

FIFA Arab Cup 2021™ Travel Packages Terms and Conditions

General Conditions

1. All FIFA Arab Cup 2021™ packages and their specific products sold through Qatar Airways Holidays are subject to availability.
2. Availability and all prices quoted are subject to change without notice.
3. Starting prices mentioned are per person, based on a minimum of two passengers travelling together, for an estimated average flight price that can vary according to the origin country.
4. Qatar Airways and Qatar Airways Holidays are not responsible for the decisions of the immigration authorities.
5. It is the responsibility of the customer to obtain and carry a valid passport and other travelling documents including visas, permits, vaccination certificates, etc. Qatar Airways Holidays shall not be liable for any inconvenience, expense, loss or damage of any kind, if incurred by the Customer due to failure of obtaining or producing such documents.
6. In case of visa rejections, bookings stand confirmed and are non-amendable and non-refundable.
7. By making this booking you have accepted all terms and conditions which apply to the offer, in addition to conditions which may apply to the specific flights, accommodations, match tickets, tours and services.
8. Rates mentioned are based on the specific booking classes applicable for Qatar Airways Holidays only. If specific booking class is unavailable and another booking class is availed, a supplement charge will apply.
9. Standard published QR baggage allowance applies.
10. Full payment is required at the time of booking for confirmation and the issuance of E-tickets and vouchers. In the event of such condition not being met, booking will not be honoured.
11. Bookings can only be made by customers aged 18 years and above at the time of booking.
12. We reserve the right to include price adjustments to the total cost caused by changes to the applicable VAT or tax rates, duties, levies or charges from those prevailing at the time of the confirmation.
13. Any applicable local city taxes are to be paid directly at the hotel.
14. We reserve the right to amend these Terms and Conditions from time to time in order to ensure compliance with applicable laws or any requirements of FIFA or the Supreme Committee for Delivery & Legacy and will give you notice of such amendments.
15. Every effort will be made to confirm a booking exactly as per the client's request; however, in the case of no availability, Qatar Airways Holidays reserves the right to offer similar alternatives.
16. These Terms and Conditions shall be governed and interpreted in accordance with the laws of the State of Qatar. The parties shall endeavour in good faith to resolve any dispute arising from, and/or in connection with these Terms and Conditions by way of good faith discussion and negotiation. If the parties do not resolve any such dispute within fifteen (15) days from the date on which negotiations are initiated, the dispute shall be finally determined under the exclusive jurisdiction of the courts of the State of Qatar.
17. **Force Majeure:** The performance of these Terms and Conditions by either party is subject to acts of God, epidemic, pandemic, war, government action or decree, disaster, strikes (other than strikes by our staff), riot or civil disorder, acts of terrorism, curtailment of transportation facilities (to the extent such curtailment was beyond our reasonable control), inclement weather, the rescheduling or cancellation of the Event, its being held "behind closed doors", origin or destination country border policy prevents travel, or its being relocated to another venue or any other emergencies beyond the affected party's control making it illegal or impossible to perform its obligations under these Terms and Conditions. In the event that performance of these Terms and Conditions is not possible by reason of Force Majeure, neither party shall be deemed to be in breach of the terms of these Terms and Conditions and neither party shall then be obligated in any manner to the other with respect to such performance. Compensation will not be payable by either. To the extent we recover monies from the Provider(s) we will refund such monies to you and we will use our reasonable efforts to obtain such recovery.
18. **Insurance:** you are responsible for arranging and obtaining your own travel insurance, including cancellation insurance. Qatar Airways Holidays will not be responsible for any losses incurred by you to the extent we are unable to recover such monies.
19. Any personal data that has been given to Qatar Airways Holidays for the purpose of purchasing a Package, making a hotel reservation, booking ancillary services, facilitating immigration and entry requirements and making such data available to government agencies. For these purposes, customers authorize us to retain and use such data to transmit it to our own offices, suppliers, authorized agents, government agencies,

other carriers or the providers of such services, in whatever the country they may be located in accordance with Qatar Airways Holidays' Privacy Notice.

Accommodation

1. Your hotel is booked on a bed and breakfast basis and does not include extras or incidental charges (e.g. laundry, minibar, room services, etc.).
2. Bookings do not cover, and Qatar Airways Holidays shall not under any circumstances be responsible for, any incidental charges incurred by or on behalf of the person(s) using the confirmed rooms, including but not limited to room service, laundry services, telephone calls and all corresponding service charges and taxes.
3. You or your guests may therefore be required by the accommodation upon check in (arrival) to guarantee payment of incidental charges with a major credit card or cash deposit.
4. The standard check-in time at the hotels is after 1400 hours on the day of arrival (local time in the destination) and check-out time is 12 noon on the day of departure. Certain properties may have different policies and these must be adhered to.
5. A valid Qatar Airways Holidays voucher and accommodation booking confirmation must be presented at the accommodation upon check-in to avail the room/s.
6. Maximum occupancy in a room is up to 2 adults and 1 child below 11 years of age using existing bedding unless it is stated otherwise.
7. Passengers below 18 years must be accompanied by an adult.
8. Any special requests like bedding, smoking/non-smoking rooms, connecting / adjacent rooms, etc. are subject to accommodation availability and cannot be guaranteed. Please email our Customer Care team at fifaarabcup@qatarairways.com.qa to confirm availability.
9. The categorization of hotels, resorts and other types of accommodation is managed by the Tourism body of the respective country and the process of the rating/grading used to categorize the properties may not necessarily conform to international standards. Qatar Airways Holidays does not take responsibility if the rating/grading of the accommodation does not conform to international standards.
10. The accommodation provider may require us to provide the names and contact details of you and/or your guests in order to verify those who will be using the confirmed rooms. You acknowledge and agree that we may use, process and store such data for this purpose and provide it to the Accommodation Provider. You acknowledge your responsibility to obtain the written consent of each of your guests to use his data for the purpose described above.
11. Our liability to you: In order to supply the accommodation under these Terms and Conditions, contracts have been entered into with third party suppliers for which reasonable care and skill has been taken to ensure they are reputable. Our role after that point is to secure your booking at the Accommodation Provider's property and although we will try to resolve matters where the Accommodation Provider has not complied with any of its obligations, we emphasise that we do not have control over or responsibility for the actual services provided to you by the Accommodation Provider or for the actions of it or its employees.
12. We shall not be liable for any loss, costs, expenses, fines, liabilities, direct or indirect damage, including any extrinsic, special, penal, punitive, exemplary or consequential damage or damages of any kind whatsoever ("Damage") or howsoever caused in connection with your use of the Client Rooms. We shall not be liable in the event of gross negligence of the Accommodation Providers.
13. Except to the extent otherwise expressly provided for in this Terms & Conditions, and to the extent permissible by law, we provide no warranties, whether express, tacit or implied, arising by operation of law or otherwise, in respect of any of the services provided to you. We specifically disclaim any implied warranties of fitness for a particular purpose or merchantability. Your primary rights in the event the accommodation services are not performed properly in accordance with these Terms and Conditions, shall be our assigning of our warranty claims, if any, against the respective accommodation provider to you. In any case the warranty shall be limited to the accommodation services being in accordance with the specification given by us.
14. The Terms and Conditions that apply on each booking are personal to you and you may not assign, transfer, subcontract or otherwise part with any benefits or obligations without our prior written consent, provided however that you may assign or transfer the right to use any service without our prior written consent. Please note that if you do allow someone else to use the confirmed services in accordance with this Clause then you agree to ensure that these Terms and Conditions will apply to that person also.

Match Tickets

1. Click [here](#) to view and agree to the Terms of Use.
2. Qatar Airways Holidays is the principal in the sale of Ticket Inclusive Travel Packages to Customers. However, FIFA Ticketing AG or FIFA Ticketing LLC, is the provider of any Ticket that forms an integral part of each Ticket Inclusive Travel Package and automatically becomes the principal in the sale of such Ticket. Customer further acknowledges and agrees that, based on this direct relationship, FIFA Ticketing AG and/or FIFA Ticketing LLC may exercise any of its rights with respect to Tickets being included in a Ticket Inclusive Travel Package pursuant to the Ticket Regulations.
3. Customer must not sell, offer for sale, resell or carry out any unauthorised use of Tickets, such as for prize competitions, promotions, sweepstakes, travel packages, hospitality packages and/or any other commercial purposes.
4. Customer acknowledges and agrees to not 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.
5. FIFA reserves the right to cancel any Ticket issued in the event of a failure to comply with the requirements set out in these Terms & Conditions.
6. Customer acknowledges and agrees that the acquisition of Accessibility Tickets is subject to the availability of such Tickets for each Match. If an Accessibility Ticket is requested, customer shall: (i) promptly inform in writing of such request; (ii) send proof of eligibility; and (iii) provide such proof together with any supporting documentation reasonably requested by Qatar Airways Holidays. FIFA reserves the right to cancel any Accessibility Ticket issued as part of a Ticket Inclusive Travel Package where FIFA reasonably believes the customer in question is not eligible to use it.
7. Customer acknowledges and agrees that all Ticket sales are final and that following the acquisition of a Ticket, Customer will not be able to cancel such acquisition or return any Ticket.
8. The format of Tickets (i.e., paper or mobile) to be issued shall be determined by FIFA.
9. Customer acknowledges and agrees that neither Qatar Airways Holidays, FIFA, FIFA Ticketing LLC nor FIFA Ticketing AG shall be responsible for any lost or stolen Ticket following the supply of such Ticket.
10. Customer agrees to comply with all the requirements established in any FIFA Competition regulations, including all of the specific requirements relating to Tickets set forth therein.
11. Customer acknowledges the importance of the control of the distribution of Tickets so as to: (i) prevent the creation of a secondary market (or "parallel market") in the sale of Tickets, (ii) ensure that security procedures implemented by FIFA are not compromised by the unauthorised re-distribution of Tickets, (iii) ensure that Tickets are not used by entities other than Commercial Affiliates for Ticket promotions, and (iv) prevent Ambush Marketing in connection with Tickets.
12. Customer acknowledges and agrees to not exploit the goodwill of the FIFA Competition, FIFA, FIFA Ticketing LLC or FIFA Ticketing AG.
13. Customer acknowledges and agrees that FIFA, FIFA Ticketing LLC and/or FIFA Ticketing AG may (both during and/or after the Term) require Qatar Airways Holidays to provide the following information in relation to each Customer provided with a Ticket by or on behalf of Company pursuant to this Terms & Conditions: name; passport/ID card number; nationality; date of birth; ticket number; and block, seat and row number.
14. In the event that Customer fails to provide Personal Data, FIFA, FIFA Ticketing LLC and FIFA Ticketing AG reserve the right to cancel any relevant Ticket(s) and/or to refuse entrance to the Stadium, with no right to any refund. Customer acknowledges and agrees that any such cancelled Ticket may be made available for re-sale by FIFA Ticketing AG or FIFA Ticketing LLC.
15. A FIFA World Cup™ Authority may carry out access controls and inspections at a Stadium. In the event that a Customer attempts to use a Ticket at a Stadium and the personal details do not match any Personal Data provided with respect to such Ticket, the FIFA World Cup™ Authority expressly reserves the right to cancel the relevant Ticket(s) and/or to refuse entrance to the Stadium to such Customer, with no right to any refund. Customer acknowledges and agrees that any such Ticket may be made available for re-sale by FIFA Ticketing AG or FIFA Ticketing LLC. Click [here](#) to view and agree to the Stadium Code of Conduct.
16. Accessibility Tickets are a dedicated allocation of tickets for purchase by disabled people and people with limited mobility. Click [here](#) for detailed information about Accessibility Tickets and their requirements.

Cancellation Policy

1. No cancellation fees apply for bookings affected by unexpected border closures or a positive Covid test received immediately prior to travel. However, match tickets cannot be refunded regardless of the circumstances. You are advised to purchase travel insurance including events insurance to ensure that you are protected in the event of an emergency.
2. An administration fee equal to 7% of the total booking value is applicable for cancellation requests.
3. "No-Show" or "Early departure" will result in 100% of the total package cost being charged.
4. Air Ticket amendments and cancellations are permitted as per the Qatar Airways' travel with confidence policy.
5. Packages are non-amendable, except for upgrades. Upgrades or extensions to existing bookings are subject to availability of flights, match tickets and/or rooms. To modify your booking, please email our Customer Care team at fifaarabcup@qatarairways.com.qa. Rate differences may apply.
6. All passenger names will be considered final once your booking is confirmed.

Website Terms of Use

1. [Click here](#) to view and agree Terms of Use.

Frequently Asked Questions

1. Click [here](#) to view our FAQ for FIFA Arab Cup 2021™.