TERMS AND CONDITIONS

The Travel Company LLC (trading as TravelCart.co)

1. Introduction

Welcome to TravelCart.co, operated by The Travel Company LLC, incorporated in Sharjah, UAE ("TravelCart," "we," "us," or "our"). By accessing or using our website, platform, or services, you agree to be bound by these Terms and Conditions ("Terms"). Please read them carefully before proceeding.

If you do not agree to these Terms, you must not use our website or services.

2. About Us

The Travel Company LLC operates TravelCart.co (https://travelcart.co) website ("site"), as an online travel distribution platform (marketplace) specialising in airport ancillary services including but not limited to:

- Airport meet-and-greet services
- Airport lounge access
- Transfers and transportation
- Car rental services
- Travel agency distribution and connectivity

We operate as an intermediary and distribution platform, connecting suppliers, travel agencies, and end customers.

3. Eligibility

By using our platform, you confirm that:

- You are at least 18 years of age
- You have the legal authority to enter into binding agreements
- You are not prohibited from using our services under any applicable law
- All information you provide is accurate, complete, and up to date

4. Services

4.1 Nature of Services

TravelCart.co acts as an intermediary platform and distribution channel. We do not directly operate airport facilities, lounges, transportation fleets, or other travel services. Services are fulfilled by third-party suppliers.

4.2 Service Availability

All services are subject to availability and confirmation. We reserve the right to modify, suspend, or discontinue any service at any time without prior notice.

4.3 Accuracy of Information

We make every effort to ensure that service descriptions, rates, and availability information are accurate. However, we do not guarantee that all information on the platform is free from errors or omissions.

5. Bookings and Confirmations

5.1 Bookings made through TravelCart.co are subject to availability and are only confirmed upon receipt of a booking confirmation from us.

5.2 It is your responsibility to ensure that all booking details — including names, dates, times, and service requirements — are accurate at the time of booking.

5.3 TravelCart.co reserves the right to refuse, cancel, or modify any booking at its discretion, including in cases of pricing errors, system errors, fraud suspicion, or supplier unavailability.

5.4 Booking confirmations will be sent to the email address provided at the time of booking. You are responsible for ensuring your contact details are correct.

5.5 Once the payment is made, the confirmation notice will be sent to the customer via email within 24 hours of receipt on the email address entered on the booking form.

6. Pricing and Payment

6.1 All prices displayed on TravelCart.co are in the currency indicated at the time of booking. Prices may be subject to applicable taxes, service charges, and fees as stated.

6.2 TravelCart.co reserves the right to amend pricing at any time prior to booking confirmation. Once a booking is confirmed, the price is fixed.

6.3 Payment must be made in full at the time of booking unless otherwise agreed in writing.

6.4 Accepted payment methods are displayed at checkout and may include credit card, virtual credit card, bank transfer, or online wallet services.

6.5 Credit card transactions may be subject to an additional processing charge as displayed at the time of payment.

6.6 The displayed price and currency at the checkout page, will be the same price and currency printed on the Transaction Receipt and the amount charged to the card will be shown in your card currency

6.7 Visa or MasterCard debit and credit cards in AED will be accepted for payment

6.8 You are responsible for any bank charges, currency conversion fees, or third-party charges associated with your payment.

7. Cancellations and Refunds

7.1 Cancellation policies vary by service and supplier. The applicable cancellation policy will be clearly displayed at the time of booking.

7.2 Refunds, where applicable, will be processed within a commercially reasonable timeframe and returned via the original payment method unless otherwise agreed.

7.3 TravelCart.co shall not be liable for any refund in cases where the cancellation falls outside the permitted cancellation window or where the service has already been rendered.

7.4 In the event of a service failure, overbooking, or operational disruption caused by a supplier, TravelCart.co will make reasonable efforts to facilitate a refund or alternative arrangement on your behalf. However, TravelCart.co’s liability remains limited as set out in Section 11.

8. No-Shows

Failure to arrive for a confirmed booking without prior cancellation will be treated as a no-show. No-show bookings are non-refundable unless the applicable service terms state otherwise.

9. User Responsibilities

By using TravelCart.co, you agree to:

- Provide accurate and truthful information at all times
- Use the platform solely for lawful purposes
- User is responsible for maintaining the confidentiality of his/her account
- Not engage in fraudulent, abusive, or unauthorized use of the platform
- Not attempt to reverse engineer, copy, or exploit any part of our platform or technology
- Maintain the confidentiality of any account credentials provided to you
- Promptly notify us of any unauthorized access or security breach
- Cardholder must retain a copy of transaction records and https://travelcart.co policies and rules

10. Travel Agency and Partner Users

If you are accessing TravelCart.co as a registered travel agency, corporate partner, or distribution partner, your use of the platform is additionally governed by the applicable commercial agreement entered into with The Travel Company LLC. In the event of any conflict between these Terms and your commercial agreement, the commercial agreement shall prevail.

11. Limitation of Liability

11.1 TravelCart.co acts solely as an intermediary and distribution platform. We are not responsible for the acts, omissions, negligence, or failures of third-party suppliers who deliver the services booked through our platform.

11.2 To the fullest extent permitted by law, The Travel Company LLC shall not be liable for:

- Any indirect, incidental, consequential, punitive, or special damages
- Loss of profits, revenue, data, goodwill, or business opportunities
- Personal injury, death, or property damage caused by third-party suppliers
- Service disruptions caused by events beyond our reasonable control

11.3 Our aggregate liability to you under these Terms shall not exceed the total amount paid by you for the specific booking giving rise to the claim.

12. Indemnification

You agree to indemnify, defend, and hold harmless The Travel Company LLC, its affiliates, directors, officers, employees, and partners from and against any claims, losses, damages, liabilities, costs, or expenses arising from:

- Your breach of these Terms
- Your use or misuse of the platform
- Any false or inaccurate information provided by you
- Your violation of any applicable law or third-party rights

13. Intellectual Property

13.1 All content, trademarks, logos, trade names, software, systems, platform design, and materials on TravelCart.co are the exclusive property of The Travel Company LLC or its licensors.

13.2 You may not reproduce, copy, distribute, modify, or commercially exploit any part of our platform or content without prior written consent from The Travel Company LLC.

13.3 Any unauthorized use of our intellectual property may result in immediate suspension of access and legal action.

14. Data Protection and Privacy

14.1 The Travel Company LLC is committed to protecting your personal data in accordance with applicable data protection and privacy laws.

14.2 By using our platform, you consent to the collection, processing, and use of your personal data as described in our Privacy Policy, which forms part of these Terms.

14.3 We implement appropriate technical and organizational security measures to protect your data from unauthorized access, disclosure, alteration, or misuse.

14.4 Your personal data will not be sold, transferred, or commercially exploited without your prior written consent, except as required for the fulfillment of your booking.

15. Third-Party Links and Services

Our platform may contain links to third-party websites or services. These links are provided for your convenience only. The Travel Company LLC has no control over third-party websites and is not responsible for their content, privacy practices, or terms of use. Accessing third-party links is done entirely at your own risk.

We will not trade with or provide any services to OFAC and sanctioned countries.

16. Force Majeure

The Travel Company LLC shall not be liable for any delay, disruption, or failure to perform its obligations under these Terms due to circumstances beyond its reasonable control, including but not limited to acts of God, airport closures, government restrictions, pandemics, strikes, terrorism, war, natural disasters, or system failures.

17. Amendments

The Travel Company LLC reserves the right to amend, update, or replace these Terms at any time. Updated Terms will be published on this page with the revised effective date. Your continued use of the platform following any update constitutes your acceptance of the revised Terms.

18. Governing Law and Jurisdiction

These Terms shall be governed by and construed in accordance with the laws of United Arab Emirates (UAE). Any dispute arising out of or in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of UAE.

Any purchase, dispute or claim arising out of or in connection with the website (https://travelcart.co) shall be governed and construed in accordance with the laws of UAE

19. Severability

If any provision of these Terms is found to be invalid, unlawful, or unenforceable by a court of competent jurisdiction, that provision shall be severed from the remaining Terms, which shall continue in full force and effect.

20. Entire Agreement

These Terms, together with our Privacy Policy and any applicable commercial agreement, constitute the entire agreement between you and The Travel Company LLC with respect to your use of TravelCart.co and supersede all prior understandings or representations.

21. Contact Us

For any questions, concerns, or disputes relating to these Terms, please contact us at:

Company: The Travel Company LLC
Website: travelcart.co (https://travelcart.co)
Email: contact@travelcart.co

These Terms and Conditions are prepared for The Travel Company LLC (trading as TravelCart.co)