

GENERAL TERMS AND CONDITIONS

SAUDIA HOLIDAYS BY PERFECTSTAY.COM VERSION DATED 24/11/2025

These general terms and conditions govern the sale of Services and Travel made by telephone and on the websites "Saudia Holidays", "Saudia Umrah" and "Saudia Stopover" by Perfectstay.com" within the framework of a partnership between Saudia and PERFECTSTAY.

The aforementioned website is published exclusively by [PERFECTSTAY](#), and sales are made on behalf of [PERFECTSTAY](#).

1. Introduction

These general terms and conditions govern the sale of the Services created on behalf of PerfectStay Travel Ltd, a company with registered office at Chase Green House, 42 Chase Side, Enfield, Middlesex EN2 6NF, with company number 11320606. We provide financial protection for our package holidays, by way of our Air Travel Organiser's Licence number 11475, issued by the Civil Aviation Authority, Gatwick Airport South, West Sussex, RH6 0YR, UK.

These general terms and conditions govern the Orders that any Customer may place by telephone¹ or on the Website.

Use of the Website and management of Customers' personal data are governed by the Privacy Policy, which the Customer acknowledges having read and accepted separately.

The terms applicable to all Orders comprise these general terms and conditions, and the special terms and conditions listed in the description of the Service. The contract signed between PERFECTSTAY.COM and the Customer shall be formalized through the confirmatory e-mail and its attachments (General Terms and Conditions of Sale, Product Sheet and, if the Customer purchases insurance, Insurance Terms), as well as through the travel documents sent to the Customer upon payment in full for the Order.

These general terms and conditions govern the sales of Services reserved starting on the date stated above. For any Order placed before that date, the Customer must refer to the general terms and conditions of sale available in printable format in his/her order confirmation email.

Before the Customer places any Order or makes any use of the Website, the Customer must have read and accepted these general terms and conditions without reservation.

2. Definitions

"Customer" shall mean any adult natural person possessing legal capacity or any legal entity, in either case accessing the Sales and/or placing an Order.

(Legal entities who wish to order Services regularly and/or in large quantities are excluded from use of these general terms and conditions and must instead contact PERFECTSTAY.COM to sign a general agreement

for business travel.)

“Contact Form” shall mean the form available at <https://saudia.com/holidays/en-SA/account/faq-contact> allowing the Customer to contact PERFECTSTAY.COM electronically.

“Email” means the following e-mail address: contact@service.perfectstay.com

“E-Commerce Regime” means the E-Commerce Law, issued by Saudi Arabian Cabinet Decision No. 628/1440 dated 06/11/1440 H (corresponding to 09 July 2019 G), and the E-Commerce Implementing Regulations to the E-Commerce Law, issued by Ministerial Decision No. 200/1441 dated 19/05/1441 H (corresponding to 14 January 2020 G), in both cases as amended from time to time.

“Force Majeure:” means an event or sequence of events beyond a party's reasonable control preventing or delaying it from performing its obligations under a contract entered into between the Customer and PERFECTSTAY.COM.

“Order” means any Services reserved by the Customer on the Website or by Telephone.

“Product Sheet” has the meaning given to such a term in article 8.

“Sale” means a sale of travel services to which the Customer has access.

“Services” means the travel services sold as part of a Sale on behalf of PERFECTSTAY.COM and its suppliers.

“Stopover” means a short stay of up to four (4) days in Jeddah or Riyadh, permitted under the 90-day electronic stopover visa issued by the Ministry of Foreign Affairs of the Kingdom of Saudi Arabia.

“Telephone” means (i) for all pre-sale information or all information about an order, the following telephone number: 8008500817 or +966 8008500817 from outside of the Kingdom of Saudi Arabia at which PERFECTSTAY.COM may be reached.

“Website” means the website published by PERFECTSTAY.COM and accessible at the address:
<https://saudia.com/holidays/en-SA>
<https://saudia.com/umrah/en-SA>

3. No right of withdrawal

Bookings made on the Website do not entitle the Customer to withdraw from the contract unless it is in accordance with these terms and conditions and the E-Commerce Regime².

4. Customer contact information

4.1. For sales on the Website

To access and be notified of the Sales presented on the Website, the Customer may be asked to create a user account comprising a log-in (e-mail address) and password. The Customer shall agree to update his/her username and password so that PERFECTSTAY.COM can contact him/her at any time concerning his/her Orders in progress.

The Customer shall agree to maintain the confidentiality of his/her username and password and not to disclose them or communicate them to any third party. PERFECTSTAY.COM may not be held liable for any consequences stemming from the fraudulent or malicious use of the username and password due to the Customer's fault or negligence.

4.2. For sales by telephone

For any order placed by telephone or in a partner agency, the Customer must communicate an email address and telephone number to PERFECTSTAY.COM. The Customer shall agree to contact PERFECTSTAY.COM in the event of any change to his/her contact information so that PERFECTSTAY.COM is able to contact him/her at any time concerning his/her Orders in progress.

4.3. Use of the Contact Form

The purpose of the Contact Form is to enable the Customer to contact PERFECTSTAY.COM for purposes other than the making of an Order.

Once the Customer has completed and submitted the Contact Form, it will be automatically transmitted to the PERFECTSTAY.COM teams.

The Customer will receive an e-mail confirmation of receipt including the content of his/her request and indicating the associated reference number.

PERFECTSTAY.COM recommends that the Customer keep a copy of the request (electronic or printed copy). If no e-mail confirmation is received, the Customer must contact PERFECTSTAY.COM by Telephone to ensure that his/her request was in fact transmitted.

5. Order

The Customer shall place the Order on behalf of all travelers being registered on the Order. Therefore, the Customer shall guarantee that he/she has all powers to represent all persons registered on the Order and that they are able to make the trip being the subject-matter of the Order.

To place an Order, the Customer must have an email address and must have a means of printing the travel documents that will be sent to him/her once the Order has been paid-for in full.

The Customer may be asked to communicate all of the following information for each traveler whom he/she represents: last name, first name, date of birth, passport information (number, issue date, expiration date), nationality and any other relevant information requested by PERFECTSTAY.COM'S suppliers. The Customer must ensure that the information he/she provides is absolutely identical to that listed on the travelers' identification documents and on any other documents required for the trip (visa, forms, etc.). Additionally, the Customer must ensure that the e-mail address submitted as part of the Order is correct and operational as it will be required for receiving various information and documents to be used for making the trip. The Customer shall be solely responsible for the accuracy of the information provided by the Customer in placing an Order and its consequences.

In general, PERFECTSTAY.COM shall not be liable for reservation errors attributed to the Customer or that are caused by extraordinary and inevitable circumstances or Force Majeure event.

The Customer may inform PERFECTSTAY.COM of any special requirements. PERFECTSTAY.COM shall make its best effort to meet these requests but cannot in any case guarantee acceptance or performance.

Availability of the Services may vary in real time, and the Customer's Order may not be confirmed until payment has been made.

For Orders placed on the Website, the Services offered on the Website shall be valid as long as they remain online and unless explicit notice is given stating that all available spots have been filled. The Website shall describe the various steps to follow for electronically signing the contract. In all cases, before confirming the Order, the Customer will be given the opportunity to identify and correct any errors in the data entered by the Customer.

It should also be noted that, before placing any Order, the Customer must seek information on any potential local events such as carnivals, religious festivals, national festivals, holidays or other events that might affect the smooth operation of the Services.

6. Price for the Services

6.1. General provisions

The price for the Services is listed in Saudi Riyal , including VAT where applicable, for each Sale.

The price shown first is:

- for hotels and flights + hotels, an estimated price per person based on two (2) adults staying in a double room; and
- for residential accommodation, price per accommodation.

Unless otherwise mentioned on the Website or by telephone, prices are shown including all taxes, but excluding administrative fees which shall be 98 Saudi Riyals (SAR 98) per Order.

The administrative fees shall be the Customer's flat-rate share of PERFECTSTAY.COM's costs for processing the Order.

Depending upon the Sale, the Customer may add various options of his/her choice to the base Service. The price shall include all Services described, with the understanding that the Customer's personal expenditures are not included in the price of the Services and shall remain his/her responsibility (such as, for example, options selected on-site, telephone toll charges, beverages where not included, etc.).

For hotel Services, reserving a room other than a double room shall be an option for a fee.

Tourism or travel taxes vary by destination and are not included in the price displayed. They will be collected locally by the accommodation service-providers.

At the time of placing the Order, the Customer will also be notified that some additional taxes or fees related to the selected Services may be imposed by the authorities in some countries and are not included in the price of the Services.

Unless otherwise mentioned in the description of the Services, the Order price shall not include the following:

- Insurance
- Paid activities
- Communication on-site (telephone, wi-fi, etc.)
- Extras not included in the Services (meals, beverages, excursions, tours, etc.)
- Administrative formalities (visas, overseas travel authorizations for minors, etc.)
- Actions related to mandatory formalities (medical treatments, vaccines, etc.)
- Tips

PERFECTSTAY.COM draws the Customer's attention to the fact that errors may affect the price of the Services. In compliance with applicable regulations, PERFECTSTAY.COM shall reserve the right to cancel any Order if a display or technical error makes the price of the Order clearly ruinous or discounted.

Unless otherwise mentioned in the description of the Services, the price of travel packages including air travel shall not include the following:

- Exit taxes sometimes required that must be paid on-site upon checking in for the return flight
- Travel between airports

- Excess baggage fees
- Transfers (trip between the airport and accommodation)
- The trips to the departure airport and from the arrival airport to the Customer's final destination
- Airport parking fees.

6.2. Price revision before the start of the travel or stay

6.2.1 After confirmation of the Order but before departure, the price of the Services may be changed in relation to increases or decreases in:

- The cost of transporting passengers, due to prices for fuel or other energy sources. The cost of fuel is expressed in US Dollars. This change will then be divided in proportion to its share in the calculation of the share of the price of transport for the reserved trip (the reference index is the Jet Kerosene Cargoes Cif NWE with a rate confirmed on 10/31/2016)
- The rates for taxes and duties on the travel services included in the Order, imposed by a third party not participating directly in the execution of the contract, including but not limited to tourist taxes, landing or takeoff fees and disembarkation fees at ports and airports
- The Dollar/Euro currency exchange rate applied to the trip or vacation. The reference Dollar/Euro currency exchange rate used to establish the price shall be the rate in effect three (3) months before the Order date.

Such changes shall be added to the price of the Services only in proportion to their share of the total price of the Services.

6.2.2. In the event of a price increase of less than eight *per cent.* (8%), PERFECTSTAY.COM will notify the Customer of this in writing at least twenty (20) days before the start of the trip or stay, and PERFECTSTAY.COM will apply the increase to the Order price. PERFECTSTAY.COM will then contact the Customer to indicate the steps to take to make the additional payment.

In the event of a price increase of more than 8 *per cent.* (8%), PERFECTSTAY.COM will notify the Customer of this in writing at least twenty (20) days before the start of the trip or stay, and the Customer shall be free to cancel the Order in accordance with the following terms:

- PERFECTSTAY.COM will communicate a reasonable final deadline to the Customer in relation to the status of the Order (in particular, the departure date and deadlines imposed by the suppliers) for notifying PERFECTSTAY.COM of his/her decision via the Contact Form.
- In the event of cancellation, PERFECTSTAY.COM will reimburse the Customer for all sums paid.
- If the Customer does not respond by the established deadline, the Order shall be considered confirmed by the Customer, and the Customer shall owe the additional cost. PERFECTSTAY.COM will then contact the Customer to indicate the steps to take to make the additional payment.

6.2.3 In the event of a price decrease, the Customer shall have the right to a price reduction corresponding to any decrease in the costs mentioned in article 6.2.1 that occurs after confirmation of the Order and before the start of the travel or stay. PERFECTSTAY.COM may deduct any actual administrative expenses that it incurs for this reimbursement.

6.3. Accommodation Prices - special terms and conditions

Prices for Services including accommodation are calculated in number of nights and not in full days on site. Unless otherwise mentioned in the description of the Service, a night shall mean the provision of accommodation between 5:00 pm at the latest and 10:00 am the next day (in both cases, applying the local time at the place of accommodation) at the earliest.

Prices for hotel Services shall be presented based on a double room. They shall not include any additional fees for individual rooms or for triple, quadruple or family rooms.

Prices for residential Services shall be presented as prices per accommodation. Unless otherwise mentioned in the description of the Services, residential accommodation shall not include any traditional hotel services, and shall consist simply of the provision of accommodation. No amenities such as 24/7 reception, room service, bar, restaurant, laundry, etc. shall be included.

7. Payment terms

7.1. Means of payment

Orders must be paid for online on the Website, or by telephone. The Customer will be notified of the means of payment accepted by PERFECTSTAY.COM by the reservation advisor, which are always displayed at the bottom of the page on the Website, and shall be summarized on the payment page for online Orders.

The Customer shall guarantee that he/she is fully authorized to use the means of payment to pay for his/her Order, and that these means of payment will enable him/her to pay the price of the Order, in accordance with the selected payment terms.

The Customer's approval for payment, formalized by sending the information required to use the selected means and terms of payment shall be irrevocable, and the Customer shall agree not to oppose payment outside the cases identified by applicable regulations (including but not limited to cases of loss, theft or fraudulent use of the means of payment).

7.2. Payment terms

7.2.1 Payment in full for the Order

Customers who select this option shall agree to have all funds necessary for payment in full for their Orders at the time of reservation.

However, if the means of payment used by the Customer do not allow PERFECTSTAY.COM to debit the total amount of the Order (such as, for example, weekly expenditure limit reached), the Customer shall pay a down-payment.

The Order shall be considered accepted, and PERFECTSTAY.COM will confirm the reservation with the suppliers. For Customers who select the option to pay in full for the Order at the time of placing the Order, the Customer shall by exception have forty-eight (48) hours from the time of placing the Order to pay the remaining balance due. Otherwise, the Customer's Order shall be considered to be canceled at the Customer's initiative in accordance with the terms set out in Article 13.3, which, in particular, include the application of cancellation fees.

7.2.2 Payment of a down-payment of fifty *per cent.* (50%) of the Order

If available, Customers who select this option shall agree to have all funds necessary for full payment of the down-payment at the time of reservation.

PERFECTSTAY.COM shall debit the Customer for the balance of the Order thirty (30) days before departure.

If the Customer cancels the Order before the start of the travel or stay, the consequences described in Article 13.3 below shall apply, including the debit of cancellation fees.

7.2.3 Payment in four (4) installments by Bank Card

In some cases, PERFECTSTAY.COM may offer a financing solution through a partner allowing payment for the Order in four (4) installments by bank card.

However, this payment method shall only apply to certain Orders placed on the Website, and shall not apply to all types of bank cards. It shall be subject to the partner's terms and conditions set out on the Website.

7.2.4 Verification procedure

PERFECTSTAY.COM works to prevent fraud by unauthorized bank card payment, in particular by using the 3DSecure technology. Additionally, PERFECTSTAY.COM may ask the Customer for certain information to ensure the regularity of the payment.

Where PERFECTSTAY.COM does this, PERFECTSTAY.COM may in its discretion contact the Customer by e-mail or telephone. If the Customer does not reply, his/her Order will not be recorded, and his/her account will not be debited.

7.2.5 Storage of bank account information

PERFECTSTAY.COM does not store the bank account information communicated as part of the transaction. A third-party service-provider manages bank account information using the PCI DSS standard.

8. Remittance of travel documents and information

After approval of the Order, PERFECTSTAY.COM will send the Customer a contract confirmation e-mail, comprising a summary of the Order, these general terms and conditions and a description of the Service, available in printable format, as well as the documents required to make the trip or stay (such as, for example, electronic airplane ticket, voucher to present to the service-provider on-site, etc.) in a separate e-mail after payment in full for the Order and at a time and date reasonably in advance of the start of the travel.

This e-mail will contain airport meeting times for Orders including air travel and vouchers for other services (such as, for example, accommodation, transfers, excursions, etc.). Therefore, the Customer must print these and keep them with him/her during the trip.

In the event of errors by the Customer in his/her contact information, particularly but not limited to the e-mail address provided or the spelling of the first and last names of the trip participants, PERFECTSTAY.COM may not be held liable for any failure to receive the travel documents or any consequences stemming from this.

In the description of the Services attached in printable form to the confirmation e-mail ("Product Sheet"), PERFECTSTAY.COM will provide information on the name, address, and telephone number for the local PERFECTSTAY.COM representative, or local bodies able to help the Customer in the event of difficulties (such as, for example, embassy or consulate), or a telephone number to be called to reach the service-provider in an emergency.

9. Terms and conditions applicable to accommodation

Unless otherwise mentioned in the description of the Service, a night shall mean the provision of accommodation between 5:00 pm at the latest and 10:00 am the next day at the earliest (in both cases, applying the local time at the place of accommodation). Failure to comply with these limitations may lead to the application of an additional fee to be paid by the Customer.

The essential characteristics of the accommodations will be described on the Website or by telephone before the Customer places the order and will be summarized in the confirmation e-mail. The classifications assigned to each accommodation correspond to local standards in the country where the accommodation is located and may differ from Saudi Arabian standards.

In general and unless otherwise mentioned in the description of the Service, room categories

meet the following criteria:

- Single room: they are equipped for one (1) single person (single bed) and are generally less comfortable and less well situated than the other rooms.
- Double room: these are rooms equipped with a double bed or two (2) single beds.
- Triple room: these are double rooms in which one (1) extra single bed is added. The dimensions of this bed may be smaller than standard size.
- Quadruple room: these are double rooms in which two (2) extra single beds are added. The dimensions of these beds may be smaller than standard size.
- Family room: these are double rooms that can accommodate three (3) or four (4) standard sized beds.

10. Terms and conditions applicable to flights

- 10.1.** At the time of consultation and selection of Services, the Customer may consult the various flights proposed. The identification of the airline will always be known to the Customer at the time of the Order and cannot be changed later.
- 10.2.** Airport security instructions require that travelers be present early enough to complete all necessary formalities. Therefore, PERFECTSTAY.COM recommends that travelers arrive to check in at least three (3) hours before departure time for international flights and at least two (2) hours before departure time for domestic flights.
- 10.3.** For some travelers traveling under special conditions (such as, for example, oversized baggage, travelers with reduced mobility, etc.) the Customer must contact the airline for information on precise check-in and boarding conditions.
- 10.4.** If the Customer and/or a traveler included in the Order is not present for boarding the outgoing flight, the airline will automatically cancel their return flight without possibility of any reimbursement. However, the traveler may nevertheless benefit from the rest of the Services included in his/her Order and may request reimbursement for any individual taxes and fees identified as such in the ticket price which are owed for actual passenger boarding (identified most often as QW and QX). The Customer may request reimbursement from the carrier or PERFECTSTAY.COM by sending a letter to the following address: PERFECTSTAY.COM, 10 rue de Penthièvre 75008 Paris, France. The Customer will be invoiced for administrative fees equal to twenty *per cent.* (20%) of the amount reimbursed.
- 10.5.** At least seventy-two (72) hours before the return flight, the Customer and every person on behalf of whom he/she placed the Order must confirm their flight with the airline or with the local representative mentioned in the confirmation email. At that time, the departure times will be confirmed. Otherwise, the airline may assign the seat to another traveler. The Customer's attention is drawn to this mandatory procedure.
- 10.6.** The Customer has been notified that out of concern for passenger safety (such as, for example, congested airspace, maintenance, etc.), airlines may be forced to change the initial flight conditions (such as, for example, schedules, airport, stopovers, etc.). Similarly, departure and arrival airports, while serving the same city, may be different.
Travelers are strongly advised to plan a flexible agenda the day before departure and the day after arrival.
- So-called 'direct' flights are those with a single flight number, but which may include stopovers. Additionally, connecting flights imply a change of aircraft during the trip.
- 10.7.** Each airline has its own baggage policy. The details for the Customer's Order are mentioned in the flight description. As a general rule, the maximum amount allowed in the baggage compartment is one (1) bag weighing a maximum of twenty (20) kilograms per passenger on regular flights, and fifteen (15) kilograms on low-cost and charter flights. Each passenger may also have a carry-on bag meeting the size and weight limits set by the airline and described in the flight description.

Excess baggage may be allowed for an additional fee to be paid directly to the airline, and this fee is often lower if an excess baggage reservation is made in advance.

For safety reasons, certain items are prohibited on board aircraft, both in the baggage compartment and in the cabin. A list of these items is provided in the terms and conditions set by the airline, specified in the flight description and in the confirmation email.⁴

If these items are present in passenger baggage, they will be immediately confiscated, and boarding may be refused.

- 10.8.** In the event of a dispute over lost or damaged baggage, Customers are strongly advised to contact the airline first, at the airport, to report the problem. The airline is only liable for compensation as set out in international conventions.
- 10.9.** Children under the age of two (2) Gregorian years on the date of the flight shall travel on the lap of their guardian, and will not be assigned a seat. Unaccompanied children under the age of fifteen (15) Gregorian years will not be allowed to board.
- 10.10.** Airlines set their own rules for pregnant women. Some may require pregnant passengers to produce a medical certificate attesting to their capacity for air travel. Before placing an Order, pregnant women should consult their physician and alert PERFECTSTAY.COM to notify it of their pregnancy.
- 10.11.** Any transportation of persons requiring special assistance (such as, for example, reduced mobility or assistance) must notify the airline of this at least forty-eight (48) hours before the date of the trip in question.

11. Terms and conditions applicable to other services

11.1. Meals

Details on meal Services are provided in their description and summarized in the confirmation e-mail. The information in the description is limiting and anything that is not mentioned shall constitute additional consumption, to be paid for by the Customer.

Unless otherwise mentioned in the description of the Service:

- Half-board includes breakfast and one (1) meal per day (either dinner or lunch), not including beverages. The plan starts with breakfast following the first night and ends with breakfast following the last night
- Full-board comprises all breakfasts, lunches, and dinners, not including beverages. The plan starts with dinner on the first night and ends with breakfast following the last night
- 'All inclusive' comprises all breakfasts, lunches, and dinners, as well as beverages. Certain consumption hours may be established.

In some countries, the water available locally is not potable, and Customers must purchase their own bottles of mineral water.

11.2. Activities and leisure on-site

Some accommodation proposes leisure or pleasure activities available to the Customer and travelers included in the Order on-site. The Customer and travelers accompanying him/her must behave prudently as part of these leisure or pleasure activities and be especially vigilant, in particular in monitoring children.

Activities not included in the Services purchased and for which the Customer must pay directly on site are not part of the Order, and PERFECTSTAY.COM may not be held liable for them in any way whatsoever.

Tours, excursions, and activities offered by PERFECTSTAY.COM or other travel service-providers may be organized in a language other than Arabic. Information about the language in which the services are provided is available on the Website before any confirmation of the Order.

11.3. Sports activities and treatments

For any Order for a Service that includes sports activities, therapies or treatments provided (such as, for example, spa, thalassotherapy, balneotherapy, etc.), the Customer must verify the physical condition of each traveler before placing the Order. To do this, each person may be required to submit a medical certificate attesting to the fact that their health condition is compatible with the activities in question.

PERFECTSTAY.COM may not be held liable for any decision by the service-provider on-site to refuse access to sports activities or treatments because of the traveler's health condition.

12. Administrative and health formalities

12.1. Scope of application

This article 12 summarizes the general formalities to be carried out by Saudi Arabian nationals and shall apply unless otherwise mentioned on the Service description or on the section(s) of the Website devoted to administrative and health formalities. Additionally, the Customer is invited to consult the advice and information provided on official websites by copying the following links into his/her internet browser:

Ministry of Foreign Affairs: <https://www.mofa.gov.sa/ar/Pages/default.aspx>

Embassies and Consulates: <https://www.mofa.gov.sa/ar/embassies/Pages/default.aspx>

These websites should be consulted before placing the Order, but the Customer is also advised to consult them regularly until the departure date for any changes that may occur. The Customer may also consult various websites that summarize visa formalities. The time required to obtain a visa varies depending upon the destination.

The Customer should remember that he/she must complete all procedures related to administrative and health formalities and that he/she shall be responsible for paying any potential related costs in addition to the price of the Services.

Administrative and health formalities may vary depending upon the travelers' nationality and/or country of residence.

If the Customer or one of the travelers is not a Saudi Arabian citizen, he/she must contact PERFECTSTAY.COM by Telephone or through the Contact Form (both described in article 2) before placing any order so that PERFECTSTAY.COM can provide him/her with the pre-contractual information appropriate for his/her nationality or country of residence.

12.2. Administrative formalities

Only a valid identification document will be accepted for travel (national identification card or passport). A passport is required for travel outside of Saudi Arabia. Some countries require additional formalities, especially that the passport be valid for a period of six (6) months beyond the return date, that the traveler have a round trip ticket, that he/she be able to prove that he/she has sufficient funds or that he/she has purchased assistance/repatriation insurance.

A visa must be obtained for certain destinations. Details on the formalities to be completed are available in the description of the Services and by destination country on the Saudi Arabian Ministry of Foreign Affairs website, the address of which is listed in 12.1. above.

PERFECTSTAY.COM recommends that the Customer visit that website regularly as regulations may change between the Order date and departure date.

To travel, minor children must have their own identification document issued in their name. PERFECTSTAY.COM does not allow Orders to be placed for minors not accompanied by a parent or another authorized adult. If a child is traveling without being accompanied by both his/her parents, does not have the same name or is accompanied by a third party, some countries or airlines may ask for presentation of authorization to leave the territory. Therefore, out of caution, this document should be obtained for any trip by a minor not accompanied by both parents.

12.3. Health formalities

Before any Order, travelers are strongly advised to consult their doctor and dentist to ensure that their health condition is compatible with the planned trip.

Recommended or mandatory health formalities differ depending upon the destination, and details by country may be consulted on the Saudi Arabian Ministry of Foreign Affairs website for which the address is listed in 12.1. above. For some destinations, the Ministry recommends purchasing an insurance policy covering medical expenses and repatriation for health reasons.

PERFECTSTAY.COM recommends that travelers anticipate vaccination formalities to avoid stock outages and to have vaccinations completed at least three (3) weeks before the departure date.

The Customer and travelers whom he/she represents must bring all medications that they may need with them.

13. Changes and cancelation

13.1. Changes or cancelation by PERFECTSTAY.COM

In accordance with applicable regulations, PERFECTSTAY.COM may unilaterally change the pre-contractual information communicated to the Customer before signature of the Order. In such cases, PERFECTSTAY.COM will communicate the changes to the Customer in a clear, comprehensible, apparent manner.

PERFECTSTAY.COM may also make minor changes to the clauses of the Contract after signature of the Order. PERFECTSTAY.COM will then notify the Customer of this in a clear, comprehensible manner through a durable medium.

Before the Customer's departure, if PERFECTSTAY.COM (i) is forced to change one of the essential components of the Order, or (ii) in the event of a price increase of more than eight *per cent.* (8%), PERFECTSTAY.COM shall notify the customer of this, and the Customer may accept the proposed change or terminate the Order at no cost under the terms specified in the applicable regulations.

PERFECTSTAY.COM may cancel the Order if it is prevented from executing the Order due to a Force Majeure event. In such a case, the Customer will be notified of the cancellation of the Order as soon as possible before the start of the travel or stay, and the Customer will be reimbursed for all payments made, without additional compensation.

13.2. Customer Changes to the Order

- Change to a Ground Service (accommodation, transfer, activities, etc.)

Once the Order has been confirmed, changes to Ground Services are no longer possible.

- Change to an Air Transport Service

Once the Order has been confirmed, the Customer must make any request to change Transport

Services with PERFECTSTAY.COM by telephone.

The desired change will be made in accordance with the carrier(s)' terms in relation to the ticket type reserved by the Customer (for example: non-changeable, changeable with or without fees).

PERFECTSTAY.COM shall apply a processing fee of 98 Saudi Riyals (SAR 98) for any change, in addition to any fees that may be charged by the suppliers.

If the Customer has purchased an individual insurance policy allowing him/her to change the Order, he/she must contact the insurance company in question, which shall be solely responsible for managing the request, to the exclusion of PERFECTSTAY.COM.

13.3. Customer Cancellation of the Order (Stopover excluded)

13.3.1. The Customer may cancel the Order at any time before the start of the travel or stay, subject to payment of the cancellation fees calculated as the sum in relation to the cost savings and income earned by making the Services available again.

Any Customer request for cancellation must be made through the Contact Form. If the Customer is reimbursed, PERFECTSTAY.COM will apply lump-sum cancellation processing fees of 195 Saudi Riyals (SAR 195) to be withheld from the sums reimbursed to the Customer. In any case, the customer is notified that the administrative fees associated with the Order and any insurance purchased cannot be reimbursed.

- Cancellation of a Ground Service (such as, for example, accommodation, transfer, activities, etc.)

PERFECTSTAY.COM draws the Customer's attention to the fact that the 'flash sale' model offering extraordinary reductions implies that any sales made are firm and non-reimbursable by PERFECTSTAY.COM's suppliers. Thus, PERFECTSTAY.COM will not save any expenses due to a Customer Order cancellation, and no income can be earned, as the Services cannot be made available again.

Therefore, any cancellation of a Ground Service shall be subject to fees of one hundred *per cent.* (100%) of the price of the Service.

- Cancellation of an Air Transport Service

Cancellation fees are calculated in accordance with the carrier(s)' terms in relation to the ticket type reserved by the Customer (for example, non-changeable and non-reimbursable, changeable with a fee, or changeable and reimbursable).

In any case, all individual taxes and duties posted as such in the price of the travel document which must be paid before actual embarkation of the passenger (most often identified as QW and QX) will be reimbursed to the Customer. No processing fee will be charged for reimbursement of taxes if the request is made through the Contact Form.

13.3.2. The Customer shall have the right to cancel the Order before the start of the travel or stay without paying any cancellation fee if extraordinary, inevitable circumstances occurring at the destination or in immediate proximity to it have major consequences on performance of the Order or on the transport of passengers to the destination. In such a case, the Customer shall have the right to full reimbursement of all payments made but no right to additional compensation.

13.3.3. If the Customer purchased special insurance enabling him/her to cancel his/her Order, he/she must contact the insurance company in question, which shall be solely responsible for managing the request, to the exclusion of PERFECTSTAY.COM. In any case, the Customer is informed that insurance premiums, once paid, cannot be reimbursed.

13.4. Customer Cancellation of the Order (ONLY APPLICABLE TO STOPOVER)

13.4.1 For the purchase of a Stopover stay, the refundability of the Order shall be

subject to the conditions set out herein. One Stopover is allowed per booking and visa.

13.4.2 The detailed Stopover “Transit Visa” procedure shall be communicated by PerfectStay to the Customer by email upon confirmation of the Order.

13.4.3 The Customer shall submit electronically the Stopover “Transit Visa” application within twenty-four (24) hours of receipt of the booking confirmation sent by PerfectStay by email. The Stopover “Transit Visa” application shall be made through the Saudia Airlines Manage My Booking website.

13.4.4 The Stopover visa shall be paid during the application process. Please note that these fees are non-refundable by PerfectStay, regardless of the outcome of the visa application.

13.4.5 The Ministry of Foreign Affairs of the Kingdom of Saudi Arabia has sole discretion to decide whether to issue the electronic Stopover visa. The decision is, in principle, rendered immediately upon submission. If the application of one applicant is rejected, all individuals included in the same application will be rejected as well.

13.4.6 The Customer may cancel the Order within twenty-four (24) hours of receiving the refusal notification, provided that all of the following conditions are met:

(i) The Order concerns a trip including a Stopover, with the return flight departing from Saudi Arabia within a maximum of ninety (90) days from the date on which the visa application was submitted.

(ii) The visa is officially refused by the Ministry of Foreign Affairs.

(iii) The Customer notifies Perfectstay within 24 hours of receiving the refusal notification and provides an official written refusal issued by the Ministry. This notification must be made exclusively through the dedicated cancellation form available in the “My Account” section of your Customer area. The 24-hour period begins the moment the refusal notification is sent to you by the Ministry. Any request submitted after this 24-hour window will not qualify for a free-of-charge cancellation. Important : A cancellation request initiated by the Customer (including any withdrawal or voluntary cancellation of the visa application) shall in no event qualify for a free-of-charge cancellation. PerfectStay shall not be held liable for any errors, inaccuracies, omissions or delays made by the Customer when completing or submitting the Stopover “Transit Visa” application.

(iv) The total amount of the Order has been fully paid at the time the cancellation request is submitted.

If these conditions are strictly met, the cancellation will be processed free of charge and the Customer will receive a full refund for the Stopover stay, excluding non-refundable visa fees.

13.4.7 In all other cases, cancellation shall give rise to the payment of fees calculated in accordance with Article 13.3 above.

14. Transfer of the Order

For any transfer of the Order, it is recommended that the Customer ask PERFECTSTAY.COM in advance about any potential fees, and if possible, twenty (20) days before the departure date, to give time for PERFECTSTAY.COM to liaise with the suppliers.

The Customer may freely transfer the Order to any third party that meets the same conditions as he/she does to complete the trip or vacation, provided that he/she notifies PERFECTSTAY.COM by registered letter with advice of delivery and by e-mail at least seven (7) days before the departure date and pays any potential additional fees incurred by the transfer.

The Customer and person to whom he/she transfers the Order shall be jointly and severally liable to PERFECTSTAY.COM and its suppliers for payment of the price and any potential additional fees, duties, or other costs incurred by the transfer, including PERFECTSTAY.COM's administrative fee of 98 Saudi Riyals (SAR 98).

15. Insurance

No insurance is included in the proposed Services. If he/she so desires, the Customer may purchase any Cancellation/Baggage, or Comprehensive insurance policy.

16. Agreement on proof

For Orders on the Website, acceptance of these General Terms and Conditions and the entry of Customer data, especially information related to the means of payment required to pay for the Order, shall constitute an electronic signature implying the Customer's consent to receive the Order and pay for it on his/her behalf and on behalf of all beneficiaries of the Order participating in the trip.

For Orders placed by telephone, the contract is formed by acceptance of the Order with the operator and communication by the Customer of the information required for payment. Approval is given by the Customer on his/her behalf and on behalf of all beneficiaries of the Order participating in the trip.

It shall be understood that the data stored in the PERFECTSTAY.COM information system and/or that of its partners or suppliers shall have probative value and may be produced by PERFECTSTAY.COM as evidence related to the Orders and the obligations stemming from them.

17. Customer Assistance by PERFECTSTAY.COM

17.1. The general information as to whether the Services are (or are not) adapted for persons with reduced mobility is available on the Website, from the partner agencies, or by telephone. By request from the Customer, specific information about the suitability of the Services for his/her needs may be provided by Telephone (numbers described in Article 2).

17.2. In the event of difficulty during travel or the stay, the Customer must contact PERFECTSTAY.COM by Telephone or through the Contact Form (the details of which are specified in Article 2).

PERFECTSTAY.COM shall provide appropriate assistance to the Customer as soon as possible in light of the circumstances in the case. In particular, the assistance provided by PERFECTSTAY.COM shall consist of providing useful information on health services, local authorities and consular assistance; and in helping the Customer make long-distance calls and find other travel services.

PERFECTSTAY.COM may in its discretion bill the Customer a reasonable price for this assistance if the difficulty is caused intentionally by the traveler or through his/her negligence.

18. Liability

As agent of its supplier(s), PERFECTSTAY.COM accepts no responsibility for the acts or omissions of its supplier(s) or for the Services provided by them. The principal's(s') or supplier's (s') Terms & Conditions will apply to each other and PERFECTSTAY.COM advises you to read these carefully as they do contain important information about the Order.

In the event of a dispute, any damages claimed by the Customer and travelers shall, except in cases of death or bodily injury caused intentionally or through negligence, be limited under the E-Commerce Regime to the sum of any monies paid to PERFECTSTAY.COM in connection with the Order.

The liability of PERFECTSTAY.COM to the Customer will also be limited in accordance with and/or in an identical manner to:

- i) the contractual terms of the suppliers that provide the travel services that make up your package (and these terms are incorporated into any Order); and
- ii) any relevant international conventions (for example, the Montreal Convention for travel by air, the Athens Convention for travel by sea, the Berne Convention for travel by rail and the Paris Convention for accommodation), which limit the amount of compensation that the Customer can claim for death, injury, delay to passengers and loss, damage and delay to luggage.

PERFECTSTAY.COM is to be regarded as having all benefit of any limitation of compensation contained in these or any conventions.

19. Claims / Non-compliance

The Customer must report any claims concerning the Order or Services, or in the event any non-conformities are observed during performance of the Services included within the Order, in writing if possible, to the service-providers involved on site and to PERFECTSTAY.COM as soon as possible in light of the circumstances of the case. The claim must mention the Order number and include scanned copies of supporting documentation (tickets, invoices, attestation of undelivered services, etc.). The claim may be made through the Contact Form.

The Customer's attention is drawn to the specificity of claims related to baggage damaged or lost during airline flights. To be able to process the claim, the Customer must contact the airline first, at the airport, to report the problem encountered.

PERFECTSTAY.COM shall attempt to respond to the Customer's request as soon as possible, and in any case in compliance with applicable regulations.

20. Contact

To reserve his or her trip or vacation, or obtain information before placing an Order, the Customer may call PERFECTSTAY.COM by Telephone or through the Contact Form (the details of which are specified in Article 2).

For any questions concerning existing Orders, the Customer may contact PERFECTSTAY.COM by Telephone or through the Contact Form (the details of which are specified in Article 2).

21. Governing law

These Terms and Conditions and any dispute arising out of or in connection with them shall be governed by the laws of the Kingdom of Saudi Arabia. The parties hereby submit to the exclusive jurisdiction of the courts of Saudi Arabia for the purpose of any claim or dispute arising hereunder.