Tours - FZCO**

Building A1
Dubai Digital Park
Dubai Silicon Oasis
Dubai
United Arab Emirates

Telephone

+971 55 486 1989

Email

uae@magicsandsdmc.com

Website**Official Website**

www.magicsandsdmc.com

Business Hours

Sunday – Thursday

09:00 AM – 06:00 PM

Friday & Saturday

Closed

Business hours may vary during public holidays and official government holidays.

SECTION 22

COPYRIGHT NOTICE

22.1 Ownership

© 2026 Magic Sands DMC. All Rights Reserved.

This publication, titled **Magic Sands DMC – Client Terms, Policies & Conditions (Version 1.0)**, is the exclusive intellectual property of **Magic Sands DMC** and is protected by applicable copyright, trademark, intellectual property, and other relevant laws.

The commercial brand **Magic Sands DMC**, together with its associated logos, branding, slogans, graphics, layouts, text, photographs, illustrations, tables, policies, procedures, and all original content contained within this handbook, remain the exclusive property of Magic Sands DMC.

22.2 Restrictions on Use

Except where expressly permitted by applicable law or with the prior written consent of Magic Sands DMC, no part of this publication may be:

- Reproduced;
- Copied;
- Scanned;
- Stored in any retrieval system;
- Transmitted in any form or by any means;
- Distributed;
- Published;
- Modified;
- Adapted;
- Translated;
- Commercially exploited; or
- Used for training, publication, or resale.

These restrictions apply whether the material is reproduced electronically, digitally, mechanically, photographically, or by any other method.

22.3 Permitted Use

This handbook is provided solely for the information and reference of:

- Clients;
- Travelers;
- Travel Agencies;
- Tour Operators;
- Corporate Organizations;
- Government Entities; and
- Business Partners of Magic Sands DMC.

Recipients may download, store, or print a copy of this handbook for their own internal reference in connection with services provided by Magic Sands DMC.

No other use is permitted without prior written authorization.

22.4 Trademarks

The following names, logos, slogans, and associated branding are proprietary to Magic Sands DMC:

- **Magic Sands DMC**
- **Your Guide to Arabia**
- Company logos and brand marks
- Corporate identity and visual elements

Any unauthorized use, imitation, or reproduction may constitute an infringement of intellectual property rights and may result in legal action.

22.5 Third-Party Material

Where this handbook contains information, trademarks, photographs, logos, or other materials belonging to third parties, such material remains the property of its respective owner and is used only where authorized or otherwise permitted by law.

Nothing in this handbook shall be interpreted as transferring ownership of any third-party intellectual property.

22.6 Reservation of Rights

Magic Sands DMC reserves all rights not expressly granted within this handbook.

The Company further reserves the right to revise, update, replace, or withdraw this publication at any time without prior notice where necessary to reflect legal, operational, commercial, or regulatory developments.

22.7 Official Publication

This handbook constitutes an official publication of Magic Sands DMC and represents the Company's policies and procedures as of the effective date shown in this document.

Only the latest version published by Magic Sands DMC shall be regarded as the current official edition.

22.8 Contact

For copyright permissions, licensing enquiries, or requests regarding the use of material contained within this publication, please contact:

Magic Sands DMC

Head Office
507, 5th Floor, Business Center Al Khuwair
Muscat, Sultanate of Oman

Telephone

+968 9548 1989

Email

info@magicsandsdmc.com

Website

www.magicsandsdmc.com

Copyright Statement

© 2026 Magic Sands DMC. All Rights Reserved.

"Every journey begins with trust. Every destination tells a story. Magic Sands DMC – Your Guide to Arabia."