



Terms and Conditions

Bookings

Naseem Chalets and Camps (SPS LLC) accepts bookings only from persons over 18 years of age. We reserve the right, at our sole discretion and without obligation to provide reasons, to refuse any booking. All bookings must be made through our official booking system. At the time of booking, full payment is required. A contract is formed between you and Naseem Chalets and Camps (SPS LLC) only once payment has been received in full and a written booking confirmation has been issued to the Lead Booker (the person who made the booking).

The Lead Booker is responsible for all members of their party and must ensure that these Terms and Conditions and site policies are communicated to, and observed by, all guests.

Naseem Chalets and Camps (SPS LLC) reserves the right to amend pricing at any time; however, the price confirmed at the time of booking and stated on your confirmation is final and binding. Special offers or discounts cannot be applied retrospectively once a booking is confirmed.

All bookings are strictly non-refundable, except where otherwise required under applicable UAE consumer protection laws.

While we make every effort to honour all confirmed bookings, Naseem Chalets and Camps (SPS LLC) reserves the right to alter or cancel a booking in exceptional circumstances beyond our reasonable control. In such cases, guests will be offered either:

- (a) an alternative date of stay (subject to availability), or
- (b) a full refund of amounts paid.

Circumstances beyond our control may include, but are not limited to:

- Emergency maintenance or technical issues affecting the entire site
- Adverse weather conditions or natural events that render the site unsafe or unfit for occupancy
- Force majeure events (as defined below)

Check-in and out

Check-in time is at 3pm on the date of your arrival and check-out is 11am on the date of your departure. During the summer season, Naseem Chalets and Camps (SPS LLC) reserves the right to adjust check-in and check-out times for guest comfort and safety. Any such adjustments will be communicated in advance where possible.

Guests must present valid identification (Emirates ID for residents or passport for visitors) upon check-in. Failure to do so may result in refusal of entry without refund.

Courtesy towards other guests

All guests must be courteous and respectful to other guests, staff and the surrounding community. Guests are expected to be mindful of local customs, traditions and cultures.

The use of offensive, obscene, or defamatory language, gestures, or behaviour – including swearing or conduct that is prohibited under the laws of the United Arab Emirates – is strictly forbidden and may result in immediate eviction without refund.

Naseem Chalets and Camps (SPS LLC) reserves the right to remove any guest whose behaviour is deemed disruptive, offensive, unlawful, or otherwise contrary to these Terms and Conditions.

Children on site

The site is not suitable for very young children. All children on the campsite are the sole responsibility of their parents or guardians. Parents/guardians must ensure that children under 18 are accompanied/supervised by a responsible adult guest at all times.

Parents or guardians must also be aware of the potential risks on the site, including but not limited to uneven terrain, water features, wildlife and campfires. The campsite management is not liable for any incidents, injuries, or damages resulting from a lack of supervision or awareness of these risks.

Naseem Chalets and Camps (SPS LLC) accepts no liability for accidents involving children due to lack of parental/guardian supervision.

Damages, breakages and cleaning

Guests are liable for the full cost of repair or replacement or cleaning of property damaged, lost, or destroyed due to their negligence, misconduct, or breach of these Terms and Conditions. Naseem Chalets and Camps (SPS LLC) reserves the right to charge the Lead Booker's payment card for such amounts.

Lost property

Naseem Chalets and Camps (SPS LLC) accepts no responsibility for personal belongings lost, stolen, or left behind on the premises.

Any items found will be kept for a maximum of 14 days from the date of discovery. After this period, items may be donated, disposed of, or otherwise handled at our discretion.

It is the guest's responsibility to arrange collection of lost property within this timeframe. We do not arrange delivery of items, and any return of items (if agreed) will be at the guest's cost and risk. Perishable items will be disposed of immediately.

Complaints

We strive to ensure you have an enjoyable stay. If you have a complaint during your stay, you must notify Management immediately (in person or by phone/WhatsApp +971 58 890 0680) so that we have the opportunity to resolve the issue at the time.

If you wish to follow up further, a formal written complaint may be submitted within seven (7) days of departure. While we will always give fair consideration to any feedback received, we may be unable to investigate or resolve complaints raised after this period.

Health, safety and environment**General risks**

Naseem Chalets and Camps (SPS LLC) is located in a natural, outdoor environment. While we take reasonable steps to manage and mitigate risks, certain hazards cannot be entirely eliminated. By staying at our site, guests acknowledge and accept these risks and agree to exercise due care at all times. Guests remain

responsible for their own safety, and for the supervision and safety of children, pets, and members of their party.

Fire safety

Guests are required to familiarise themselves with the fire action plan provided in the guest welcome book and on signage displayed in the tents.

Smoking is strictly prohibited inside tents. Smoking is permitted only in designated outdoor areas (pool, dining and campfire areas).

The use of firecrackers, fireworks, or any other pyrotechnic devices is strictly prohibited on the premises. Firefighting equipment is installed at clearly marked locations throughout the site. Guests must not tamper with, obstruct, or misuse this equipment under any circumstances.

Guests are required to exercise caution and operate such equipment in a safe and responsible manner. Naseem Chalets and Camps (SPS LLC) accepts no liability for damage, injury, or loss arising from misuse. Failure to comply with fire safety rules may result in immediate eviction without refund, and guests may be held liable for any damage, injury, or loss arising from non-compliance.

Natural environment

The farm is located in a rural setting where encounters with wildlife are possible. While many species are harmless, certain wildlife (including, but not limited to, snakes, scorpions, and insects) may pose risks.

We take reasonable measures to reduce such risks; however, it is not possible to eliminate them entirely. Guests acknowledge and accept these inherent risks.

Guests are responsible for exercising caution, supervising children and pets, and following safety guidance provided by staff.

Naseem Chalets and Camps (SPS LLC) accepts no liability for injury, illness, or loss arising from contact with wildlife or the natural environment, except where required under UAE law.

Swimming pool

The pool is for guest use only and is open from sunrise to sunset. Use outside these hours is prohibited. The pool depth is 1.35m throughout.

No lifeguard is on duty. Guests acknowledge and accept that they swim at their own risk. Naseem Chalets and Camps (SPS LLC) accepts no liability for accidents, injuries, illness, or loss arising from pool use, except where liability cannot be excluded under UAE law.

Children and pets must be supervised at all times by a responsible adult. Unsupervised use is strictly prohibited.

For safety reasons:

- Diving, jumping, running, or unsafe behaviour in or around the pool is prohibited.
- Glass or other breakable items are not permitted in or near the pool area.

Non-compliance with pool rules may result in immediate eviction without refund and liability for any resulting damage, injury, or loss.

NO LIABILITY POLICY

By booking and staying at Naseem Chalets and Camps (SPS LLC), operated by Naseem Chalets and Camps (SPS LLC), guests acknowledge and agree to the following:

Assumption of risk

Glamping involves outdoor activities and accommodations that may include inherent risks, including but not limited to uneven terrain, wildlife encounters, weather conditions, and natural hazards. Guests voluntarily assume full responsibility for any risks associated with their stay, including injuries, illnesses, or property damage.

Personal belongings

Naseem Chalets and Camps (SPS LLC) is not responsible for the loss, theft, or damage of personal belongings at any time during the stay.

Personal injury or illness

To the maximum extent permitted by UAE law, Naseem Chalets and Camps (SPS LLC) is not liable for personal injuries, illnesses, or accidents occurring during the stay, whether caused by natural factors, wildlife, other guests, or the guest's own actions or negligence. Guests remain responsible for the safety of themselves, their children, pets, and all members of their party.

Activities and equipment use

Any activities undertaken on the property, or use of site-provided equipment (including BBQs, campfires, or other items), are at the guest's own risk.

Weather and natural events

Naseem Chalets and Camps (SPS LLC) accepts no liability for cancellations, injuries, or damages resulting from inclement weather, acts of God (force majeure), or other natural events. Guests are encouraged to monitor weather conditions and take appropriate precautions.

Force majeure

Naseem Chalets and Camps (SPS LLC) shall not be held responsible for delays, interruptions, or cancellations caused by events beyond its reasonable control, including but not limited to natural disasters, fire, flood, epidemic or pandemic, governmental restrictions, loss of access to facilities, or utility/service interruptions.

Neighbouring farms

Naseem Chalets and Camps (SPS LLC) bears no responsibility for any disturbance, noise, or activity arising from neighbouring properties.

Third-party services

The site is not liable for any issues, injuries, or damages arising from third-party services, including including those booked via referral, link, or partnership with Naseem Chalets and Camps (SPS LLC), tours, activities, or transport, whether arranged independently by guests or in partnership with our site.

Indemnification

Guests agree to indemnify, defend, and hold harmless Naseem Chalets and Camps (SPS LLC), its owners, staff, and affiliates against any claims, damages, losses, or liabilities arising from their stay, activities, or breach of these Terms and Conditions.

Compliance with rules

Guests must comply with all site rules and staff instructions. Failure to do so may result in immediate eviction without refund, and guests may be held liable for any resulting damages or losses.