

Tours Safaris Experiences

in Abu Dhabi and the UAE



Immerse Yourself In The Story Of The United Arab Emirates

1 December 2013 - 31 November 2014

hala
abu dhabi

الإتihad
ETIHAD
AIRWAYS



Ras Al Khaimah

Umm Al Quwain

Ajman

Sharjah

Dubai

Fujairah

Abu Dhabi

Al Ain

Al Gharbia

Liwa



Marhaba Welcome

Hala Abu Dhabi, the destination management division of Etihad Airways, warmly welcomes you to Abu Dhabi, capital of the United Arab Emirates.

More than just offering you adventures, we will tell you the story of a country rich in culture and traditions. Our promise entails the delivery of once-in-a-lifetime experiences, based on our core values of safety, education and enjoyment, accompanied by our team of multi-lingual Hala guest guides.

Embark on our city tours, with a journey through the richness of Arabic culture and traditions. Embrace the history and future of a young country with its Bedouin roots and exciting plans ahead. Share our excitement when discovering the desert, fortresses and oases, but also glittering skylines, shopping malls, luxury hotels, theme parks and nature – be it by road, air or sea.

Discover Abu Dhabi and the best of the UAE; make your stay a true, authentic and memorable experience.



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Chapter I

The story of Abu Dhabi

Discover The Emirate Of The Capital

Your first impression of Abu Dhabi, whether from the air on approach to the international airport, or driving along the impeccably maintained Corniche, is of a thoroughly modern city, with gleaming skyscrapers and beautifully landscaped gardens. But behind this modern facade of city life stands the tradition and rich heritage of its past, which acts as the foundation of the Emirate and steadfastly forms its path into the future.

Long before the impressive skyline of modern Abu Dhabi sprang up on the shores of the Arabian Gulf, Bedouin inhabitants lived a simpler life. The forefathers of today's population, the Bani Yas tribe, were originally based in an oasis in the Empty Quarter, moving to Abu Dhabi in the late 18th century. The harsh desert life explains the important role food and hospitality played in Bedouin culture. They were skilled hunters, using specially trained falcons to pursue their prey, which highlights the very special place of the majestic birds in Emirati life until today, to be experienced at the Falcon Hospital during our Falcon Tour.

For the capital city of the UAE, much has changed, some things very quickly. From the harsh nomadic existence of the Bedouins once populating this land, to the comfortable lifestyle of today, an ever constant is the generosity of spirit embodied by these noble people. It flows through the blood of every citizen of Abu Dhabi to this day, and enables us to hold dear that traditional Bedouin promise: 'Travellers Welcome.'



Hala's Story of Abu Dhabi

Abu Dhabi city tour Half Day

Experience the classic 'Hala's Story of Abu Dhabi' in a luxurious 4x4 vehicle with an experienced Hala Abu Dhabi Guest Guide, who will introduce you to carefully chosen highlights of the UAE's capital. Divided into five essential chapters, the first chapter gives you an insight to the **Bedouin life and the desert** as well as the traditional pearl diving activities, before moving on to the **discovery of oil and development** of the city. The third chapter will educate you on the **formation of the UAE**, whereas chapter four concentrates on Islamic religion and culture. The final part will leave you well informed about the **present and the future** of the capital.

The city tour leads you along remarkable buildings featuring some of the most stunning architecture.

Drive along the **popular Corniche** and the famous Abu Dhabi skyline, and take some pictures of the stunning **Emirates Palace Hotel**.

Enjoy Abu Dhabi's unique blend of culture and religion at the **Sheikh Zayed Grand Mosque**, the largest mosque in the UAE, marvel at the impressive chandeliers and the world's largest carpet consisting of more than 2 million knots. Glimpse into the past when visiting the **Heritage Village**, where you also can try henna painting or shop for fine traditional arts and crafts in the oriental market. Pass by the **traditional markets** in the Mina area, such as the date market, the Iranian Souq or the vegetable market before stepping into the future at **Manarat Al Saadiyat**. Head back to town with an unforgettable set of impressions in your mind.



Days Of Operation	Duration	Price Per Person	Included	Notes
Daily, except Fridays	Half Day Morning 9am – 1pm	AED 180 / USD \$ 49 (adult) AED 120 / USD \$ 33 (child)	Hotel pick up / drop off	Mosque visit requires modest, conservative, loose-fitting clothing, long trousers and skirts



Abu Dhabi City Tour

Where tradition blends with modernity

Full Day

Explore ever-changing Abu Dhabi and be amazed at the intricate weaving of tradition and modernity, in this full day tour of the UAE's capital city.

Learn more about the religious foundations of Islamic faith and admire the architecture and sounds when visiting the **Sheikh Zayed Grand Mosque**. Get a fascinating insight into traditional life at the **fruit and dates market**. Although now well outnumbered by modern shopping malls, the souqs take you back in time when barter was the only way of trading, and negotiation a time honoured skill.

Get a taste of what real Bedouin life was about at the **Heritage Village** near Marina Mall. Built like a

traditional oasis village and tells the story of Bedouin customs and folklore. Take home some souvenirs or a beautiful henna tattoo at the village's small **Bedouin market**. Don't forget to take a picture of the fascinating **skyline of Abu Dhabi**.

Be stunned by the latest attractions on **Yas Island** on the way to **Masdar City**, the latest innovation of eco awareness where plans are taking shape to build the first fully sustainable city in the world. After visiting the inspiring exhibition at **Manarat Al Saadiyat** we conclude the day with shopping at the **World Trade Center Souk** and the **Marina Mall**.



Days Of Operation	Duration	Price Per Person	Included	Notes
Daily	Full Day 8 hours 9.30am – 6.30pm	AED 300 / USD \$ 82 (adult) AED 200 / USD \$ 55 (child)	Hotel pick up / drop off	Mosque visit requires modest, conservative, loose-fitting clothing, long trousers and skirts



Al Ain Oasis Tour

Old tales, oases, camels and nature

Full Day

Al Ain is Abu Dhabi Emirate's second largest city, and its heritage heartland in the Eastern Region.

The 'Oasis City' was declared a **UNESCO World Heritage** site with its ancient forts, museums, traditional souk, an ancient oasis where date farms still operate, and the UAE's only remaining camel market. Al Ain is an authentic destination that truly safeguards the Emirati spirit, preserves its **cultural heritage and traditions**, and offers an engaging experience for visitors. Al Ain's historic **Souq Al Qattara** played an important social and commercial role in the lives of Al Ain residents in the early part of the 20th century.

Admire the unique **red sand dunes** on the way to the oasis city of Al Ain and take some magnificent pictures

of this unique artwork of nature. Learn about the history of the UAE in the **Al Ain National Museum** and the **Sheikh Zayed Palace Museum**, before visiting the **camel race track** and the **livestock market**. Discover a date **palm grove** with the ancient 'falaj' system, an irrigation system used in traditional farming, and watch the bargaining at the traditional **camel market**.

We will head to **Jebel Hafeet**, a popular mountain with its remarkable location overlooking the beauty of Al Ain city, presenting a fantastic opportunity to photograph the city from above. Have lunch in a 5-star hotel before exploring the **Hot Springs** with their healing waters, found abundantly in this area originating at the foot of the mountain.



Days Of Operation	Duration	Price Per Person	Included	Notes
Daily, except Fridays	Full Day 8 hours 8.30am – 6pm	AED 380 / USD \$ 104 (adult) AED 300 / USD \$ 82 (child)	Hotel pick up / drop off	Market visit requires modest, conservative, loose-fitting clothing, long trousers and skirts

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Abu Dhabi Falcon Tour

Learn about falcons, the pride of the nation

Half Day

Representing the passion and love of the Arab Bedouins, falcons are the national emblem of the United Arab Emirates. These majestic birds of prey can be experienced in the award-winning tourism programme of the **Abu Dhabi Falcon Hospital**, the world's largest, and most advanced, falcon hospital. Our guided tour includes the visit to the Falcon Hospital, the two beautiful **falcon museums** and **picture taking** with the majestic birds. The character of the falcon hospital can be experienced by interacting directly with the falcons. Lunch in the **traditional Arabic tent** is optional.

Join the once-in-a-lifetime experience you will never forget!



Days Of Operation	Duration	Price Per Person	Included	Notes
Daily, except Fridays	Morning half day 9am – 1pm	AED 350 / USD \$ 95 (adult) AED 300 / USD\$ 82 (child)	Hotel pick up / drop off	Public facility - requires modest, conservative, loose fitting clothing
Daily, except Fri & Sat	Afternoon Half day 1pm – 5pm			

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Desert Sunset Drive & BBQ

The ultimate desert experience by Hala Abu Dhabi

Starting in the afternoon, discover Abu Dhabi's desert. After a gentle **off-road drive** through the sand dunes, we will visit a **camel farm** and watch the magnificent **sunset** over the dunes.

Our journey will continue until we reach our traditional **Arabic themed camp**, where you have the opportunity to try a host of activities such as **henna painting** and **Shisha**. Experience Arabic hospitality with **Arabic coffee**

and dates as they have been served for centuries, and continue to be served in Emirati homes today.

After sunset, a **BBQ dinner** will be served under the starlit sky. Our live entertainment with a **bellydancing performance** will bring you into the world of 1001 nights before heading back to Abu Dhabi. Be assured that this safari will be a night to remember.



Days Of Operation	Duration	Price Per Person	Included	Notes
Daily	Half Day 3.30pm – 9pm	AED 290 / USD \$ 79 (adult) AED 200 / USD \$ 55 (child)	BBQ Dinner Soft Drinks Hotel pick up / drop off	This tour involves dune driving and is not suitable for: <ul style="list-style-type: none">- pregnant women- persons with medical problems- persons unable to enter or exit the vehicle without assistance- children under 4- adults over 60

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Hala's Morning Desert Drive

Camel riding and sand boarding

Experience the excitement and magic of the desert with a morning trip into the **sand dunes** deep in the heart of the Abu Dhabi desert. After a gentle dune drive with our experienced guest guides, we will stop at our **Arabic themed camp** to enjoy some refreshments, **camel rides** and **sand boarding**.



Days Of Operation	Duration	Price Per Person	Included	Notes
Daily	Half Day Morning 9am – 1pm	AED 250 / USD \$ 68 (adult) AED 200 / USD \$ 55 (child)	Refreshments Soft Drinks Hotel pick up / drop off	This tour involves dune driving and is not suitable for: - pregnant women - persons with medical problems - persons unable to enter or exit the vehicle without assistance - children under 4 - adults over 60



Overnight Desert Safari

Spend a night in the footsteps of Arab Bedouins

After an exciting **desert safari** by day, experience the magic of the desert by night. Discover its uniquely quiet atmosphere and sleep under the millions of stars in the night sky. Wake up to the smell of **coffee** and enjoy an **Arabian breakfast** before trying out some gentle **dune driving** on your way back to Abu Dhabi.



Days Of Operation	Duration	Price Per Person	Included	Notes
Daily	All Night 3.30pm – 10.30am (next day)	AED 480 / USD \$ 131 (adult) AED 380 / USD \$ 104 (child)	Hotel pick up / drop off Soft Drinks BBQ Dinner Breakfast	This tour involves dune driving and is not suitable for: - pregnant women - persons with medical problems - persons unable to enter or exit the vehicle without assistance - children under 4 - adults over 60

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Liwa Safari

Imprint your footsteps onto majestic sand dunes Full Day

There are places on planet Earth that leave you awestruck by the sheer power and beauty of nature. The **Empty Quarter**, the largest sand desert in the world, is counted amongst them. It can be difficult to appreciate the vast scale of the place, which is the combined size of France, Belgium and Holland, yet is virtually **uninhabited**, apart from a handful of nomads. Its stillness is almost eerie, whilst at night, the absence of light allows you to see the sky glitter with stars.

Our drive to the incredible **Liwa Oasis** will take approximately four hours. On the way, enjoy the magnificent and absolutely awe-inspiring golden dunes of the world-famous and legendary '**Rub Al Khali**', widely known as the "Empty Quarter". Around Liwa you can see the highest and most **majestic dunes** in the United Arab Emirates, this **exhilarating dune drive** will leave a long-lasting impression. Enjoy **lunch in a local guest house** before leaving the peace of the desert and returning to the lights of Abu Dhabi city.



Days Of Operation	Duration	Price Per Person	Included	Notes
Daily	Full Day 8.30am – 6.30pm	AED 550 / USD \$ 150 (adult) AED 450 / USD \$ 123 (child)	Hotel pick up / drop off Lunch Soft Drinks	This tour involves dune driving and is not suitable for: - pregnant women - persons with medical problems - persons unable to enter or exit the vehicle without assistance - children under 4 - adults over 60

Liwa Overnight Safari

Spend a night in the desert following the Bedouins

After an exciting **desert safari** by day, experience the magic of the Liwa desert by night. There is no better place in the UAE to discover the unique quietness of the desert and see a **million stars** in complete absence of light and sound. Our experienced guides will set up **tents and firewood**, as well as a **BBQ dinner** which you enjoy with them in the desert. Wake up to the smell of **coffee** and enjoy an **Arabic breakfast** before trying gentle **dune driving** on your way back to Abu Dhabi.



Days Of Operation	Duration	Price Per Person	Included	Notes
Daily	All Night 1.30pm – 12 noon (next day)	AED 750 / USD \$ 204 (adult) AED 650 / USD \$ 177 (child)	Hotel pick up / drop off Soft Drinks Barbecue Breakfast	This tour involves dune driving and is not suitable for: - pregnant women - persons with medical problems - persons unable to enter or exit the vehicle without assistance - children under 4 - adults over 60



Chapter 2

Create your own Abu Dhabi story



Make Your Visit Unique With Special Interest Experiences

To create your own unique story of the United Arab Emirates, we have chosen some of the most exciting and authentic activities to follow your passions.

Try the fastest rollercoaster of the world at Ferrari World, sit behind the steering of a Formula 1 car, enjoy a relaxing island cruise on a catamaran or simply see the treasures of the Emirate by air.

Discover the treasures of Abu Dhabi so you can tell your very own story of a truly unique vacation.

Yas Waterworld

Fun waterpark inspired by Emirati culture

Yas Waterworld is Yas Island's newest tourist attraction and gives you another reason to make Yas your leisure destination for the day. Yas Waterworld Abu Dhabi offers **43 rides, slides and attractions** to thrill the whole family, such as the **largest sheet wave surf ride** and the **longest suspended rollercoaster** in the Middle East. Its unique theme is based on the UAE's pearl diving heritage. General admission tickets are available as well as premium tickets for fast lane access to all rides.



Days Of Operation	Duration	Price Per Person	Notes
Daily	Open from 10am to 6pm	AED 240 / USD \$ 65 (general, adult) AED 440 / USD \$ 129 (premium, adult) Children passes (below 1.3m) can only be purchased directly at the gate.	Hotel pick up / drop off bookable upon request. Yas Island Shuttle is free of charge for all Yas Island Hotels.

Ferrari World Abu Dhabi

Enjoy the world's fastest rollercoaster

Yas Park
پارک یاس

Two thrilling
experiences in one

The one-day Yas Park Pass allows you to bundle both attractions into one experience. The two day pass enables you to split the experiences, and is valid for up to 14 days from first use.

ONE DAY

AED 340 / USD \$ 93
(general, adult)
AED 628 / USD \$ 171
(premium, adult)

TWO DAYS

AED 364 / USD \$ 99
(general, adult)
AED 676 / USD \$ 183
(premium, adult)



The world's largest indoor and **first Ferrari theme park** is located on Yas Island. An intense multi-sensory visit with something for all the family, a vast array of **unique rides, attractions** and **shows** including the **world's fastest roller coaster**. General admission tickets include unlimited use of rides and attractions.



Days Of Operation	Duration	Price Per Person	Notes
Daily	Open from 11am to 8pm	AED 240 / USD \$ 65 (general, adult) AED 440 / USD \$ 120 (premium, adult) Children passes (below 1.3m) can only be purchased at the gate.	Hotel pick up / drop off bookable upon request. Yas Island Shuttle is free of charge for all Yas Plaza Hotels.

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Yas Marina Circuit Tour

Experience the magic of speed behind the scenes

Yas Marina Circuit is the home of the **Formula 1™ Etihad Airways Abu Dhabi Grand Prix**.

Be driven around the race track in comfort and tour behind-the-scenes facilities, including **Race Control**, the uniquely air-conditioned **pit garages**, and the state-of-the-art 500-seat **media centre**. Walk around the **paddock buildings** and admire the **impressive marina**. This experience for all motorsports fans and visitors to Abu Dhabi allows you to see the world's most advanced circuit first-hand and get to know those parts of operations not normally visible to fans during race weekends.



Days Of Operation	Duration	Price Per Person	Included	Notes
Tuesday - Saturday	10am – 12pm 2pm – 4pm	AED 300 / USD \$ 82 (adult) AED 120 / USD \$ 33 (child)	Hotel pick up / drop off	During the F1 period, track is subject to closure in preparation for race and post-races.

Yas Circuit Experiences

Racing experiences on the F1 Race Track

All car and race enthusiasts will be thrilled by this variety of half and full day **driving experiences**. Try **F3000 style single-seater** or **Aston Martin Sports Cars**, or for the ultimate thrill ride in the **passenger seat** of a **Formula 1 race car** driven by a professional driver.



- **Aston Martin GT4** or **F1 style race car** track drive
- **Drag race** with friends in a Chevrolet Camaro SS
- Fun, action packed **kart racing**
- Enjoy the speed and excitement as a passenger in an **F1 two-seater**
- Accelerate to 100 kilometres per hour within two seconds in the passenger seat of the **three-seater Dragster**
- Take a **venue tour** and go behind the scenes of one of the world's most advanced Formula 1 circuits



Days Of Operation	Duration	Price Per Person	Notes
Daily	Kart Zone for karting 2pm – 10pm Yas Central for all other experiences 9am – 12pm 2pm – 4pm	Depends on the chosen activity. Please contact your Hala Abu Dhabi Representative for further information and bookings.	Timings and prices are subject to seasonal changes; During the F1 period, track is subject to closure in preparation for race and post-races.

Al Forsan Sports Resort

Experience a world of sports and fun

As a truly unique, world class sports and leisure destination, the Al Forsan International Sports Resort offers a wide range of **sporting, leisure, and fun activities**, including top **wakeboarding** and **waterskiing** facilities. Two freshwater outdoor lakes - one for novices, one for veterans – are home to Arabia's first wakeboarding, waterskiing and **knee-boarding cable ski parks**.

Featuring five international **restaurants** and **cafés**, you can also experience **shooting, horse riding, motorsports, paintball** and other leisure activities. The resort is ideal for people of all ages for international sporting events, special occasions and family days out.



Days Of Operation	Duration	Price Per Person	Notes
Daily	Different timings for individual activities, please contact your Hala Abu Dhabi Representative for further information and bookings.	General admission fee of AED 55 of which AED 25 will be credited towards the cost of a sporting activity upon presentation of the entry fee receipt. Sporting activities are priced individually.	Transfer can be arranged via Hala Abu Dhabi; alternatively take a taxi to Al Forsan Sports Resort in Khalifa City A.

Big Bus Tour

Abu Dhabi



This **hop-on, hop-off sightseeing** tour of Abu Dhabi takes you to all of the city's famous landmarks. The tour provides **personal commentary** in a choice of **languages**, explaining Abu Dhabi's rapid development and cultural history. The **24 hour ticket** provides plenty of time to explore Abu Dhabi's popular attractions and includes a **shuttle** to Abu Dhabi's entertainment capital **Yas Island** and free entrance to the **Sky Tower** at Marina Mall.



Tour	Duration	Price Per Person
Day tour	24 hours	AED 200 / USD \$ 55 (adult) - AED 100 / USD \$ 27 (child)

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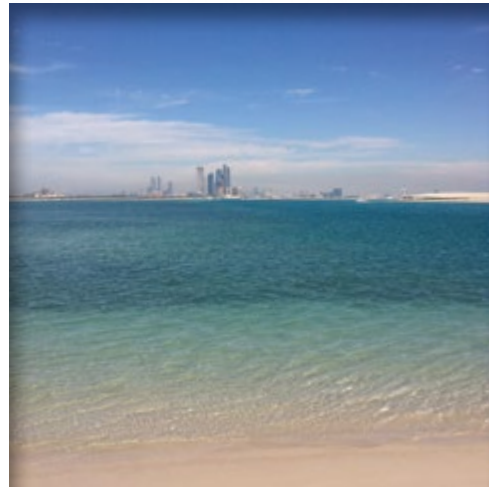
BelevariMarine
Your Yachting Concierge



Catamaran Island Cruise

Luxury cruise in turquoise waters

Escape the noisy urban environment and experience the calm island waters of Abu Dhabi whilst onboard the capital's largest **74-foot Catamaran** with a relaxing lunch cruise. The package includes a welcome drink, **45-minute cruise** to **Belevari Island**, snorkeling, swimming & beach activities for two hours, delicious **organic lunch**, unlimited water and soft drinks, and a 45-minute sail back via **Futaisi Island** channel. Enjoy an incomparable experience, perfect for a unique weekend in Abu Dhabi.



Days Of Operation	Duration	Price Per Person	Included	Notes
Tue, Wed From 1 April 2014 also Thu	Morning half day 10am - 2pm	AED 450 / USD \$ 122 (adult) AED 350 / USD \$ 95 (child, from 4 – 12 years)	Lunch Soft drinks Transfers can be booked via Hala Abu Dhabi; alternative transportation via taxi to Emirates Palace Marina to join the cruise.	Casual beach clothes, sunscreens and sun protection recommended. Smooth cruising – recommended also for boat sensitive persons
Fri, Sat	Afternoon Half day 1pm - 5pm (winter) 3pm - 7pm (summer)			

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Kayaking In The Mangroves

Discover the eco-system of Abu Dhabi



Explore the local ecosystem with a kayaking experience in the mangroves, paddling through **beautiful lagoons** and **narrow channels**. Starting right next to the Anantara Eastern Mangroves hotel, you will see a **variety of birds** and **sea life**. The trip is suitable for beginners as well as advanced participants.



Days Of Operation	Duration	Price Per Person	Included	Notes
Daily	Morning 1.5 -2 hours	AED 150 / US \$ 41 (adult) AED 110 / US \$ 30 (child, over 3yrs)	Kayaking equipment Tour guide Transfer can be arranged via Hala Abu Dhabi; alternative transportation via taxi to the starting point next to Anantara Eastern Mangroves Hotel. Map can be provided.	Casual clothes, sunscreens and sun protection (hats) recommended. Bring soft drinks or water to avoid dehydration.
	Afternoon 1.5 -2 hours			

Eco Tour In The Mangroves

Educational tour through the mangroves

The Eco tour is an excellent way to enjoy and understand the **unique ecosystem of the mangroves**. You will paddle yourself in a sit-on kayak for around two hours under the guidance of experienced and knowledgeable **kayak guides**. Supported by informative graphics, you will learn about the role of mangroves and their importance in **local and regional coastal environments**. The tour is delivered in a relaxed and informative manner, highlighting fascinating aspects including a rich and diverse array of **wildlife**.



Days Of Operation	Duration	Price Per Person	Included	Notes
Daily	Morning 2 - 2.5 hours Between 8am and 3pm	AED 220/ USD \$ 60 (adult) AED 170 / USD \$ 46 (child, above 3yrs)	Transfer can be arranged via Hala Abu Dhabi; alternative transportation via taxi to the starting point next to Anantara Eastern Mangroves Hotel. Map can be provided.	Casual clothes, sunscreens and sun protection (hats) recommended. Bring soft drinks or water to avoid dehydration.

Yellow Boat Tour

Abu Dhabi

The Yellow Boats are the UAE's unique sightseeing experience, discovering the city onboard a rigid inflatable craft powered by the latest generation engines, custom-designed for both speed and safety. Embark your boat from the **Emirates Palace Hotel Marina**. Get up close and personal with one of the world's most spectacular hotels from the outset. See the wonders of Abu Dhabi and its impressive 21st century developments. Experience a touch of culture with a cruise along the **Heritage Village** site, then tour the full length of the **Corniche** where you will pause at the timeless **fisherman's village**. Take photos of the sights from the comfort of the Yellow Boat, and then head out into open water with the perfect cruise around the man-made **Lulu Island** and back to the Emirates Palace Marina.



Days Of Operation	Duration	Price Per Person	Included	Notes
Daily	50 minutes activity	AED 200 / USD \$ 55 (adult) AED 150 / USD \$ 41 (child, 5-8 yrs)	Transfer can be arranged via Hala Abu Dhabi; alternatively transportation via taxi to Emirates Palace Marina.	Casual beach clothes, sunscreens and sun protection recommended.

Seawings Adventures

Breathtaking sightseeing experiences by air

Pearl Abu Dhabi

Discover Abu Dhabi by air with this 30-minute flight roundtrip. Embarking at **Yas Marina**, you will see **Ferrari World**, **Yas Waterworld** and the **Yas Marina Circuit** from above before flying over **Khalifa Port**, **Zayed Brigde** and the **mangroves**, passing **Nurai Island** and the **Corniche**. Admire the splendid architecture of **Emirates Palace** Hotel before returning to Yas Marina.



Days Of Operation	Duration	Price Per Person	Included	Notes
Daily	Morning 11.30am – 12am 30 minutes	AED 995 / USD \$ 271 (adult) AED 845 / USD \$ 230 (child)	Transfer can be arranged via Hala Abu Dhabi; alternative transportation via taxi to Yas Marina on Yas Island.	Casual clothing; Passengers are required to bring valid passport; arrival time minimum 30 mins before boarding.

Seawings Adventures

Ultimate experiences with a private charter

Abu Dhabi – Dubai Experience or Round-Trip

As the most exclusive aerial experience in the UAE, this tour takes you from Abu Dhabi to Dubai or vice versa. Starting from **Emirates Palace Hotel**, you will pass downtown Abu Dhabi, the **Corniche, Zayed Port, Khalifa Port** and the magnificent coastline between both cities until you reach the emirate of Dubai. Admire the **Palm Jumeirah** from above, **Atlantis Hotel, Burj Khalifa, Burj Al Arab, The World Islands** and the historic Creek before landing in **Dubai Creek Golf** and Yacht Club.

This tour is based on an exclusive charter for maximum 8 persons. Starting from Abu Dhabi or Dubai, you will have a 4 hours stop at your destination before heading back.



Days Of Operation	Duration	Price Per Person	Included	Notes
Daily	Full day tour	AED 13,200 / USD \$ 3,590 for a one way trip AED 22,200 / USD \$ 6,043 for a round trip with a 4 hour stop at the destination	Transfer can be arranged via Hala Abu Dhabi; alternative transportation via taxi to Yas Marina on Yas Island.	Casual clothing; Passengers are required to bring valid passport; arrival time minimum 30 mins before boarding.

Seawings Adventures

Discover Dubai



Dubai Seaplane Adventure

Enjoy thrilling water takeoff and landing along with a bird's eye view of iconic architecture and stunning landscape with this 25-minute flight. Start at the **Dubai Creek Golf & Yacht Club** in the city center and observe every architectural detail of the topmost point of the world's tallest building, the **Burj Khalifa**, an amazing spectacle when seen by air. Witness the marvellous shape and design of the man-made **Palm Jumeirah** Island - a visual extravaganza that only the skies can bring to life. Land at the **Jebel Ali Golf Resort** with a thrilling water landing and take home the experience of a lifetime.



Days Of Operation	Duration	Price Per Person	Included	Notes
Daily	Morning 10.00am – 10.25am 25 minutes	AED 795 / USD \$ 216 (adult) AED 675 / USD \$ 184 (child)	Transfer can be arranged via Hala Abu Dhabi; alternative transportation via taxi to Yas Marina on Yas Island.	Casual clothing; Passengers are required to bring valid passport; arrival time minimum 30 mins before boarding.

High Tea At The Observatory

At Etihad Towers Hotel



Enjoy an exhilarating view from the highest point in Abu Dhabi at the **Observation Deck at 300**.

Indulge in a fabulous high tea of **scones, gourmet sandwiches, pastries and desserts** complementing your pick from our luxurious tea selection and refreshing beverages in addition to the **highest tea in town**. With a classy decor, **360 degree view** and a setting ornamented with imaginative artworks and luxurious marble, this is definitely a landmark to lift your spirits.



Days Of Operation	Duration	Price Per Person	Included
Daily	2pm – 6pm	Starting from AED 203 / USD \$ 56 (adult) (children up to 6 years free of charge)	Wide selection of teas Snacks and pastries

High Tea At Emirates Palace

Le Café

Reputedly the most expensive hotel ever built, the **Emirates Palace Hotel** dominates the skyline on the Western side of the Corniche. To discover this jewel of Abu Dhabi, treat yourself to a sumptuous High Tea. **Le Café** and its' **Caviar Bar**, located in the stunning hotel lobby, are renowned for their European fine **pastry and artisan chocolate** selections. Choose between the Traditional High Tea which includes a wide **selection of tea, cakes, sandwiches and scones**, or the Arabic High Tea which is served with **mezza and Arabic sweets**.



Days Of Operation	Duration	Price Per Person	Included
Daily	2pm – 6pm	Starting from AED 232 / US \$ 63 (adult) Children up to 12 years are free of charge.	Wide selection of teas Snacks and pastries

Call 800 2324 (within the UAE) or +971 2 5990 700 (outside the UAE) or email us at halaabudhabi@etihad.ae

Wadi Adventure

Al Ain



The region's first man-made **white water rafting, kayaking and surf facility** built in the foothills of the majestic **Jebel Hafeet**. The park's 3.3 metre man-made **surf wave** is the world's largest and its 1.7 kilometre **kayaking channel network** is the world's longest.

Bringing together water and **adrenaline-filled adventure**, Wadi Adventure makes a great day out for water sports enthusiasts and families. **Lessons** are provided by certified trainers for all levels of competency; guests can bring their **own equipment**, **rent** or **buy** gear from the resort's shop.



Days Of Operation	Duration	Price Per Person	Notes
Daily	Sun – Thu 11am – 8pm Fri & Sat 10am – 8pm	AED 50 / USD \$ 14 (general admission adult) AED 25 / USD \$ 7 (general admission child, below 1.2m) All-Inclusive-Package includes the following: Surf Pool (55 mins), Kayaking (all day), white water rafting (1.5 hrs), climbing wall (20 mins), airpark & zip Line (all day) and giant swing AED 310 / USD \$ 84 (adults only)	General Admission includes access to low ropes course, surf pool beach area, restaurant, family pool and kids splash pool. Extra charges on the following activities: Surf Pool (AED 100 - 55 mins), Kayaking (AED 150 - all day)

Hot Air Balloon Ride

Al Ain

Discover the '**garden city**' by air, with its red sand dunes. Enjoy a magic carpet ride over an endless **ocean of sand dunes**, emerald **green oases**, **oryx**, **gazelle** and **wandering camels**. Witness a breathtaking sunrise with the backdrop of the majestic **Hajar Mountains** and be welcomed by the warmth of the **desert people** we chance to meet on landing. Transfers from and to Abu Dhabi will only be included for group bookings from the capital.



Days Of Operation	Duration	Price Per Person	Included
Daily	Morning 4 hours	From Dubai: AED 995 / USD \$ 272 (adult) AED 850 / USD \$ 231 (child) From Abu Dhabi: groups only - 20 persons or more.	Free pick-up for individuals from various locations in Dubai. Hotel pick up / drop off in Abu Dhabi only available for groups of 20 persons or more.



Chapter 3

The story of Dubai

Discover The Magical Emirate Of Dubai

Situated around 140 kilometres North East of the UAE capital, and 45 minutes drive from Abu Dhabi International Airport, Dubai is the world's fastest growing tourist destination and the most popular in the Middle East. Long established as a trading and commercial centre, the historic quarters of the city have been superseded by high-rise buildings, along the length of the coast. The Dubai way is to dream the impossible, so it's no surprise that there is always something new to delight, amaze or astonish you.

Keeping up with its reputation as the destination offering the fastest, biggest, and highest, Dubai unveiled the world's tallest building in 2009. Proudly standing more than 800 metres high, Burj Khalifa has broken seven world records and boasts 160 floors. Here you can stay in luxury, dine on fine foods or sample cocktails in chic bars. Head to the observation deck on level 124 for unrivalled views across Dubai.

Recently voted to host the 2020 World Expo, the city continues to develop its infrastructure to support the vision of being a first-class tourism destination.

History In The Rising

Dubai city tour Full Day

This full-day tour takes you from Abu Dhabi to the most exciting sites of Dubai, from **historic must-see attractions** to the **latest developments** that created world-wide fame for the city. Feel the atmosphere of Arabic charms alongside one of the world's most exiting cosmopolitan cities.

Discover the origins of traditional fishing, pearling and the sea-trade culture of Dubai, learnt best at the **Dubai Museum** and its surroundings. Enjoy an **abra** (water-taxi) ride over the **Creek** and immerse yourself

in haggling at the traditional **spice** and **gold** markets in the old part of the town. Follow us into the future when visiting **Dubai Mall**, the largest mall in the region, alongside **Burj Khalifa**, the tallest tower in the world. Be stunned by the famous **water fountains**, designed by California-based WET design, responsible for the water features at the Bellagio Hotel in Las Vegas. Admire the sparkling lights of this metropolis by night and take with you everlasting memories on the way back to Abu Dhabi.



Days Of Operation	Duration	Price Per Person	Included	Notes
Daily	Full Day 8.30am – 6pm	AED 300 / USD \$ 82 (adult) AED 200 / USD \$ 55 (child)	Hotel pick up / drop off	Public areas require modest, conservative, loose fitting clothing.

A Fairytale Awaits You

Dubai shopping tour Full Day

Let us take you from Abu Dhabi to Dubai, one of the most westernised cities in the Middle East. With major **shopping malls** and **souqs**, Dubai offers the shopper a retail paradise. From **gold** and **jewellery** to **haute couture**, everything is available at a good price. Design your individual shopping tour and visit the most spectacular shopping malls such as Dubai Mall, Mall of the Emirates or the famous souqs.

Minimum of 4 persons.



Days Of Operation	Duration	Price Per Person	Included	Notes
Daily	Full Day 8.30am – 8pm	AED 480 / USD \$ 131 (adult) AED 380 / USD \$ 104 (child)	Hotel pick up / drop off	Shopping malls require modest and loose fitting clothing.

Call 800 2324 (within the UAE) or +971 2 5990 700 (outside the UAE) or email us at halaabudhabi@etihad.ae

Heritage Dinner Safari

In a 1950's Land Rover

Take a step back in time and experience Dubai as it was 50 years ago. Your professional guide will escort you on a stunning journey in a museum quality **1950's Land Rover**. These vehicles were extensively used in the 1950's and have become part of UAE history. No other vehicle offers a more **authentic desert experience** to spot **exotic local wildlife** within the pristine **Dubai Desert Conservation Reserve**. Your **Bedouin camp**,



lit with the gentle flames of traditional lamps is nestled inside a private **Royal desert retreat**. Enjoy cultural activities such as **camel rides, henna, falconry, music, dance and bread making**. Learn how to prepare a local recipe handed down from generation to generation, before enjoying a **scrumptious dinner** under the stars. History comes to life in this once in a lifetime heritage event.



Days Of Operation	Duration	Price Per Person	Included	Notes
Daily	Half Day	AED 345 / USD \$ 94 (adult) AED 295 / USD \$ 81 (child)	Hotel pick up / drop off Abu Dhabi transfer can be arranged by Hala Abu Dhabi	This tour involves dune driving and is not suitable for children younger than 12 months old. A private car booking is required if travelling with children under 5 years old. Expectant mothers, please advise at the time of booking if you are in your final trimester.

Platinum Dinner Safari

In a Mercedes G-Wagon

You are cordially invited for **dinner under the stars** inside a **Royal desert retreat**. Your chariot is the legendary **Mercedes G-Wagon**. The expert safari guide will lead you on a thrilling journey through the **Dubai Desert Conservation Reserve** in search of **exotic native wildlife**.

A **delectable dinner** at your secluded **private set-up** nestled inside the exclusive grounds of the Royal

desert retreat awaits you. Dinner is served on a table made from an antique Arabic wooden door and sits beside your **private Majlis**, complete with silk carpets and soft, fluffy cushions where you can relax by your **bonfire**. Relax under the stars in this once in a lifetime experience that only a privileged few will be lucky enough to experience.



Days Of Operation	Duration	Price Per Person	Included	Notes
Daily	Half Day	AED 1250 / USD \$ 340 (adult) AED 1250 / USD \$ 340 (child)	Hotel pick up / drop off Abu Dhabi transfer can be arranged by Hala Abu Dhabi	This tour involves dune driving and is not suitable for children younger than 12 months old. A private car booking is required if travelling with children under 5 years old. Expectant mothers, please advise at the time of booking if you are in your final trimester.

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Chapter 4

Create your own Dubai story



Make Your Visit Unique With Special Interest Experiences

To create your own unique story of Dubai, we have chosen some of the most exciting and authentic activities to follow your passions.

Choose from boat tours around the off-shore developments of Dubai, explore the city from the top of the highest tower of the world or hop on and off a double decker bus to give you the most flexible experience.

Discover the treasures of Dubai so you can tell your very own story of a truly unique vacation.



At The Top Burj Khalifa

Get ready to enter the record books and experience a journey through Dubai's exotic Arabian heritage, the extraordinary story behind **Burj Khalifa** as the new icon for the Middle East, and view the spectacular panorama from the observatory **At the Top**, Burj Khalifa.

Experience **360 degree sweeping views** from level 124 of Burj Khalifa, the world's tallest tower.

At the Top offers unparalleled vistas from the Gulf to the Arabian Desert, and beyond.



- Explore the unique, interactive Burj Khalifa multi-media exhibits.
- Be thrilled by a high speed journey in one of the world's fastest elevators.
- Take a closer look at the world below through high powered telescopes.
- Step out onto the world's highest public outdoor observation terrace overlooking the ever growing skyline of Dubai
- Integrate reality and special effects with At the Top Green Screen Photography
- Browse exclusive souvenirs from the At the Top retail boutique



Days Of Operation	Duration	Price Per Person	Included
Sun to Wed	8.30am – 11pm	AED 125 / USD\$ 34 (adult)	Transfers can be arranged via Hala Abu Dhabi; alternative transportation via taxi to Dubai Mall.
Thu	7.30am – 11pm	AED 95 / USD\$ 26 (child)	
Fri, Sat	4.30am – 11pm	(0-3 yrs free of charge)	

Call 800 2324 (within the UAE) or +971 2 5990 700 (outside the UAE) or email us at halaabudhabi@etihad.ae

Big Bus Tour

Dubai



Your open-top tour reveals Dubai's landmarks, and charts the city's rapid development from a small fishing village to a modern vibrant city. Take the **Day Tour** and use the hop-on, hop-off facility to visit the places that interest you. Or join the **Night Tour** with a live-guided commentary which showcases illuminated Dubai. On the Day Tour you can choose a 24 or 48 hour ticket and enjoy free inclusions such as the Dhow River Cruise and Dubai Museum. Both Day Tour routes provide a personal recorded commentary available in ten languages. The Big Bus sightseeing tour is a safe and relaxing way to discover this great city, the perfect introduction to Dubai and a fun day out for all.



Tour	Duration	Price Per Person
Day Tour	24 hours or 48 hours	AED 220 / USD \$ 41 (adult) - AED 100 / USD \$ 27 (child)
Night Tour		AED 295 / USD \$ 80 (adult) - AED 130 / USD \$ 35 (child)

Yellow Boat Tours

Dubai

Explore the neighbouring Emirate of Dubai by boat and head down to the **Dubai Marina**. You will embark on a "Yellow Boat", a speed boat with highest safety standards, and choose your favourite boat tour. From a slow-paced sightseeing trip to an adrenaline-pumping speed ride, we are sure you will find the right trip for your liking. Transfers from Abu Dhabi to Dubai Marina can be arranged by Hala Abu Dhabi, alternatively take a taxi to Dubai Marina.



Tour	Duration	Price Per Person	Details
Classic Dubai Tour	90 minutes	AED 150 / USD \$ 41 (adult) AED 100 / USD \$ 27 (child)	Starting at Dubai Marina to open water cruising around Palm Jumeirah, and pause for the perfect photo opportunity at the Atlantis Hotel. See the Burj Al Arab 7-star hotel and cruise along the coast with the spectacles of the Royal Palaces, Palm Lagoon and back to the Marina.
Palm Jumeirah and Burj Al Arab Tour	75 minutes	AED 200 / USD \$ 54 (adult) AED 150 / USD \$ 41 (child)	Take pictures of the most exclusive waterfront developments in the region – The Palm Jumeirah with attractions such as the unique residential areas, the Atlantis Hotel and more. Continue to the world famous Burj Al Arab hotel and see the Royal Palaces and Lagoon of the Palm Jumeirah.
Dubai Marina Day or Night Tour	30 minutes	AED 80 / USD \$ 22 (adult) AED 60 / USD \$ 16 (child)	A slow paced panoramic tour of Dubai Marina, featuring its beautiful skyline, magnificent modern architecture and the sheer exhilaration and vibrancy of a chic, urban lifestyle. Spectacular by night when the marina comes alive with its stunning lights, colours and activities.
Dubai Ultimate Thrill Ride	30 minutes	AED 150 / USD \$ 41 (adult)	Hold tight and brace yourself for this rush experience on the seas of the UAE! A trip where the skipper shows you what the Yellow Boats can do – travelling at high speeds across the open water, performing a series of twists and turns, this ride will get your adrenaline pumping!
Private Charter	60 minutes	AED 1500 / US \$ 410 (adult)	Private Charter – rent the boat for your family or team.



Chapter 5

The story of the East Coast

Rugged Beauty On The East Coast

Fujairah is situated on the East coast of the United Arab Emirates, and the only one of the seven that has a coastline solely on the Gulf of Oman. Nestled between the Hajar Mountains and the Indian Ocean, this picturesque Emirate is the perfect holiday destination and has become a very popular destination for anyone trying to escape the stresses of life.

Fujairah is the only Emirate of the UAE that is almost totally mountainous. All the other Emirates, like Dubai and Abu Dhabi are located on the west coast, and are largely covered by desert. Consequently, Fujairah boasts a higher than average yearly rainfall in the UAE, allowing farmers in the region to produce one crop every year. Young, dynamic and booming, Fujairah is all set to become a global city. With business, tourism and infrastructure developments steaming ahead, Fujairah's transformation into a twenty-first century city is certain.



East Coast Tour

Mountains, oceans and historic places

Full Day

This four-hour journey takes you from Abu Dhabi through stunning nature to the **East coast** of the UAE. On your way through the **Hajar Mountains** that run like a spine through Oman and up to the Northern Emirates, you will explore **wadis, waterfalls** and **picture-perfect beaches** in surroundings of great natural beauty. One of our stops involves the traditional and popular “**Friday Market**”, a good place to buy carpets from Iran

or Pakistan, pottery from the Emirates, and also fruit and vegetables. We will then pass by agricultural areas, seeing the picturesque fishing villages of **Khorfakkan** and **Dibba**. After a swim and a break for lunch at the **Sandy Beach Hotel**, visit the **Al Bidiyah mosque**, the oldest in the UAE, and discover the ancient “**Ghost City**” and the Emirate of Fujairah’s **Portuguese fort**.



Days Of Operation	Duration	Price Per Person	Included	Notes
Daily	Full Day 8.30am – 6pm	AED 550 / USD \$ 150 (adult) AED 450 / USD \$ 123 (child)	Hotel pick up / drop off Lunch	Public areas require modest, conservative, loose fitting clothing; bring swimming clothes for Sandy Beach Motel break.

Call 800 2324 (within the UAE) or +971 2 5990 700 (outside the UAE) or email us at halaabudhabi@etihad.ae



Useful Information

CURRENCY

The official currency of the United Arab Emirates is the dirham (abbreviated to Dhs or AED), with each dirham divided into 100 fils. USD \$1 equals 3.673 AED. Banks and money exchange bureaus can be found throughout Abu Dhabi, the latter located in most shopping malls and key locations. All major hotels will also readily exchange currency for guests. If you are carrying cash of more than Dhs 40,000 or its equivalent in foreign currency, you must declare it to airport customs control on entry.

MasterCard, Visa, American Express and Diners Club are all widely accepted in the United Arab Emirates, as are traveller's cheques. Visitors are advised to carry travellers' cheques in US dollar, UK pounds sterling, or Euros.

CLIMATE

The best months to visit are between October and April when temperatures reach between 24

and 28 degrees centigrade (lower in December and January) and the nights are cool and fresh. Summer begins in early May and the hottest months are June, July, August and September where temperatures can reach into the 40's and humidity can be high. Rain is rare but there are isolated showers in the winter months.

HEALTH

No health certificate or special immunisations are required when arriving in Abu Dhabi (unless you have visited a country infected by cholera or yellow fever within 14 days prior to arrival). The quality of healthcare in Abu Dhabi is generally very high and visitors should have no problem obtaining appropriate treatment and advice either in a private clinic or, in case

of an emergency, in a government hospital. Common medications and health products are available from local pharmacies, often without prescription.

DRESS CODE

Abu Dhabi is a traditional place in many ways – that's part of its charm – so dress is important. Visitors should dress modestly, even when it's hot. All beachwear should be restricted to within hotel grounds or the Municipality-run Corniche public beach. Women should cover their shoulders and wear skirts or shorts that end below the knee. By all means wear a light sleeveless top, but take a wrap to cover up.

When visiting the Sheikh Zayed Grand Mosque, please take careful note of the dress code. Women are expected to wear clothes that fully cover legs and arms and will be given a shayla (headscarf) and an abaya (a long black robe) to wear over their clothes. Men should wear full-length trousers and a long sleeve shirt. Entry will not be permitted to those wearing unsuitable clothing.

BEHAVIOUR - RULES ON ALCOHOL AND DRUGS

Abu Dhabi and the UAE are moderate and progressive Muslim states and many non-Muslim beliefs and ways of life are tolerated and accepted. However, there are some strict rules of which every visitor should be aware. An overt public show of affection between adults is not appropriate; this applies to visitors as well as locals. Hand-holding and kissing are not permitted and can cause offence to locals who are entitled to register complaints.

Drunkenness is an extremely serious offence in the UAE and Abu Dhabi and there is a zero tolerance policy for drunk-driving. Drug possession and trafficking are treated similarly with culprits receiving harsh penalties

for small amounts. There is no such thing as personal use. Drugs are not tolerated.

During the Holy Month of Ramadan, visitors are expected to refrain from eating, drinking and smoking in public places during daylight hours. Hotels cater to non-Muslim guests by opening restaurants that are not exposed to public view.

BUSINESS HOURS

Shops are generally open daily, but hours are restricted on Friday, the holy day. Most shopping malls are open 10.00am to 10.00pm from Saturday to Wednesday, 10.00am to 11.00pm on Thursday, and usually from 2.00pm to 10.00 or 11.00pm on Friday. Food outlets usually stay open until 1.00am. Shops outside malls usually close for lunch between 2.00pm and 4.00pm and stay open late in the evening until 9.00 or 10.00pm. Shopping rush hour can often be at midnight, especially in the heat of summer.

EMERGENCY NUMBERS

Abu Dhabi is blessed with a very low crime rate and almost zero violent crime. Abu Dhabi Police has highly efficient law enforcement and emergency procedures in place, and officers are courteous and helpful.

For emergencies, call the following toll-free numbers:

- 998 Ambulance services
- 999 Police
- 997 Fire
- 999 Helicopter Service

GETTING AROUND: TAXIS

The most common form of hailing a taxi is to stand on the street or walk to the closest hotel. From the street,

you'll be able to catch one of the fleet of new air-conditioned silver taxis. All silver taxis have working meters and a cross-city trip in the afternoon should cost between AED 15 and 25 (USD 4 to USD 7). Tips are not expected but are always welcomed. White and gold taxis have meters too but sometimes drivers like to fix a price. Please note that the Airport Taxis from Abu Dhabi International Airport charge a starting fee of AED 25.

If you catch a taxi from the hotel, you might find that it is a private taxi and a more up-market car such as a Mercedes, for which you will pay a little more.

GETTING AROUND: BUS

Abu Dhabi city has a fleet of new air-conditioned buses running from Marina Mall through the centre of the city to the eastern end of town (Tourist Club area and Abu Dhabi Mall) and out towards the airport.

GETTING AROUND: CAR HIRE

Visitors can rent and drive cars in Abu Dhabi but only with a valid credit card and international driving license (your national driving license is not enough). Check before making payment that the company's insurance policy covers you as a non-UAE resident. All major car rental companies are represented as well as a number of local firms.

DUTY FREE

The UAE allows non-Muslim travelers arriving in Abu Dhabi to buy up to two litres of spirits and two litres of wine per person. You can also buy perfume in reasonable quantities and up to 2,000 cigarettes, 400 cigars or two kilos of tobacco.

DRIVING

Abu Dhabi has been described as the 'United Nations of Driving' due to the large number of nationalities living here - all of which have their own style and rules. Use your mirrors, signal early and pay attention to the speed limit and to those around you. Despite Abu Dhabi's close allegiance to Great Britain, it follows the US practice of driving on the right. The speed limit is usually 60kmh in the city and towns, 80kmh on the outskirts and either 100kph or 120kph on the highway. Speed and red-light cameras are prevalent and fines can be hefty. If you are involved in an accident – no matter how small – stop and either call the police or wait for them to arrive; they will help with the necessary paperwork. Always give your car a full check-up before heading into the desert or off-road – and remember to take a list of emergency numbers, plenty of water, some dry food provisions and a basic medical kit.

LANGUAGE

The official language of the United Arab Emirates is Arabic. English is widely spoken and understood, and a wide range of European languages are spoken within the hospitality industry.

TELECOMMUNICATIONS

Visitors can get connected with a temporary SIM card on a pay-as-you-go basis. Look for an Etisalat or du outlet in major malls or supermarkets. Both sell pre-paid cards.

SHOPPING

Abu Dhabi offers great shopping options – choose from the comfort of air-conditioned malls or soak up the atmosphere at a traditional souk. Souks are a must-see

for visitors – as much for the market atmosphere as for the fun of bargaining for that special gift. In Abu Dhabi city, the Iranian and carpet souks and Madinat Zayed gold market as well as the new World Trade Center Souk are well worth visiting. There are a number of major malls throughout the city, such as the Marina Mall, Abu Dhabi Mall, Al Wahda Mall or The Galleria on Al Mariah Island, and for 5-star luxury shopping The Avenue at Jumeirah at Etihad Towers Hotel.

WATER AND ELECTRICITY

The electricity supply in Abu Dhabi is 220/240 volts at 50 Hz. British-style square, three-pin sockets are standard. Most hotels can supply adapters but visitors should bring one just in case. Tap water is perfectly safe to drink in Abu Dhabi, but if you prefer the taste of bottled water, locally bottled mineral water is readily available in supermarkets and grocery stores everywhere.

TIME DIFFERENCE

Winter: GMT + 4 hours

Summer: GMT + 3 hours

TIPPING

Hotel restaurants add 16 per cent service charge to the menu tariff which is incorporated into the customer's bill. An additional 10 per cent tip will be greatly appreciated by the very hospitable staff but this is optional. Some non-hotel restaurants may include service in the price and this information will be indicated on the menu. If not, 10 per cent is adequate. Taxi drivers do not expect a tip, but will be grateful for any change.

Booking Conditions

DEFINITIONS

The following terms shall bear the following meanings in these Booking Conditions:

“Child” means a person under the age of 12 years on the relevant return date of travel;

“Hala Abu Dhabi”, “we” or “us” means Hala Abu Dhabi a division of Etihad Airways PJSC a company registered in Abu Dhabi whose principal place of business is at P.O. Box 35566, Abu Dhabi, United Arab Emirates;

“Force Majeure” means any unusual circumstance beyond our control including but without limitation war or threat of war, terrorist activity, adverse weather conditions, industrial dispute, closure of airport or technical difficulties;

“Holiday” means the holiday booked by you or on your behalf with us;

“Lead Name” means the first named customer on any product booking;

“Significant Change” has the meaning set out in section 6;

“Travel Agent” means any agent through whom your product with us is booked;

“UAE” means United Arab Emirates; and

“You” means any customer who is or may be considering the booking of any product and includes all members of any party who are booking together.

1. THE CONTRACT

These conditions and other information in all Hala Abu Dhabi's brochures, price booklets, separate publicity material and our web site form the contract between you and us. All products are subject to availability and these booking conditions. In the event of any conflict between these booking conditions and any of the brochures, price booklets, separate publicity material or our web site, these booking conditions will prevail.

You are recommended to read these booking conditions carefully and in the event that there is anything, which you do not understand, contact Hala Abu Dhabi or your Travel Agent (if you have booked via an agent) for clarification.

You need to be aware that these conditions contain a limitation of our liability to you and of our obligations in relation to any product, which you book.

These conditions do not govern your contract or affect your rights relating to any third party whose services you may separately purchase and use on your Holiday.

When you have booked your product, paid a deposit and we have issued a confirmation or receipt to you or to your Travel Agent and you have signed our booking form, a contract exists between you and us.

The Lead Name guarantees that he or she has full authority to make the booking on behalf of all customers named on the Holiday booking and guarantees to pay all sums which are or may become due in relation to such Holiday.

The purchase and sale of the product shall take place (or shall be deemed to take place) and come into effect in the UAE, whatever the circumstances of your booking. Notwithstanding any conflict of laws principles, these booking conditions and any contract between you and us shall be governed exclusively by the laws of the Emirate of Abu Dhabi and the federal laws of the UAE, and the Civil Courts of the UAE in Abu Dhabi shall have exclusive jurisdiction to determine any dispute or claim that arises out of or in connection with the contract with you or its subject matter or formation (including non- contractual disputes or claims).

2. HOW TO BOOK

A product booking can be made through Hala Abu Dhabi or Etihad Holidays Retail Shops, Sales Offices or directly with the Etihad Holidays Call Centre +9712 5990700 in the UAE or through a Travel Agent.

When a booking is made via a Travel Agent, all communication with Hala Abu Dhabi must be made via the Travel Agent. In that case, all monies paid by you to the Travel Agent are held by the Travel Agent as your agent until the booking is accepted and confirmed by Hala Abu Dhabi.

3. PAYMENT

A booking form must be completed and signed by the Lead Name being a person aged 18 years or over and a non-refundable deposit paid to Hala Abu Dhabi of 10% of the total package cost. Should your package incorporate a specialist holiday component such as Cruise Companies, (“Specialist Holiday”) and some hotels a full payment will be required and will be advised at the time of booking? If the booking is made 16 days or less prior to departure full payment will also be required for your Holiday booking.

If a deposit has been paid the full balance must be settled no later than 16 days before your departure date. If we do not receive the balance by the due date we will treat the booking as cancelled by you and you agree to pay the

cancellation charges as described in section 5.2 of these booking conditions.

We accept cash, cheque, credit and debit cards. .

Once full payment has been received for a confirmed booking, Hala Abu Dhabi will issue air E-tickets plus vouchers for other services booked. These vouchers must be surrendered by you to the relevant supplier of the services, e.g. hotel or ground transportation supplier.

4. PRICE

All our prices are quoted in AED, (unless otherwise specified). We will give you or your Travel Agent a price quote at the time of booking and once you have accepted that price and a booking has been made and confirmed through payment of deposit or in full, we will hold that price.

The only additional charges we may pass on to you are those imposed by the UAE or foreign governments, other regulatory bodies and/or airlines.

What your price does not include:

- Passport, visa and health protection fees;
- Cots, car seats and food for infants;
- Meals unless otherwise specified;
- Overseas airport departure charges payable locally; portorage, personal expenditure, tips, laundry, hotel extras;
- transport cost to your departure airport unless specified;
- Holiday insurance.

5. CHANGES OR CANCELLATION BY YOU

5.1. Changes

If you wish to change your booking after a deposit has been paid, the Lead Name should contact their Travel Agent if they booked via a Travel Agent; or Hala Abu Dhabi if they booked directly and subject to availability, we will try to meet the request.

If you are able to make the change requested, you agree to pay a non-refundable amendment fee of AED 200/- per person per change if the change(s) is / are made 16 days or more before departure in addition to any applicable ticket change fees or increase in Holiday costs i.e. where you upgrade accommodation or increase passengers. Changes made 15 days or less before departure will be treated as a

cancellation and the charges in section 5.2 will apply.

We may, at our sole discretion, waive charges due to be made if the changes increase the cost of your package and do not involve a change of destination / departure date.

Important notes:

Many suppliers, particularly airlines, cruise companies, Disneyland® Resorts, Ski & Safari operators and some hotels do not permit us to change names or travel dates and impose full cancellation charges.

If this is the case, we will pass these charges on to you, in addition to our administration charges. Some accommodation types, particularly self-catering, cruise

ship cabins and hotel rooms with reductions for 3 + people, are priced according to the number of occupants. If fewer people travel than originally booked there will be extra charges to pay, which will be advised to you when you make the changes.

5.2. Cancellations

If you or any member of your party wishes to cancel your booking once a booking has been confirmed and an invoice or receipt has been issued, the Lead Name must notify their Travel Agent (or Hala Abu Dhabi direct if the booking was made directly with Hala Abu Dhabi) in writing. The cancellation charges you will be required to pay will be calculated on the basis of the date we receive the written notification and the booked departure date. Please note we cannot refund deposits, amendment fees or insurance premiums. **We strongly recommend that you take out comprehensive holiday insurance which includes cancellation cover.** We incur costs from the time you make your booking and you agree that if you cancel your booking, you will compensate us for our expenses and losses as per the table and paragraphs below or if greater (for example if cruise companies, Disneyland® Resorts, Ski & Safari operators and some hotels are concerned) the cost borne by us as a result of your cancellation.

Cancellation charges vary according to the type of product booked. You will be advised at the time of booking of the relevant cancellation terms and conditions.

a) Hala Abu Dhabi Packages

Number of days between the booked departure date and the written Cancellation is received by us	Cancellation amount as a % of price
15 - 8 days	15%
7 - 4 days	30%
3 days or less & no show	100%

b) Exceptions – F1 Etihad Airways Abu Dhabi Grand Prix, Concerts, Tours, Safaris and Attractions.

During Public Holidays and over Special Events stricter conditions may apply for some hotels and suppliers. Cancellation terms & conditions specific to your booking will be advised and confirmed at time of booking.

For your own interest we strongly recommend that you arrange cover with a comprehensive holiday insurance policy to travel on any of our Holidays. Please contact your Etihad Holidays or Hala Abu Dhabi Agent for details.

For any groups of ten or more customers travelling together special terms & conditions apply, which will be advised during the booking process.

6. IF WE HAVE TO CHANGE OR CANCEL YOUR HOLIDAY

We will do our utmost to deliver your product as booked. As we plan the arrangements many months in advance we may occasionally have to make changes and reserve the right to do this at any time.

If we have to make a Significant Change (as defined below) in circumstances where there has been no Force Majeure, we will notify the Lead Name or your Travel Agent as soon as practically possible and you will have one of three options:

- accepting the changed arrangements;
- transferring to another product offered by us and paying or receiving a refund for any price difference; or
- cancelling your Holiday and receiving a refund of all monies paid to us (excluding any travel insurance)

Significant Changes are limited to changes involving:

- Your departure airport;
- Your destination area;
- A change of accommodation to a lower star grading; or
- Your departure time from your Etihad origin airport, or length of Holiday by more than 12 hours (excluding transport delays once you have checked-in).
- Your product selection and preferred date of the booking

7. REFUNDS

In cases where any part of your Holiday is on a request basis, the deposit or final payment will only be refunded in full if Hala Abu Dhabi is unable to confirm the booking and no cancellation charges apply to any confirmed components of the Holiday.

No refunds will be available on unused services.

Any refunded payments will be processed by the same payment method used to make the booking initially and to the same payee. The exception for this will be cash payments received by Hala Abu Dhabi for Holiday packages which will be refunded in the form of a cheque to the original payee on presentation of valid identification.

No refund will be given in any circumstances unless original travel documents and invoice are returned to Hala Abu Dhabi.

All refunds will be processed within 21 days of the presentation of the original travel documents and invoice to Hala Abu Dhabi.

8. OUR LIABILITY TO YOU

a) We accept responsibility for ensuring that the travel arrangements you book with us are supplied as described in our brochure or on our website. If any part of these travel arrangements is not provided as promised, we will pay you appropriate compensation if this has affected your enjoyment of your travel arrangements. We accept responsibility for the acts and / or omissions of our employees and agents. Our liability in all cases (including in cases of gross negligence) except for death or bodily injury shall be limited to a maximum of the cost of your Holiday and any reasonable directly attributable costs.

b) We accept no responsibility for any delays or cancellations or non-availability of any meal or service due to Force Majeure.

c) In rare cases errors may occur when inputting prices into our reservations system or when printing our brochure. We regret that any contract entered into on the basis of an erroneous price will be void. Accordingly, you cannot seek to rely on an erroneous price when booking a holiday. In the unlikely event of a booking being made following a systems error we will advise you as soon as possible and offer you the choice of either a cancellation with a full refund or continuing with your arrangements upon payment of the difference in price applicable.

d) You should note that the acceptance of any liability on our part in any circumstances is subject to the amount of any claim against Hala Abu Dhabi being reduced by any amount paid to the claimant from time to time for the same claim such as (i) any employee, agent or supplier of Hala Abu Dhabi who is in any way responsible for the death, injury or illness you suffer and / or (ii) under any relevant insurance policy held by the claimant.

e) If you, or any member of your party, suffer death, illness or injury whilst overseas arising out of an activity which does not form part of your Hala Abu Dhabi booking arrangements, we shall at our discretion, offer advice, guidance and assistance. Where legal action is contemplated and you want our assistance, you must

obtain our written consent prior to commencement of proceedings. Our consent will be given subject to you undertaking to assign any costs and benefits received under any relevant insurance policy to ourselves. In any case, we limit the cost of our assistance to you or to any one booking form to maximum AED 10,000/-.

f) In respect of Etihad flights included in your package we will use our reasonable endeavours to ensure that in the event of a delay exceeding 3 hours, you will receive light refreshments, in the event of a delay exceeding 6 hours, you will receive a main meal, and in the event of an overnight delay, wherever possible, you will receive meals and accommodation. This section 8(g) is subject to the availability of meals and / or accommodation, and the policies of third party operators, at the location of the delay.

g) If you receive any medical services whilst in resort you acknowledge and agree that such services shall be taken at your own risk and it is your own responsibility to consult appropriate health professionals on any matter relating to your health and well-being.

h) If we make arrangements for you with any third party to provide any services other than carriage by air, or if we issue a ticket or voucher provided by a third party such as surface transportation, hotel reservations, car rental, or any other activities, in doing so we act only as your agent. We will have no liability to you for any such services we arrange for you unless any loss or damage is caused solely by our gross negligence and in such case our liability shall be subject to clause 8.1(a). The terms and conditions of the third party service provider will apply. Such conditions are available from us upon request.

i) Hala Abu Dhabi operated Safaris do not accept children under the age of 4 unless the client books a private vehicle to accommodate the child seat.

ii) Hala Abu Dhabi operated Safaris do not accept Adults over the age of 60 unless the consenting adult signs the disclaimer and in doing so we have no liability to the client.

iii) All guests must be able to exit and enter the vehicle without assistance.

iv) Hala Abu Dhabi operated Tours and Safaris reserve the right to change Tours and Safaris without prior notice.

v) Hala Abu Dhabi operated Safaris do not accept pregnant women due to the nature of off road driving.

vi) Hala Abu Dhabi operated Safaris do not accept guests who have back injuries, heart problems, sensitive ailments or guests who have recently undergone surgery.

9. YOUR RESPONSIBILITY

a) You must ensure that you and all customers named on your booking have valid passports, any appropriate visas and vaccinations. We are not liable for any costs, delays or illness resulting from your failure to meet these requirements. Please check with the appropriate tourist board/embassy of the destination you are travelling to prior to departure to ensure you have fulfilled any visa/ passport requirements in good time before you depart.

b) You are responsible for providing all information to us which we or any airline or other carrier or customs or governmental body may require. This may include information about your name, passport number, nationality, and date of birth, gender, country of residence, travel history, occupation, home address, and point of origin, final destination and address at destination.

c) You are responsible for ensuring that any existing medical conditions or disabilities, which may require assistance, are declared to us before you book your Holiday or, if newly diagnosed, before the date of departure. We can only accept your booking upon the clear understanding that we cannot be liable if any carrier refuses to accept you or any member of your booking as a passenger if this information is not made known to us. In all circumstances it remains your responsibility to ensure that you are fit to travel and to participate in all of the services and facilities which you have booked and undertaken and also that you have taken the relevant travel and medical insurances. We reserve the right to ask for further medical information from you if you notify a health matter to us and to refuse or cancel your Holiday in our absolute discretion.

d) You are responsible for the behaviour of yourself and all customers named on your booking. We or our suppliers reserve the right to refuse your booking or to remove you and/or any member of your booking from any arrangement if you or any member of your booking is reasonably deemed to behave in a disruptive or dangerous manner. We will make no refund or payment of any costs incurred by you or any member of your booking under these circumstances, and you may face criminal prosecution.

e) You are reminded that Captains of aircraft have absolute authority over the aircraft and its passengers whilst boarding or in flight. The Captain or other authorized representative of an airline can refuse to carry anyone if they are unruly or are otherwise unfit to travel or are a danger to the flight or other passengers. If you are refused carriage in these circumstances your Holiday will terminate immediately and will terminate immediately and will be considered as a cancellation by you in accordance with Section 5.2 in such circumstances we will have no further responsibility or liability to you or any member of the booking.

f) If you participate in any activity (including any sports, water sports or desert sports) whilst on Holiday such

participation is at your own risk and it is your own responsibility to obtain the relevant insurance.

g) If you receive any medical services whilst on Holiday you acknowledge and agree that such services shall be taken at your own risk and it is your own responsibility to consult appropriate health professionals on any matter relating to your health and well-being.

10. INSURANCE

For your own interest we strongly recommend that you arrange cover with a comprehensive holiday insurance policy to travel on any of our Holidays. Please contact your Hala Abu Dhabi Agent for details.

11. COMPLAINTS

We plan our arrangements with great care, and in the unlikely event of a complaint about any aspect of your stay, it should be reported immediately to the Hala Abu Dhabi's local representative or to the Hala Abu Dhabi Operations Team (+971 2 599 0700), who will give a priority response to resolve in-resort issues.

Should the matter not be resolved while you are in resort, any complaint must be submitted in writing within 30 days of return from your Holiday to your Travel Agent or to Hala Abu Dhabi's, Guest Relations Department, P.O. Box 35566, Khalifa City A, Abu Dhabi, United Arab Emirates, or by e-mail to feedback@etihad.ae

We regret we cannot accept claims outside this period.





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abu dhabi

Tel: 800 2324 (from within the UAE)
and +971 2 5990 700 (outside the UAE)
Email: halaabudhabi@etihad.ae
halaabudhabi.com
etihad.com

Front cover photo: Hala's Sunset Desert Drive & BBQ