

BOOKING TERMS AND CONDITIONS

1. Meeting/Gaming Room and Services

- 1.1. The booking fee includes the hire of the meeting/gaming room with its equipment and standard setup.
- 1.2. With each room booking, Dubai CommerCity (DCC) will provide the following services on a complimentary basis:
 - a) 1-hour free visitor parking.
 - b) high speed WI-FI connectivity for each room.
- 1.3. Flower decorations and catering services are not included in the booking fee. Catering services must be pre-arranged by the customer and approved by DCC in advance. User can select the vendors from third party vendor lists while booking the room or upon request, DCC will be pleased to recommend vendors for these services.
- 1.4. If an attendee is visiting from outside, they may be required to apply for a visitor pass.

2. Payment and Cancellation

- 2.1. The booking fee is payable in full in advance and is exclusive of VAT. The booking fee is not refundable.
- 2.2. The booking fee is payable online through [DCC's Space Booking System](#) by e-wallet for DCC registered companies and credit card for non-registered/external companies.
- 2.3. A booking is only confirmed upon payment of the booking fee in full.
- 2.4. Cancellation of a booking (once confirmed) will incur a 100% deduction of the booking fee.
- 2.5. Any unused bookings will not be refunded.
- 2.6. If the customer's stay overruns the end time for the booking, the customer shall reimburse DCC for any expenses incurred as a result of the overrun.
- 2.7. Modifying an existing booking may result in additional charges, depending on the changes made. In case of a downgrade, no refunds will be issued for the difference.

3. Use

- 3.1. DCC will not be responsible for any loss, theft or damage to the customer's materials or equipment.
- 3.2. The customer is to reimburse DCC the cost of repairing any damage to the meeting/gaming room.
- 3.3. Unless pre-approved by DCC, food must not be consumed in the meeting/gaming room.
- 3.4. Smoking is prohibited, except in the designated smoking areas.
- 3.5. The customer must get approval from DCC before placing any signage, banners, or promotional materials in the areas surrounding the meeting/gaming room.
- 3.6. If applicable, the customer must obtain permits in advance from the relevant external stakeholders, based on the nature of their meeting/gathering and the type of attendees. Failure to do so may result in the immediate termination of the booking without a refund.
- 3.7. The customer and their guest(s) must maintain a professional and respectful code of conduct at all times. Any disruptive behavior may result in the immediate termination of the booking without a refund.
- 3.8. The customer must comply with the specified room capacities. Any violation may result in the immediate termination of the booking without a refund.
- 3.9. At the end of the booking, the customer must return the meeting/gaming room to its original condition. Any items left behind will be discarded if it's not claimed within the same day.

4. Other Terms

- 4.1. These terms and conditions supersede all previous agreements or understandings with the customer, including any representations made in the brochures and on websites.
- 4.2. DCC shall not be liable for the failure to fulfill its obligations due to unforeseen circumstances such as natural disasters, government restrictions or strikes.
- 4.3. The laws of Dubai shall apply and the courts of Dubai shall have jurisdiction.