Hotel Booking Rules

1. General Provisions and Key Terms

“Booking” – reservation of a room (or a place in a room) in the Hotel for the Consumer under the conditions specified in the request submitted by the Customer or Consumer and confirmed by the Service Provider.

“Hotel” – an accommodation facility belonging to the **AZIMUT Hotels** chain that provides hotel services and belongs to one of the hotel categories defined by the Regulation on the Classification of Hotels approved by **Sultanate of Oman.**

“Hotel Services” – a set of services for providing accommodation and other related services to individuals in accordance with the current **Rules for Providing Hotel Services in Sultanate of Oman**, approved by the Regulation on the Procedure for Providing Accommodation Services within the territory of **Sultanate of Oman**, provided by the Service Providers.

“Service Provider” – a legal entity that provides hotel services to the Consumer.

“Consumer” or “Guest” – an individual who intends to order or purchase, or who orders, purchases, and/or uses hotel services for personal or other needs not related to entrepreneurial activity.

“Customer” – an individual, legal entity, or individual entrepreneur intending to order or purchasing hotel services for the benefit of the Consumer.

“Website” – the official website of **Khasab Hotel and Resort Management Company LLC (Registration number: 1154726)** – https://azimuthotelsoman.com

“Additional Services” – supplementary services provided by the Service Provider either free of charge or according to the Service Provider’s price lists.

“Room” – a room in the Hotel intended for temporary accommodation and meeting the parameters set by the Service Provider for each specific room category.

“Price Lists” – internal regulatory documents of the Service Providers which determine:

- room categories and their characteristics;
- room prices and the list of hotel services included in the room price;
- the cost of an extra bed in the room;
- the list of hotel property and its value subject to compensation by the Consumer in case of loss or damage;
- the list and cost of additional services provided by the Service Provider, including the cost of breakfast if it is not included in the room price.

Price lists are established for the **check-in date** according to the preliminary booking request. The Price Lists are available on the Website and also in accessible areas of the Hotel intended for guest registration.

“Public Offer” – an offer addressed to an unlimited number of persons interested in purchasing hotel services to conclude a hotel service agreement, including these Booking Rules, Price Lists, and other documents describing the offer.

“Acceptance” – consent of a person interested in purchasing hotel services to conclude a hotel service agreement.

2. Booking Methods

2.1 Booking can be made in the following ways:

- through the online booking service on the Website: https://azimuthotelsoman.com (The electronic booking form is equivalent to a written booking request);
- by sending a request to the email address specified on the Website;
- by calling the hotel reservation service via the phone number listed on the Website;
- directly at the Hotel reception desk;
- via online booking platforms selling the Service Provider’s hotel services.

When booking through third-party platforms, booking rules, modification conditions, cancellation rules, and applicable rates may differ from those specified in these Rules and Price Lists.
The Service Provider is **not responsible** if online portals provide Guests with inaccurate or incomplete information about the Hotel services.

2.2 Booking Availability

Bookings are accepted **24 hours a day**.
The Customer becomes familiar with all booking conditions during the booking process.

If any conditions are unclear (including cancellation or modification terms), the Customer may request clarification by email or phone listed on the Website.

2.3 Information required in a booking request

- check-in and check-out dates;
- Customer’s full name;
- number and category of rooms;
- accommodation arrangement (single, double, etc.);
- planned number of guests in each room;
- full name and age of each guest;
- contact information (phone and email);
- payment method;
- list of additional services;
- preferred communication method.

2.4 Online booking responsibility

When booking online, the Customer must fill in all **mandatory fields**.

The Customer bears all risks related to errors or inaccuracies in the provided data, including personal data and the personal data of other persons included in the booking.

2.5 Room Rate Calculation

Room rates are calculated according to the **Price Lists** based on the **check-in and check-out time (checkout time)** of the specific Hotel, regardless of the actual arrival time.

A **“day”** is defined as the period from the official check-in time until the official check-out time of the next day.

2.6 Acceptance of Conditions

By making a booking, the Customer agrees with:

- cancellation rules,
- no-show policies,
- late arrival conditions,
- and all other terms and conditions of the Service Provider.

2.7 Services Included

The list of services depends on:

- the booked room category;
- the Guest’s loyalty program status.

Details are specified in the **rate description on the Website** and in the **booking confirmation**.

2.8 Booking Modification

To change an existing confirmed booking, the Customer must send a request including the **booking number** through any method listed in section 2.1 **no later than 24 hours before the change**.

Changes are valid only after **written confirmation** from the Service Provider.

The Service Provider may refuse changes if they are impossible.

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3. Booking Confirmation

3.1 Confirmation Procedure

The Service Provider confirms the booking by sending:

- a **confirmation message**, and
- an **invoice for payment**.

The confirmation includes:

- Service Provider name;
- Customer/Guest details;
- room category;
- number of rooms;
- price;

- booking conditions;
- accommodation dates;
- payment deadline.

The confirmation is sent via:

- email,
- messengers linked to the phone number,
- the Customer's personal account on the Website.

Confirmation is issued **within 48 hours** after receiving the request.

After confirmation, the room is considered **pre-booked**.

3.2 Types of Booking

a) Guaranteed Booking

The hotel keeps the room until the **check-in time of the next day** if the Customer pays an **advance payment equal to at least one night stay**.

Payment must be made **before 12:00 local time on the day before arrival**.

If payment is not received, the booking is **automatically cancelled**.

If the guest:

- cancels late,
- arrives late,
- or does not arrive,

the hotel may charge **one night's stay** as compensation.

Cancellation without charge is possible **at least 24 hours before arrival**.

Definitions

No-show – failure to arrive at the hotel before the check-in time of the next day.

Late arrival – arrival after the official check-in time but before the next day's check-in time.

If the delay exceeds **one day**, the guaranteed booking is cancelled and the hotel may charge **one night**.

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b) Non-Guaranteed Booking

The hotel holds the room **until 16:00 (local time) on the day of arrival**.

After this time, the booking may be cancelled.

No advance payment is required.

The booking must be confirmed **one day before arrival** via phone or email.

If confirmation is not received or the hotel cannot contact the guest, the booking may be cancelled.

3.3 Guaranteed booking status

A booking becomes guaranteed if payment is made **before 16:00 local time on the day before arrival**.

3.4 Payment Methods

Payment options include:

- cash at the Hotel;
- bank card at the Hotel;
- online payment via the Website payment system.

Payment confirms agreement with:

- booking details,
- accommodation dates,
- room category,
- and all hotel service conditions.

3.5 Unpaid invoices

If the invoice is not paid on time, the booking becomes **non-guaranteed**.

Room payment will then be charged according to the **rate valid on the arrival date**.

4. Cancellation Policy

4.1 Booking may be cancelled if:

- advance payment is not made on time;
- the Customer sends a cancellation request via the Website, email, phone, or other verifiable communication;
- the guest does not arrive by the specified time;
- the guest does not notify about late arrival.

4.2 Cancellation procedure

Cancellation must follow the terms of the selected rate indicated in the booking confirmation.

4.3 Cancellation confirmation

A booking is considered cancelled only after the Customer receives a **confirmation message**.

This message is sent via:

- email,
- messengers,
- the personal account on the Website.

4.4 Refunds

If cancellation is made within the allowed timeframe, **the full amount will be refunded**.

If cancellation is late, the hotel may retain **the cost of the first night**.

4.5 Refund procedure

To request a refund, the Customer must send a refund application to:

musandam@azimuthotels.com

Application review period: **5 business days**.

Refunds are issued within **30 days** to the bank account specified in the refund request.

If the booking was made through an agency, refund requests must be directed to the **agency**.

5. Other Provisions

5.1
Khasab Hotel and Resort Management Company LLC acts under powers of attorney issued by the Service Providers.

5.2
Khasab Hotel and Resort Management Company LLC may set prices, tariffs, and discount systems except where government regulation applies.

5.3
The Company may **change these Rules at any time without prior notice**.
Changes take effect when the updated version is published on the Website.

5.4
These Rules and Price Lists constitute a **public offer** addressed to an unlimited number of Consumers.

Customers must review these Rules before booking.

5.5
By making a booking or checking into the Hotel, the Customer:

- accepts these Rules,
- confirms legal capacity,
- confirms financial ability,
- agrees to hotel service terms,
- consents to personal data processing.

5.6
By booking through the Website or checking in, the Customer also confirms participation in marketing and promotional programs.

5.7
If the booking is made by a **legal entity or entrepreneur**, payment terms and booking conditions may differ according to the contract with the Service Provider.

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