

Ras Al Khaimah Tourism Development Authority Online E-Payment Terms and Conditions

This website contains material which is owned and operated by Ras Al Khaimah Tourism Development Authority (“RAK TDA”). RAK TDA is a Government Authority established in the Emirate of Ras Al Khaimah, United Arab Emirates under Emiri Decree number (5) of 2011, whose registered office is in Al Marjan Island, Ras Al Khaimah.

Please read these terms carefully before using RAK TDA Online E-Payment Facility. Using this facility on our website indicates that you accept irrevocably these terms and conditions which may unilaterally and at the discretion of RAK TDA be amended from time to time.

General Conditions

All payments are subject to the following terms and conditions:

Only legally eligible customers can register as a user of the website.

When RAK TDA receives a transaction instruction from you through the payment gateway, we will be entitled to debit the amount of payment plus any charges payable for the transaction from the account/debit or credit card you have specified. We shall not be liable if any transaction does not fructify or may not be completed or for any failure on part of the bank or the credit card agency to perform any of its obligations.

We shall be under no liability whatsoever in respect of any loss or damage arising directly or indirectly out of the decline of authorization for any transaction, by the card issuing entity/bank.

RAK TDA is under no obligation to bring this fact to your attention if the card supplier declines payment. You should check with your bank/credit card supplier for the transaction detail from your account.

The data that you provide during this transaction will only be used for the purpose of recording your payment and will be kept confidential as per United Arab Emirates Laws and regulations.

RAK TDA will not provide any services or products to any Office of Foreign Assets Control (OFAC) sanctioned countries in accordance with UAE law

In no event will RAK TDA be liable for any damages whatsoever arising out of the use, inability to use, or the results of use of this site, any websites linked to this site, or the materials or information contained at any or all such sites, whether based on warranty, contract, tort or any other legal theory and whether or not advised of the possibility of such damages. Please note that you cannot claim any compensation for cancelled payments.

Method of Payments and card type accepted

We accept Debit Cards and all Major Credit Cards (Visa, Mastercard, American Express) for online purchases. RAK TDA (URL) will not collect / capture / store any credit card information pertaining to the customer via telephone / email.

All rates and fees are displayed in AED – United Arab Emirates currency.

Pricing

The fees amounts quoted on the Website are subject to change and may also vary from time to time depending on the RAK TDA fee structure.

Country of domicile

The country of domicile is United Arab Emirates and the laws of the United Arab Emirates shall govern this services without giving effect to the conflict of laws and principles. Each party agrees to fully comply with United Arab Emirates laws.

Confirmation of Payment

You will receive a confirmation of your payment by email as well as an on screen confirmation after you make the payment.

Delivery of Licenses or Permits

Your confirmed license/permit will be sent to your registered email id within 3 business days subject to completion of required documents and corresponding payments.

Online Privacy Policy

All credit/debit card details and personally identifiable information will NOT be stored, sold, shared, rented or leased to any third parties, unless entitled by the applicable laws and regulations.

We will endeavor to treat all your Personal Information as private and confidential and we will not disclose any of your information to anyone unless we are required in connection with any legal proceedings or prospective legal proceedings, and in order to establish, exercise or defend our legal rights.

The Website Policies and Terms & Conditions may be changed or updated occasionally at any time and at the absolute discretion of RAK TDA to meet the requirements and standards. Such modifications will become effective on the day they are posted, and encourages you to frequently review the Privacy Policy for any modifications.

Refund and Cancellation Policy

Licenses or Permits that are eligible for refund will be processed within 45 business days subject to a deduction of bank charges or other applicable charges if any. Refunds will be done on the original mode of payment used.

Governing law

Any use, dispute or claim arising out of or in connection with this website and/or with These Terms and Conditions shall be governed and construed in accordance with the laws of United Arab Emirates as applied in the emirate of Ras Al Khaimah without giving effect to the conflict of laws and principles.

Jurisdiction

Any purchase, dispute or claim arising out of or in connection with this website shall be governed and construed in accordance with the laws of the UAE

Indemnity

You agree to indemnify and hold us, RAK TDA, our subsidiaries, and affiliates, and their respective officers, agents, partners and employees, harmless from any loss, liability, demand, claim or legal proceedings brought or threatened, including expenses of any character suffered or incurred arising out of your use of the Website in violation of these Terms and Conditions, and/or a breach of these Terms and Conditions.

Amendments

We may any time and at our absolute discretion vary these Terms and Conditions of Online E Payment facility.

Contact Information

Please email us at tlqa@raktda.com or call us on +97172044088 if you have a query or experience any problems. Please note that we can only respond during our office hours 9.00am - 5:00pm Sunday to Thursday except public holidays.