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Terms and Conditions

Last updated: April 22, 2025

1. Introduction

Welcome to TicketWave.ae. These Terms and Conditions govern your use of our website and services. By accessing or using our platform, you agree to be bound by these terms.

1.1 Definitions

Throughout these Terms and Conditions, the following terms shall have the meanings assigned to them:

- “**TicketWave**” (also referred to as “we,” “us,” or “our”) means TicketWave.ae, a UAE-based Online Travel Agency.
- “**Customer**” (also referred to as “you” or “your”) means any person who accesses our platform and/or makes a booking through our services.
- “**Supplier**” means any third-party provider of experiences, attractions, or services that are made available for booking through our platform.
- “**Platform**” means the TicketWave.ae website and any associated mobile applications.

1.2 Acceptance of Terms

By accessing, browsing, or using our platform, you acknowledge that you have read, understood, and agree to be bound by these Terms and Conditions. If you do not agree with any part of these terms, you must not use our platform or services.

2. Role of TicketWave

TicketWave operates as an intermediary booking platform. Our role is to connect you with third-party suppliers who provide the actual experiences and attractions.

2.1 Agency Relationship

TicketWave acts solely as a booking agent for the suppliers featured on our platform. When you make a booking through TicketWave, you are entering into a contract with the supplier of that experience, not with TicketWave directly.

2.2 Supplier Information

While we make reasonable efforts to ensure the accuracy of information provided by suppliers, we cannot guarantee that all information is complete, accurate, or up-to-date. Suppliers are responsible for the descriptions, availability, and delivery of their services.

3. Booking & Payment

3.1 Booking Process

All bookings made through our platform are subject to confirmation and availability. A booking is not confirmed until you receive a confirmation email from us. We reserve the right to refuse or cancel any booking at our discretion.

3.2 Payment Terms

- All prices are displayed in UAE Dirhams (AED) and are inclusive of applicable taxes and fees unless otherwise stated.
- Payment is required at the time of booking.
- We accept various payment methods including major credit cards, debit cards, and selected digital payment services.
- By providing your payment information, you represent and warrant that you have the legal right to use the payment method you have selected.

3.3 Booking Confirmation

Upon successful payment, you will receive a booking confirmation via email. This confirmation will include:

- Booking reference number
- Details of the booked experience
- Date and time of the experience (if applicable)
- Instructions for redemption or attendance
- Supplier contact information

It is your responsibility to review this information for accuracy and contact us immediately if there are any discrepancies.

4. Refunds & Cancellations

Important: Cancellation and refund policies vary by supplier. Please review the specific terms for each experience before completing your booking.

4.1 Cancellation by Customer

If you wish to cancel a booking, the following general principles apply:

- Cancellation requests must be submitted through your TicketWave account or by contacting our customer service.
- Refund eligibility depends on the supplier’s specific cancellation policy, which is displayed on the experience page before booking.
- Cancellation fees may apply depending on how far in advance you cancel.
- Some experiences may be non-refundable, as clearly indicated during the booking process.

4.2 Cancellation by Supplier

In the event that a supplier cancels an experience:

- We will notify you as soon as we are informed by the supplier.
- You will be offered an alternative date (if applicable) or a full refund.
- TicketWave is not liable for any additional expenses incurred as a result of a supplier cancellation.

4.3 TicketWave's Role in Disputes

While TicketWave will make reasonable efforts to assist in resolving disputes between customers and suppliers, our role is limited to that of an intermediary. Final decisions regarding refunds for supplier-provided services rest with the supplier, in accordance with their stated policies.

5. Liability Disclaimer

Please read this section carefully as it limits TicketWave’s liability for your use of our platform and participation in experiences booked through our service.

5.1 Limitation of Liability

To the maximum extent permitted by applicable law:

- TicketWave is not responsible for any injury, loss, damage, or inconvenience suffered by any customer in connection with any experience or service provided by a supplier.
- Customers participate in experiences at their own risk.
- TicketWave does not guarantee the quality, safety, suitability, or reliability of any experience.
- Our total liability to you for any claims arising from your use of our platform shall not exceed the amount you paid for the booking in question.

5.2 Indemnification

You agree to indemnify, defend, and hold harmless TicketWave, its officers, directors, employees, agents, and affiliates from and against any and all claims, liabilities, damages, losses, costs, expenses, or fees (including reasonable attorneys’ fees) arising from:

- Your use of our platform
- Your violation of these Terms and Conditions
- Your violation of any rights of a third party
- Your conduct in connection with the platform

6. User Conduct

6.1 Prohibited Activities

When using our platform, you agree not to:

- Provide false, inaccurate, or misleading information
- Use the platform for any unlawful purpose
- Attempt to gain unauthorized access to any part of the platform
- Interfere with the proper functioning of the platform
- Engage in any activity that could damage, disable, or impair our servers or networks
- Use any robot, spider, or other automated device to access the platform
- Collect or harvest any information from other users

6.2 Account Security

If you create an account on our platform:

- You are responsible for maintaining the confidentiality of your account credentials
- You agree to notify us immediately of any unauthorized use of your account
- You are solely responsible for all activities that occur under your account

7. Privacy & Data Use

7.1 Data Collection

We collect and process personal information as necessary to provide our services, including:

- Contact information (name, email, phone number)
- Booking details and preferences
- Payment information (processed securely through our payment providers)
- Device and usage information when you interact with our platform

7.2 Data Sharing

We share your information with:

- Suppliers, as necessary to fulfill your booking
- Payment processors to complete transactions
- Service providers who assist in operating our platform
- Legal authorities when required by law

7.3 Privacy Policy

For complete details about how we collect, use, and protect your personal information, please refer to our Privacy Policy.

8. Governing Law

8.1 Applicable Law

These Terms and Conditions shall be governed by and construed in accordance with the laws of the United Arab Emirates, without regard to its conflict of law provisions.

8.2 Dispute Resolution

Any dispute arising out of or in connection with these Terms and Conditions shall be subject to the exclusive jurisdiction of the courts of Dubai, United Arab Emirates.

8.3 Severability

If any provision of these Terms and Conditions is found to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.

9. Changes to Terms

TicketWave reserves the right to modify these Terms and Conditions at any time. Any changes will be effective immediately upon posting on our platform. Your continued use of our platform following the posting of changes constitutes your acceptance of such changes.

We will make reasonable efforts to notify users of significant changes through notices on our platform or via email.

10. Contact Information

If you have any questions or concerns regarding these Terms and Conditions, please contact us:

TicketWave Customer Support
Email: legal@ticketwave.ae
Phone: +971 4 123 4567
Address: Business Bay, Dubai, United Arab Emirates