

## NCBA BANK ABU DHABI TRIP 2024 - FREQUENTLY ASKED QUESTIONS

### Q What is the cancellation policy ?

A In case of a cancellation, the following fees will apply:

CANCELLATION POLICY	CANCELLATION FEE
Before 5th October	Cost Incurred up to that date
6 <sup>th</sup> October to 5 <sup>th</sup> November	50% of the cost of the tour
6 <sup>th</sup> November to 20 <sup>th</sup> November	75% of the cost of the tour
21 <sup>st</sup> November to 5 <sup>th</sup> December	100% of the cost of the tour

### Q Where do I make payments for the trip?

A Payment details are as below:

Account Name	NCBA International Trip-Abu Dhabi
Account Number & Currency	9585930017 USD
Bank Name	NCBA Bank Kenya, PLC
Payment Reference	<Traveler's Names in full>

### Q How do I get my VISA?

A Our Travel Partner will assist with facilitation of the VISA processing.

- Visa Issuance is at discretion of the Immigration Office.
- Visa fees are non-refundable even in events of non-issuance or delays.
- Our Travel Partner is not liable for visa delays, reapplication fees in case of rejection or any costs arising.

### Q Who can I contact for more details about this trip?

A You may contact your Relationship Manager for all queries

### Q What is included in this package cost?

A Package inclusions:

- 3 Days Formula 1 Ticket; Grand Stand to be communicated upon booking (Limited tickets on first come first serve basis).
- Return flight tickets on Emirates Economy class. Business Class can be provided upon request.
- 5 Nights accommodation with daily buffet breakfast from day 2
- Airport and Ground Transfers on all group in-itinerary excursions
- Experiential Dubai Tour and Yacht Dinner
- Travel Insurance
- UAE Single Entry Visa

### Q What is excluded from this package cost?

A Exclusions

- Lunches, Non-Itinerary Dinners & Tips or Gratuities
- COVID PCR Tests where applicable
- Any items not listed in the inclusions above

### Q How many days will this trip last?

A From 5<sup>th</sup> to 10<sup>th</sup> December. A total of 6 Days and 5 nights

### Q Where will we stay while on this trip?

A Accommodation is in Dubai at the **VOCO Bonnington Hotel**. There will be ground transfers to and from Abu Dhabi at the end of each days program.

### Q How long is the ground transfer from Dubai to Abu Dhabi?

A The ride on a 50-Seater bus is approximately 1hr 30 mins each way

### Q How can I sign up for the trip?

A To secure a slot for this trip, you are required to;

- Make a deposit of \$1500 by 27<sup>th</sup> September (per travelling guest)
- Fill a trip registration form available [here](#)



**Q Can I bring a plus one on this trip?**

**A Due to limited availability, plus one(s) are not guaranteed slots.**

- We will allocate slots on first come first serve basis with NCBA Customers getting Priority.
- You may nominate a Plus 1 traveler to accompany you; details of your plus 1 can be shared on the Trip Registration form

**Q Can I make payments through installments?**

**A Yes. Payments can be made through installments as below:**

- USD 1,500 Deposit per Participant - by 27<sup>th</sup> September, 2024
- 100% Payment - by 28<sup>th</sup> October 2024

**Q Is there a deadline for payment?**

**A All payments**

- Deadline for booking is 27<sup>th</sup> September
- Deadline for final payment is 28<sup>th</sup> October

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