LDC Travel · Terms & Policies

Hotel Booking Policies

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The **Leading Destination Establishment (LDC)** is keen to provide its customers with the best accommodation options according to their needs and budgets. Before making a hotel booking through our website, official call centers, or messaging apps such as WhatsApp, please read the following booking policies carefully:

- When you request a hotel or resort booking through the **Leading Destination Establishment (LDC)** website, call centers, or WhatsApp, you acknowledge your agreement to all of the company's terms and policies relating to hotel bookings.
- All images and information about hotels and facilities that appear on our website or are sent by email or WhatsApp are information provided by the service providers (hotels and resorts).
- Hotel classifications in terms of star ratings and available services are based on information provided by the service providers themselves. Some classifications are also based on customers' opinions and ratings.
- The **Leading Destination Establishment (LDC)** is not responsible for any changes to hotel descriptions or the withdrawal of some facilities or services, as these details are updated directly by the hotel.
- The estimated travel time from the airport to the hotel stated on our website is approximate and may vary depending on traffic and transportation conditions.
- Check-in and check-out policies, the children's policy, additional taxes, and smoking are all determined by the hotel management, and the customer must review them before completing the booking.
- Some hotels may charge additional fees for services such as air conditioning, sports facilities, parking, spa and massage services, and others; the **Leading Destination Establishment (LDC)** does not bear these charges.
- Some services and recreational activities may be available only during certain seasons, such as water activities, according to the hotel's policy.
- The **Leading Destination Establishment (LDC)** is not responsible for hotels' internal policies, such as requiring that only adults be accommodated or not allowing children to enter.
- Some cities impose a tax on hotel accommodation. The relevant authorities set this charge, and it is not the company's responsibility.

Hotel Booking Modification and Cancellation Policy

- Customers may request a booking modification or cancellation through the **Leading Destination Establishment (LDC)** website or through official call centers.

- All modification and cancellation policies, including full or partial refunds of the amount paid, are subject directly to the rules of the hotel or service provider, and the **Leading Destination Establishment (LDC)** accepts no responsibility for them.
- If the hotel or resort rejects a modification or cancellation request, the customer is not entitled to a refund of any amount.
- The **Leading Destination Establishment (LDC)** accepts no responsibility for changing or modifying the name on a booking, as this is subject to the policy of the relevant hotel or resort.
- Some hotels may charge additional fees when a booking is modified or cancelled. The customer bears these fees in full under the hotel's terms.
- A booking may be upgraded to a higher room category or suite under the hotel's policies before the stay, with payment of the cost difference.
- If a customer decides to leave the hotel early, some hotels may refund part of the amount paid for unused nights, while some hotels do not offer this option.
- The **Leading Destination Establishment (LDC)** is not responsible for the early check-out policies adopted by hotels and resorts.

For more information or questions, please contact our customer service through our official channels.