



## TERMS AND CONDITIONS

### Terms and Conditions

This website (“Website”) is operated by Overseas Travel of Florida, LLC and DBA QR Holidays & Events. (Seller or Travel: ST42134 issued by the State of Florida.), (“OTF”). The Website is provided solely to assist customers in gathering travel information, determining the availability of travel related goods and services, doing legitimate reservations or otherwise transacting business with travel suppliers, and for no other purposes. The terms “we”, “us”, “our” and “OTF” refer to Overseas Travel of Florida, LLC and DBA QR Holidays & Events. The term “you” and “Customer” refers to the customer visiting the Website and/or booking a reservation through us on this Website, or through our customer service agents, “Traveler” refers to any person of a party of any booking made/for whom a booking is made.

The Website is offered to you conditioned upon your acceptance without modification of all the Terms & Conditions, and notices set forth below. Please read the Terms & Conditions carefully. By accessing or using this Website, booking any travel products or services on this Website, or contacting our call center agents, you agree that the Terms & Conditions then in force shall apply. If you do not agree to the Terms & Conditions, please do not use or make bookings through this Website or our call center agents. OTF may at any time change these Terms & Conditions and your continued use of this Website is conditioned upon acceptance of the updated Terms & Conditions.

The products/services offered by OTF and its software, as defined below can only be purchased by customers who have read and accepted these Terms & Conditions unconditionally by clicking on the appropriate box provided for the purpose. It is not possible to proceed with the booking process without this acceptance. Customers undertake to fulfill the obligations contained within these Terms & Conditions. The agreement between Customers and OTF comes into force as soon as OTF provides written confirmation of a booking to Customers by email.

Customers should save and/or print a copy of these Terms & Conditions for future reference when making a booking.

Our Website and products/services are made available for personal and non-commercial use only. Therefore, you are not allowed to resell, deep link, use, copy, monitor (e.g. spider, scrape), display, download, or reproduce any content or information, software, reservations, tickets, products, or services available on our Platform for any commercial or competitive activity or purpose.

You may only use this Website to make legitimate reservations, purchases or requests to purchase the products or services rendered by the respective suppliers

You shall not:

- Use this Website for commercial purposes without OTF's permission
- Use the Website to make any speculative, false or fraudulent reservation or purchase and/or any purchase in anticipation of demand
- Take any action which may impose an unreasonable or disproportionately large load on the Website
- Use this Website in any manner which could damage, disable, overburden or impair or otherwise interfere with the other users' use of this Website or other users' computer equipment, or cause damage, disruption or limit the functioning of any software, hardware or telecommunication equipment
- Attempt to gain unauthorized access to this Website, other accounts, computer system, or networks connected to this Website, through hacking, password mining or any other means
- Deliver any unlawful postings to or through this Website, or any postings which advocate illegal activity
- Post anything which contain material that could be considered harmful, obscene, lewd, indecent, violent, abusive, insulting, threatening, harassing, hateful or otherwise objectionable
- Post anything that contain any defamatory, false or libelous material
- Post anything that infringes or violates any intellectual property or any other rights of any third party.

OTF offers an online platform through this Website where you can browse for, reserve and purchase Ticket Inclusive Travel Packages, as follows:

- A Ticket Inclusive Package Travel is a single product that includes all of the following mandatory elements:
- A Ticket from OTF's purchasable Ticket allocation
- International Air Travel to Qatar provided by Qatar Airways; and
- Accommodations within Qatar provided by Qatar Airways Holidays.

OTF or another company within the OTF Group of Companies which will be clearly shown in your check-out process and on the booking confirmation will be the merchant on record in respect of bookings and payments made.

OTF reserves the absolute discretion to change, suspend or discontinue all or any part of the Services at any time without prior notice to you.

The products/services listed on this Website are supplied and provided by independent contractors and not agents or employees of OTF. This Website does not make any representation and should not be construed as making any recommendations or suggestions to the level of service or rating of the products/services and suppliers. OTF shall not be held liable for any omissions, breach of representations, warranties, breaches or negligence of any Vendors or for any personal injuries, death, property damage or other damages or expenses as may be suffered and/or incurred by you resulting there from.

The products/services available through this Website are subject to the published terms of the respective supplier including but not limited to the conditions of purchase and policies relating to subsequent changes, cancellation and refund. Please read the products/services' terms carefully before confirming your purchase.

Any violation of the suppliers' terms may result in the cancellation of your reservation, in you being denied access to the applicable product/services, in the forfeiture of any of your monies paid for such reservation, and/or in us debiting your account for any costs we may incur as a result of such violation by you.

By making a booking or purchasing the products/services of the supplier, you are deemed to have read, understood and agreed to be bound by the products/services.

Further and in addition to the products/services terms, certain sections or pages on this Website may contain additional and/or separate terms and conditions, which are different from these terms. In the event of a conflict, the additional and/or specific terms and conditions shall take precedence over these sections or pages.

By making a booking for yourself or on behalf of others via this Website, you hereby warrant that:

- You are the age of majority in your state of residence and at least eighteen (18) years of age;
- You possess the legal capacity and authority to form a binding contract and have the authority to accept and contract on behalf of all members of his or her party by the terms of these Terms & Conditions;
- You will use these Website and products/services in accordance with these Terms & Conditions; and
- All information supplied by you to the Website is true, accurate, current and complete.

You hereby agree to indemnify OTF from any loss, damage, costs, expense, liability and claims which may be suffered and/or incurred by OTF resulting from your use of this Website in breach of any of these Terms & Conditions.

### **Intellectual property rights**

The content, text, images, graphics, sound files, animation files, video files, and their arrangement on this Website are all subject to copyright and other intellectual property protection.

The copyright in the materials contained on this Website (including but not limited to the software, text, data, html codes and other codes on this Website) belongs to OTF or its licensors including but not limited to Qatar Airways Group Q.C.S.C and Qatar Airways Holidays W.L.L. These

materials may not be copied for commercial use or distribution, nor may these materials be modified, transmitted, displayed, reproduced, published, or reposted to other sites or otherwise used for any public or commercial use without the prior express written permission of OTF. You may print, copy, download or temporarily store extracts from this Website for your personal use only.

All the trademarks, service marks and logos displayed on this Website are the registered, pending registration and/or unregistered trademarks of OTF or OTF's affiliates or the respective third party proprietors as identified in the Website. Unless the express prior written consent of OTF or the relevant OTF's affiliate or third party proprietor has been obtained, nothing contained on the Website shall be construed as granting any license or right for you to use, copy or modify such trademarks, service marks or logos. The Qatar Airways or Qatar Airways Holidays word marks, logos or trademarks on this Website are owned by Qatar Airways Group Q.C.S.C and any such use by OTF is under license.

### **Links to third-party sites**

This Website may contain links to other sites that are independently owned, maintained or operated by third parties that are not under the control and/or supervision of OTF ("Linked Sites"). The links are provided for your convenience only and shall not be interpreted as a recommendation and/or endorsement by OTF of the contents of the Linked Sites and/or any products and/or services appearing on and/or provided through such Linked Sites.

The use of a Linked Site shall be subject to the terms of use and privacy policies stipulated by the operator of each Linked Site that you should review.

OTF hereby expressly disclaims any responsibilities and makes no warranties (express or implied) in respect of the contents, materials, products or services posted or offered at any of the Linked Sites. Your access and use of any such Linked Sites and their content, materials, products or services is solely at your own risk. Neither OTF nor Qatar Airways and related or mentioned entities shall be responsible or liable, directly or indirectly, for any loss, expense or damage suffered by you resulting from your use or reliance on such content, materials, products or services of the Linked Sites.

### **Disclaimer and limitation of liability**

- All contents or materials, information and functions contained on this Website are provided on an "AS IS" and "AS AVAILABLE" basis. To the fullest extent permitted by law, OTF disclaims all warranties, endorsements or representations, whether express or implied, including but not limited to the following:
- The correctness, accuracy, adequacy, reliability, completeness and usefulness of any contents, materials or information contained on this Website
- The merchantability, fitness for use, fitness for a particular purpose and/or non-infringement of third-party rights of any contents, materials or information contained on this Website
- That the access to this Website will be uninterrupted or that there will be no downtime, delays, failures, errors or omissions or loss of information as this Website is transmitted to you

- That no viruses or other contaminating or destructive materials or elements will be transmitted or that your computer system will not be damaged from accessing and/or using this Website.

To the fullest extent permitted by law, OTF shall not in any manner be held responsible or liable, whether directly or indirectly, for any losses, damage or expenses as may be suffered by you resulting from or in connection with

- Your reliance on any of the contents, materials or information on this Website
- Your access or use of, or inability to access or use this Website and/or the products or services obtained through this Website
- Any failure of performance, error, omission, interruption, defect, delay in operation or transmission, computer virus or line or system failure to this Website.

In the event where OTF and/or Qatar Airways or related entities are found to be liable to you, to the maximum extent permitted by law, OTF and/or Qatar Airways or related entities's liability shall be limited, at our sole option, to either of the following:

- Resupply of the products/services
- payment in lieu to the cost of resupplying the products/services

Without prejudice to the above, the total aggregate liability of OTF and/or related entities to you, whether in contract, tort (including negligence) or otherwise for any loss or damage of any kind shall, to the maximum extent permitted by law, be limited to the maximum sum of USD 1,000.00 only.

### **Prices and payment**

Prices shown on this Website may vary depending on the availability of the products/services and other factors. The suppliers may update the prices of their respective products/services from time to time. Available prices may also include taxes and other charges, and the respective supplier may also impose additional charges pursuant to any special requests as may be made by you.

You shall be solely responsible for verifying the total costs to be paid for the selected products/services, and such other supplier's terms as may be notified to you when the confirmation email is sent.

For all forms of reservation, you must pay within the stipulated time limit, failing which OTF shall reserve the right to cancel your booking.

### **Name(s) in booking**

Bookings must be made in the Travelers' names as they are displayed in the passport. Name changes/changes of Traveler(s) are generally not allowed after booking. Service/product suppliers may charge a fee, which has to be paid, and in addition Fees will apply, see also chapter Fees.

Travelers will be asked for a passport or ID at time of check-in, boarding, and entry to a service. If the name in the booking and the Travelers' passport/ID do not match, the Traveler may be required to make a new booking at cost. In the event of an error or mistake being made / caused

by You or by unavoidable and extraordinary circumstances, we reserve the right to cancel any confirmed booking within a reasonable time and refund monies paid by you in relation to such booking (if applicable), without any liability to us.

### **Confirmations**

Your booking is confirmed after full payment of the package price is received by us and a booking reference number and your ticket(s) are issued as stated in booking confirmation email sent by us.

If the Customer does not receive a confirmation email after 24 hours of placing the booking, he/she should contact the Customer Service team.

Confirmations of a booking include the essential elements such as the description of the services booked and the price. It is sent to the Customer by email.

It is expressly agreed that data stored in the information systems of OTF and/or its suppliers shall constitute proof with respect to the bookings made by the customer. Data stored in computers or electronic media are valid proof and shall therefore be acceptable under the same conditions and with the same evidential value as a physical written document.

### **TICKET INCLUSIVE PACKAGE TRAVEL**

Taxes and surcharges are generally included in the product price. There may be exceptions where tax must be paid locally upon check-in as required by local regulators and authorities.

If your trip involves any international destinations, it is your responsibility to ensure that you have the relevant visa or transit visa and travel with a passport with validity of at least 6 months, and that you comply with all immigration requirements.

In the event Traveler(s) fail to show up for their flight's check-in or boarding, or fail to check-in the hotel/accommodation booked in the package on check-in date and within check-in times, the booking will lapse and not be substitutable for other hotels, or refunded, nor any credit given for any unused portion of the package and cannot be used for future purchases. There shall be no exchanges or refunds nor any credits given.

Unused portion of the package and cannot be used for future purchases.

Any special requests including but not limited to non-smoking rooms / adjoining / interconnecting / disabled room will be made known to the hotel. These are subject to availability and at the discretion of the hotel.

The services are subject to the rules and restrictions of the suppliers offering the accommodation which will be made available before booking.

Prices shown on the Website do not include any fees or charges for optional supplements, including minibar snacks or telephone calls.

Hotel's typically require a deposit at check-in. Such deposit is directly with the hotel and not part of prices stated by and payment to OTF.

All TICKET INCLUSIVE PACKAGE TRAVEL confirmed are subject to OTF's Terms & Conditions, Qatar Airways' Conditions of Carriage (to be found here: <https://www.qatarairways.com/en/legal/conditions-of-carriage.html>) and the respective hotel policies and Terms & Conditions as notified to and to be accepted by the Customer in the booking process.

Travelers are responsible for complying with the instructions of Qatar Airways, with respect to flight check-in and boarding times. In particular, Travelers acknowledges and agree that:

Flight times may change at the discretion of Qatar Airways. It is required to reconfirm your flight departure times and terminal with Qatar Airways at least 24 hours before departure.

The operating airline, the flight schedule, the aircraft type, the itinerary and possible intermediate stops are only given as an indication of the outbound and inbound flights of the booking and can be subject to change. Changes may include operating airline, flight schedule, aircraft type, intermediate stops (including change of aircraft at intermediate stop), even after confirmation was sent.

All above changes and any schedule changes do not entitle for cancellation, refund, compensation, or any booking amendment.

Schedules shown are based on expected flying times as indicated by Qatar Airways. Because weather and other factors may affect operating conditions, departures and arrivals cannot be guaranteed nor are the responsibility of OTF.

OTF has no control over the allocation of seats on any air transport, even if pre-booked with the airline, and does not guarantee that specific seats will be available on departure.

If Customer books a round trip journey and does not use the outbound flight, the airline may cancel the return flight without refund. This also applies if the return flight is not taken and insofar as the travel is not taken at all. The Customer shall use flight coupons in sequence.

Additional charges may be imposed by Qatar Airways for meals, luggage, seat selection, etc. OTF is not responsible for such charges and charges may be amended by Qatar Airways at any time.

The Customer must comply with Qatar Airways' rules and restrictions on the carriage of pregnant women.

Qatar Airways reserves the right to assess additional charges that could include an additional ticket purchase for passengers who may be too large to comfortably sit in one seat.

Customers and Travelers must comply with Qatar Airways' rules and restrictions on the carriage of children. Children older than 2 years on the return date must have a return ticket at a child fare for both the outbound and inbound flights. Customers who do not comply with this will not be eligible for any refund of any seat charges incurred during travel. Children under 2 years will not be allocated their own seat in the aircraft, unless a child fare has been booked for them. Children older than 11 years on the return date must have a return ticket at and adult fare for both the outbound and inbound flights. Unaccompanied minors will only be carried in accordance with Qatar Airways' rules and restrictions.

Qatar Airways' and/or related entities reserve the right to assess an additional charge at the time of check in for additional pieces of luggage, overweight or for non-standard luggage. Examples of non-standard luggage include, but are not limited to the following: Sporting goods and equipment (e.g. golf clubs and skis), Tools, Musical instrument cases, Trunks, Large portfolios, Boxes, Car seats, Animal carriers (animal handling charge may apply). For more information visit [qatarairways.com/baggage](http://qatarairways.com/baggage).

The Customer is reminded that Qatar Airways' liability for death, personal injury and other damages is normally limited by national law, by an international air transport treaty, or by Qatar Airways' rules and restrictions including Qatar Airways Conditions of Carriage.

Any costs due to denied booking or carriage based on Qatar Airways Conditions of Carriage or Qatar Airways applicable policies are in the responsibility of the Customer. Neither OTF nor Qatar Airways Group Q.C.S.C assumes any such liability.

By purchasing a TICKET INCLUSIVE PACKAGE TRAVEL, the customer acknowledges and agrees that it is prohibited from:

1. directly or indirectly conducting, allowing, permitting, authorizing and/or approving:
  - a. any re-sale, or the offering for resale (whether online or offline), and/or
  - b. the exchange or other transfer or assignment of rights (whether online or offline); of any Ticket provided in connection with a Ticket Inclusive Travel Package, whether for any value of any kind or otherwise, including in connection with any separate transaction with any third party under which any value of any kind is transferred to Company Client in connection (whether direct or indirect) with the provision by Company Client of any element of a Ticket Inclusive Travel Package;

and

2. acting, purporting to act, or advertising its ability to act, as an agent, facilitator or representative of a third party for the purchase, or purported purchase, of a Ticket Inclusive Travel Package (or any component of a Ticket Inclusive Travel Package) and/or Ticket(s) by the third party.

The customer acknowledges and agrees that all Ticket Inclusive Travel Packages purchased will only be used by the guests named in the application for the Ticket Inclusive Travel Package and that the Tickets offered as part of the Ticket Inclusive Travel Package are for use by members of the general public only, not Corporate Customers. "Corporate Customers" means companies or other legal entities (other than individuals), or individuals who wish to purchase Tickets with the intent to allocate Tickets to business associates for commercial purposes.

## **FAN ID**

If required by Qatari law, Ticket holders will need to obtain a "Fan ID", which is a personalized identification document needed to facilitate entry to the State of Qatar and to be granted access to the Stadiums. The Fan ID process is managed and operated exclusively by the government of



the State of Qatar. Qatar Airways and OTF do not assume any liability or responsibility in respect of the application, issuance and use of the Fan ID. Qatar Airways and OTF shall incur no liability whatsoever for (i) failure to perform or improper performance of the Customer of its obligations under this Agreement or the Ticket Regulations (except for the cases of wilful misconduct) and/or (ii) any damage incurred by one Party to the other, in case where such failure to perform or improper performance of obligations took place or the damage was incurred as a result of or in connection with the Fan ID operation (including the development, issuance, support, operation, delivery, verification and use of such Fan IDs irrespective of the person actually performing such operations).

### **Promotions etc.**

OTF may offer promotions on this Website from time to time. Please note that these promotions may involve different conditions and requirements, as may be stipulated by OTF or OTF's affiliates.

Promo codes promotion:

Promo codes may be made available by OTF from time to time to offer additional savings on selected product/services offered by selected suppliers.

Such promo code promotion may be subjected to a minimum spending requirement, or such other terms and conditions as may be stipulated by OTF on this Website. The promo code promotion may also be subject to availability and made available on a first-come-first-served basis.

Promo codes are valid for the duration of the respective promotion only and only one promo code may be used for each booking. In the event where multiple promo codes are available at the same time, they are not cumulative, and it is at your discretion to select the coupon code that you wish to apply.

Promo codes are not exchangeable for cash, non-transferable and non-refundable.

OTF reserves the absolute right to amend or withdraw a promo code promotion at any time without prior notice and without assigning any reason whatsoever.

### **Changes/amendments/Cancellations**

You are not allowed to make any changes and/or cancellation to the TICKET INCLUSIVE PACKAGE TRAVEL purchased. Any change of the whole or part of the package will render the initial amount paid forfeited, and you will also lose whatsoever benefit(s) that you may initially be entitled to from the original TICKET INCLUSIVE PACKAGE TRAVEL (including but not limited to any savings made and promotion benefits).

No Refunds shall be provided as per cancellation policy and notwithstanding anything otherwise on the Website.

Changes/amendments are only possible via email, not via phone.

OTF reserves the right to cancel a booking at our sole discretion and for any cause without giving reasons for the rejection/ refusal/ cancellation. The causes may include but not limited to the following:

- Breach of the Terms & Conditions by you
- Suspicion of criminal activity (including but not limited to unauthorized use of a credit or debit card), fraud or theft
- Product/ services not being available or no longer being made available by the supplier, or where the supplier has provided inaccurate price and/or information relating to their products/services
- The provision of inaccurate, erroneous or misleading information by you
- Problems with credit card electronic communications, information or transactions

In certain cases, we may require additional information or verification to validate and confirm the booking. If you choose not to submit the required additional information, reservations will not be completed and will be voided.

### **Processing fee**

OTF charges a 4% processing fee when you make a booking.

Fees are always applicable in the same currency as the booking affected.

### **Hotel star ratings**

Star ratings is only a general guide. You should be aware that these are not necessarily the official local rating and that standards can vary between hotels and accommodation of the same class in different countries, and even in the same country. Different countries have different standards; a 3-star hotel in one country is not necessarily equivalent to a 3-star hotel in another.

### **Product/services images**

Whilst we endeavor to ensure that property images and descriptions of products/services and facilities displayed on OTF are an accurate and up to date representation, we cannot guarantee this always to be the case as we obtain this information from our suppliers. The images and information are provided to give a general impression of the product/service.

Images of room types do not necessarily represent the bed configuration of the room being purchased. For example, a triple room in North America may consist of one double bed and one single bed or a double room in Austria may consist of two single beds. Also, there may be an additional charge for extra beds or cots.

### **Product/services ratings**

The rating system on this Website is provided for your reference only, and OTF does not guarantee the accuracy of the ratings. The existing ratings are based on information given by third parties such as suppliers, users or other review websites (However, Hotel Star Ratings set forth above shall govern)

## **Hotel activities**

It is possible that, from time to time activities offered by the suppliers that are shown in the description of the hotel on the Website are canceled, for example as a result of weather conditions or other reasons beyond the supplier's reasonable control, during out-of-season stays, or if the required number of participants for the activity is not achieved.

Where sightseeing is concerned, the sequence of the various tourist attractions is shown only as an indication. This can be changed by the suppliers.

## **Hotel meals**

If hotel meals are part of a booking, the number of meals depends on the number of overnight stays. Full board normally includes breakfast, lunch and dinner. Half board normally includes breakfast and either lunch or dinner, depending on the booking. Hotel stay which includes main meals generally commence with dinner on the day after arrival at the hotel and terminate with breakfast (on half board) or lunch (on full board) on the day of departure. If one or more meals cannot be taken, no refunds will be made.

The customer is reminded that, unless specified otherwise on the Website, drinks are not included with meals. If drinking water is not available, the customer will bear the cost of buying it.

Parents are advised to bring special food for their baby with them, as this is not always available locally.

## **Hotel taxes**

The local authorities in certain countries may impose additional taxes (tourist tax, etc), which generally must be paid locally. The Customer and Travelers are exclusively responsible for paying such additional taxes. The amount of taxes can change between booking and stay dates. If taxes have increased as at your stay date, you will be liable to pay taxes at the new higher rate.

## **Electronic flight ticket**

An electronic ticket is a ticket with no physical form. When using this type of ticket, Travelers may check-in online on Qatar Airways website (where permitted by Qatar Airways, via phone using the Qatar Airways mobile application or via check-in desk of Qatar Airways. Customers must strictly observe the times for check- in.

## **Airline liability**

The Customer is reminded that Qatar Airways' liability for death, personal injury and other damages is normally limited by national law, by an international air transport treaty, or by Qatar Airways' rules and restrictions including Qatar Airways Conditions of Carriage.

## **Insurance**

The prices on the Website do not include travel insurance. The Customer is therefore advised to take out insurance that covers the consequences of certain cases of cancellation and that also provides cover for certain special risks such as the cost of repatriation in the event of an accident

or illness. It is the Customer's responsibility to ensure any insurance policy taken out is adequate to cover their requirements.

### **Travel agent liability**

The information, software, products, and services provided through OTF online may include inaccuracies or typographical errors.

Wholesalers, Qatar Airways, hotels and other suppliers providing travel or other services for OTF online are independent contractors and not agents or employees of OTF are not liable for the acts, errors, omissions, representations, warranties, breaches or negligence of any such suppliers or for any personal injuries, death, property damage, or other damages or expenses resulting therefrom.

OTF has no liability and will make no refund or compensation in the event of any delay, cancellation. Overbooking, strike, force majeure, or other causes beyond their direct control and they have no responsibility for any additional expense, omissions, delays, re-routing or acts of any government or authority.

In no event shall OTF and/or their respective suppliers be liable for any direct, indirect, punitive, incidental, special, or consequential damages arising out of, or in any way connected with, the use of the OTF online or with the delay or inability to use OTF online, or for any information, software, products, and services obtained through OTF nor otherwise arising out of the use of OTF online, whether based on contract (including fundamental breach), tort, strict liability, or otherwise, even if OTF and/or their respective suppliers have been advised of the possibility of damages. Because some jurisdictions do not allow the exclusion or limitation of liability for consequential or incidental damages, the above limitation may not apply to you.

### **Governing law, jurisdiction and limitation of action**

These Terms & Conditions are governed exclusively by and are to be interpreted in accordance with the Laws of the state of Florida. Any and all actions, disputes or controversies arising out of or in relation to these Terms & Conditions and/or the use of this Site shall be submitted to the exclusive jurisdiction of the Circuit Court in and for Miami Dade County, Florida.

You agree that you will bring any claim or cause of action arising from or relating your access or use of this Site within two (2) years from the date on which such claim or action should arise, failing which you shall be deemed to have irrevocably waived your cause of action against OTF or any other party or entity

### **Miscellaneous**

OTF shall not be held liable for any non-performance or violation of these Terms, or any damage or harm to users caused by act or condition beyond its reasonable control ("Force Majeure Event"). Force Majeure Event shall include but not limited to natural disaster, epidemic, riot, war, embargo, sanctions, changes in laws or regulations, civil disorder, labor strikes, government imposed travel restrictions (at our origin or at your destination) and so forth.

If any one or more of the provisions of these Terms is invalid, illegal or unenforceable in any respect, the validity, legality and enforceability of the remaining provisions hereof shall not be affected in any way or impaired thereby.

Failure by OTF to enforce any provision of these Terms at any time shall not be construed as a waiver of OTF's right to enforce the breach of such provision or any other provision in these Terms, or as a waiver of any continuing, succeeding or subsequent breach of any provision or other provisions of these Terms.

### **Privacy and cookies**

We want you to be confident that your data is safe and secure with us, and understand how we use it to offer you a better and more unique and inspiring experience. See the OTF Privacy Notice for more information. Cookies are small data files uploaded on your device when you visit any website or mobile app. Cookies allow a website or a mobile app to collect and store a range of data on your desktop computer, laptop or mobile device. Cookies help us to provide important features and functionality on our Website and mobile apps, and we use them to improve your customer experience. See the OTF Cookie Notice for more information.

### **Contact us**

All notices, demands or other communications required to be given or made to OTF shall be made in writing and delivered by personal service, prepaid registered post or email at the address, and/or email address as set out hereunder (or to such other address and/or email address as may be notified by OTF to you from time to time).

Tel: +1.786.276.8686

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Mail:

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Attn: Customer Care Qatar Airways Holidays  
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