

Flight booking policy

01.General Rules

- Full payment of the total amount displayed will need to be made prior to confirmation of your booking.
- The total price displayed includes applicable government taxes.
- Applicable airport taxes or other charges payable at the airport directly are not included.
- There will be no refund for 'no-shows' or any partially unused flights.
- Meals, frequent flyer miles and special service requests are on request basis only and are subject to airlines confirmation. You will be responsible to ensure that the relevant information is updated on www.najmvoyager.com at the time of booking.
- Infants should be below 2 yrs of age till the time of return journey in order to avail infant fares.
- Majid Al Futtaim Finance LLC is not responsible for flight delays, offloading, schedule changes etc by an airline. Please liaise with the respective airlines in case of occurrence of any of the same.
- Please reconfirm your flight timings 24 hours prior to departure.

02.Cancellation

- All bookings made on www.najmvoyager.com is subject to cancellation charges and will be applied as per the Booking policy. Certain booked fares may be non-refundable as per the specific airline's policy.
- Over and above an airlines cancelation charge Majid Al Futtaim LLC will levy a service fee of AED XX per transaction per ticket.
- All cancelations requests have to be made by calling our office on 800 (NAJM) 6256. Majid Al Futtaim Finance LLC will not be liable to take any cancelation requests made through any other medium.
- Once you have completed a Web/Tele Check-in with the airline, get in touch with the airline for cancellation. Majid Al Futtaim will not be able to process the refund for the same and will not take any responsibility for the same. In case of booking amendment any fare difference will be charged to you. In case a fare is lower than the original ticketed fare at the time of amendment, difference amount will not be refunded.
- All difference amounts will need to be paid at the time of amendment and will need to be done directly at our office.
- Once your ticket is issued any amendments thereafter, kindly call our office on 800 (NAJM) 6256 and speak to our consultants. Depending on the issued fare and airline terms certain amendments will need to be done directly with the airline only.
- Amendment/rebooking charges will apply as per airline policy and will vary depending upon the flight and booking class
- Majid Al Futtaim LLC will levy a service fee of AED XX per amendment per ticket over and above the airline charge.
- Amendment of a ticket will be subject to airline policy and rules.

03.Amendments

- Once you have completed a Web/Tele Check-in with the airline, get in touch with the airline for cancellation. Majid Al Futtaim Finance LLC will not be able to process the refund for the same and will not take any responsibility for the same.
- For any amendments it is mandatory to contact Majid Al Futtaim Finance LLC for all refunds, as the airline will not be able to refund your tickets booked online.
- Processing times for cancellation and refund requests vary and are subject to airline time frames.
- Refund for partially utilized tickets will be subject to refund from the airline.

04.Refunds

- Please check-in at least 3 hours prior to departure (standard airline rules). Majid Al Futtaim Finance is not liable for any no show or off-loading done by an airline due to late check in etc.

- You are solely responsible to be in proper possession of all required travel documents and permissions prior to travel. This includes passport, visa, immigration clearance etc. Majid Al Futtaim Finance LLC is not liable for any circumstance or denied boarding due to any one of the above mentioned documentation missing or not valid or not in accordance with the requirements.
- Infants should have valid proof of age and should be accompanied by an adult at least over 18 years of age during all journeys.