

Terms and conditions

This offer (the “Offer”) is brought to you by Emirates, a corporation established by Dubai Ruler’s Decree No. 2 of 1985 (as amended) having its principal office at Emirates Group Headquarters, Airport Road, P.O. Box 686, Dubai, United Arab Emirates (“Emirates”).

In the event of any dispute regarding the Terms, results and all other matters relating to the Offer, Emirates decision will be final and binding and no correspondence or discussion will be entered into.

The Offer terms and conditions:

Customers purchasing an Eligible Flight (defined below) can enjoy a complimentary Hotel stay subject to the below terms and Hotel terms and conditions (the “Offer”):

- The “**Offer**”: The offer includes one (1) complimentary night stay at Novotel World Trade Centre Dubai for Economy and Premium Economy Class passengers, or one (1) complimentary night stay at 25hours Hotel Dubai One Central for First and Business Class passengers on room-only basis; and is subject to availability.
- To avail of the Offer, you must, during the Sales Period, book and pay in full for an Emirates return flight originating from Emirates operated online origins (Austria, Belgium, Denmark, France, Germany, Greece, Hungary, Italy, Norway, Russia, Spain, Sweden, Switzerland, Turkey and United Kingdom) to Emirates operated destinations (Cambodia, China, Iraq, Kenya, Lebanon, Malaysia, Maldives, Pakistan, Seychelles, Singapore, South Africa, Sri Lanka, Tanzania, Thailand, Vietnam, Zambia and Zimbabwe) in the Emirates network and flydubai operated destinations (Erbil, Langkawi, Najaf, Penang, Sulaymaniyah, Mogadishu, Hargeisa and Zanzibar) with a minimum stop in Dubai of 10 hours in between the connecting flights via a travel agent participating in the campaign, with travel to be completed within the Travel Period (“Eligible Flight”).
- Once booked send an e-mail to callcentre@brightsun.co.in containing ticketed PNR reference, arrival date in Dubai for which the complimentary nights should be booked, contact phone number and contact e-mail address that will receive the hotel confirmation. By sending the email or instructing your travel agent to send the email on your behalf, you agree for Emirates to share the necessary personal details with the hotel partner, solely for the purpose of making the hotel reservation.
- The complimentary stay will always be booked on the arrival date (24 hrs stay from arrival time to Dubai) either on outbound or inbound portion of the journey up to passenger choice.
- If the hotel is not available, Emirates will book a room at another hotel with a comparable star rating.
- Passengers travelling at least 1 leg of their journey on an Emirates operated Business/First class are entitled to a complimentary night at 25hours Hotel Dubai One Central.

Sale Period	Travel period	Region
10 May – 09 Jun 2024	14 May 2024 - 30 Jun 2024 (return travel and redemption of the hotel to be completed by 31 Aug 24)	Emirates eligible market: Austria, Belgium, Denmark, France, Germany, Greece, Hungary, Italy, Norway, Russia, Spain, Sweden, Switzerland, Turkey and United Kingdom.

- The complimentary stay bookings must be made at least 96 hours prior to arrival or before 27 August 2024, whichever is earlier. You will receive the hotel confirmation by email within 96 hours.
- The offer is eligible for new tickets issued made between 10 May – 09 Jun 2024 inclusive and cannot be claimed retroactively on tickets issued outside of this sales period.
- Flight tickets must be purchased for return journeys only.
- For passengers travelling beyond Dubai with tickets purchased on eligible flights within the sales period, a minimum stopover in Dubai of 10 hours is required. The offer can only be claimed once on either outbound or inbound portion of the journey, provided the passenger arrives in Dubai and books the hotel offer for stay before 31 August 2024
- Passengers are responsible for organising the necessary travel or visa documents required to fulfil individual entry criteria to Dubai or any other origin / destination at their own cost.
- Emirates flight tickets are at all times subject to availability and Emirates Conditions of Carriage and applicable ticket conditions as set out on the Emirates website.
- The Offer is not applicable on tickets issued with group tariff.
- The Offer is not applicable on industry discounted tickets.
- The Offer is not applicable on tickets redeemed in full using Skywards Miles, or other redemption offers.
- Chauffeur-drive service is available in Dubai for eligible First Class and Business Class passengers. The service must be booked as per the normal process.
- The Offer is valid for tickets issued on Emirates (ticket number starting with 176), operated by Emirates to the aforementioned destination countries or operated by flydubai aircraft to Erbil, Langkawi, Najaf, Penang, Sulaymaniyah, Mogadishu, Hargeisa and Zanzibar and Emirates and flydubai crew, and on Emirates marketed flights only (flight number starting with EK).
- Emirates accepts no responsibility for any damage, loss, liabilities, injury or disappointment incurred or suffered by an individual as a result of entering or availing the Offer whatsoever for any reason. This exclusion does not include any liability for death or personal injury caused solely by the negligence of Emirates.
- Availing the Offer does not confer on the individual any rights in or over any intellectual property arising in connection with the Offer. Any Terms which are held to be invalid in any jurisdiction shall whenever allowed by the context be deemed to be replaced by such valid and enforceable terms and conditions whose contents are as close as permissible to those of the invalid or unenforceable Terms.
- Emirates reserves the right to modify or vary the Offer and/or these Terms at any time.
- These Terms shall be governed by and construed in accordance with the laws of Dubai, and as applicable, the UAE, and the Dubai courts shall have exclusive jurisdiction in relation to any disputes arising

Hotel terms and conditions:

- Hotel stay is subject to the terms and conditions of the hotel.
- Offer applicable on twin-sharing basis (max 2 adults + 1 child up to 11.99 years old), with children accommodated on existing bedding at 25hours Hotel Dubai One Central
- Offer applicable on twin-sharing basis (max 2 adults + 2 children up to 11.99 years old), with children accommodated on existing bedding at Novotel World Trade Centre Dubai
- A 24-hour check-in and check-out policy applies. Check-in time begins from the Dubai scheduled flight arrival time of the original booking. For example, arrivals at 4:00am will have access to the hotel room and facilities for 24 hours from the flight arrival time.
- One (1) complimentary room night will be extended per booking for passengers travelling in Economy Class or Premium Economy, one (1) room night offered to passengers travelling in First Class and Business Class. Should the number of passengers in the booking exceed the capacity of the provided room, an additional room will be booked automatically.
- Offer is valid for children only when accompanied by at least one adult who is 18 years old or above. Proof of age may be required at check-in.
- In case of eligible passengers sharing a room, the Offer will not be combinable and only 1 night will be extended in total for both passengers travelling in Economy Class or Premium Economy, or 1 night for passengers travelling in First Class or Business Class.
- Guests may be required to provide a credit card at check-in to the hotel.
- If the flight booking is cancelled, the confirmed hotel booking will be automatically cancelled without any notification.
- In case of flight rebooking, change requests for rooms will be subject to availability, and no change is permitted within 72 hours prior to travel. Any rebooking within the sale period will need to be sent to callcentre@brightsun.co.in as a separate request.
- Any date change requests to the hotel booking due to change in flight dates will be amended only subject to availability and is not guaranteed.
- All hotel bookings must be channeled through callcentre@brightsun.co.in only.
- Hotel stays are only available between the campaign travel dates.
- In case of no-shows, the confirmed hotel booking will not be re-bookable.
- The Offer includes taxes and Tourism Dirham Fee. Emirates is not responsible for any additional room charges, incidentals, mini bar, etc. All additional charges will be the responsibility of the passenger. The offer does not include meet and assist at the airport, airport transportation, PCR test or visa charges.
- The Offer includes nothing other than that expressly stated to be included as part of the Offer. The guest will be responsible for all other costs and expenses associated with availing of the Offer and the hotel stay including but not limited to travel insurance, food, and transfers (other than as provided for under these terms) and any other ancillary costs associated with the Offer and the hotel stay.