



Terms and Conditions

Please take a moment to read the following terms carefully — they're important. If you have any questions, feel free to reach out to our reservations team at info@salmatours.com. By booking with Salma Tours & Travel, you confirm that you've read, understood, and accepted these Terms and Conditions.

Who's Who

In this document, "you" refers to the lead traveler on the booking and anyone else included in the reservation or added later. "We," "us," and "our" refer to Salma Tours & Travel, a registered and licensed tour operator in Jordan.

By making a booking, the lead traveler confirms that:

- They've read and accepted these terms on behalf of the group;
- They consent to the use of personal data as outlined in our Privacy Policy and are authorized to share this information, including any relevant health or dietary details;
- They take full responsibility for payment on behalf of all travelers listed.

Booking & Payment

Your booking is confirmed once we receive your deposit (or full payment if your arrival is within 20 days) and issue a booking confirmation.

Please check the confirmation carefully. If anything looks wrong, let us know right away — changes may not be possible later, and we can't be held responsible for unreported errors after 10 days.

The remaining balance is due at least 20 days before your arrival unless stated otherwise. If payment isn't received on time, we reserve the right to cancel your booking, and cancellation fees will apply as per our policy.

Payment Details

To secure your trip, we require a 30% deposit once services are confirmed. The balance is due 20 days before arrival and can be paid by credit card (Visa or MasterCard) or bank transfer.

Please note: credit card payments will incur an additional 3% service fee.

Children Policy

Hotel policies regarding children vary, but generally:

- Children 12+ are charged as adults.
- Ages 5–11 get a 50% discount when sharing a room with parents.
- Under 5 stay free of charge (no extra bed). A 25% supplement applies if a bed is required.
- More than two children? A separate room will be needed, per hotel policy.

Travel & Medical Insurance

Travel and medical insurance are not included in our packages. We strongly recommend arranging coverage before arriving in Jordan.

Tours & Transfers

For packages with a driver only, please note: drivers are not licensed guides and cannot accompany you inside sites or provide tour commentary.

Non-English-speaking guides may be available at an extra cost — just ask us for details.

Please be aware: sometimes, Allenby Bridge (King Hussein Border) may close early without prior notice. If so, Jordan Valley Crossing, located 90 minutes north, will be used as an alternative.

Cancellation & Refunds

Cancellation fees apply as follows:

- 60+ days before arrival: 10% fee
- 59–30 days: 20% fee
- 29–15 days: 50% fee
- 14–4 days: 75% fee
- 3 days or less: 100% fee

No refunds are issued for unused services after the tour begins.

Refunds, when applicable, are processed within 15–20 business days using the same payment method (e.g., bank transfer). Please note, any transfer fees will be deducted from the refund amount.

Complaints

If anything isn't up to standard — accommodation, transport, services — please contact us immediately while you're in Jordan. It's easier and faster to resolve issues on the spot, and we're here to help.

Salma Tours

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