

S-E-T-T HUB PLATFORM — TERMS & CONDITIONS (B2B)

Booking Platform Agreement for travel-industry clients

English master v2 · 25.08.2026 · English is the governing language; translations are for convenience only.

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This English version is the authoritative master. The translations below are provided for convenience only.

Preamble and Acceptance

This agreement (the “Agreement” or these “Terms”) is a business-to-business agreement between S-E-T-T Worldwide Reservation FZE, Sheikh Hammad Bin Abdullah Street, Creative Tower, Fujairah, United Arab Emirates, licence no. 4490/2014 (“S-E-T-T”, which includes any company within the S-E-T-T group) and the travel-industry client accessing the Booking Platform (the “Company”).

The Booking Platform and Service are intended for professional travel-industry use only and are not a consumer-facing service. By accessing or using the Booking Platform, or by making a Booking, the Company accepts these Terms. If the Company does not agree, it must not access or use the Booking Platform.

These Terms are accepted electronically. By accessing and/or using the S-E-T-T Hub, the Company confirms that these Terms & Conditions have been accepted electronically as part of the login/access process. No separate signature is required, and no signed counterpart is issued. The electronic record of acceptance maintained by S-E-T-T constitutes evidence of the Company's acceptance.

These Terms are published in English and in translation. The English version is the governing and authoritative version. In the event of any discrepancy, inconsistency or difference in interpretation between the English version and any translation, the English version shall prevail.

The Travel Products available on the Booking Platform are hotel accommodation, transfers, excursions and activities, sports and events tickets, and car rental. Access via the API/XML OUT interface, where granted, is additionally governed by the separate S-E-T-T API/XML OUT Agreement.

1. Definitions

In these Terms: “Booking Platform” means S-E-T-T's online booking system and, where granted, its API/XML OUT interface; “API” means that application programming interface; “Travel Products” means the individual travel services made available on the Booking Platform, namely hotel accommodation, transfers, excursions and activities, sports and events tickets, and car rental; “Booking” means a reservation entry made by the Company on behalf and in the name of its customers; “Customer” means the Company's own customer; “Provider” means the third-party supplier of a Travel Product (e.g. a hotel, transfer operator, activity or event organiser, or car-rental company); “Rates” means the net rates supplied to the Company; “Financial Agreement” means the separate S-E-T-T Financial Agreement governing credit, invoicing and payment; and “Confidential Information” has the meaning in Clause 14.

2. Grant of Access

S-E-T-T grants the Company a limited, non-exclusive, non-transferable and non-sublicensable right to access the Booking Platform to search, integrate and make Bookings of Travel Products provided by Providers, on behalf and in the name of the Company's Customers. Access may be online or, where agreed, via the API/XML OUT interface in accordance with the API/XML OUT Agreement; references to the Booking Platform include the API where granted.

3. Role of S-E-T-T

S-E-T-T acts exclusively as a B2B intermediary and technology provider facilitating the reservation process. S-E-T-T is not, and shall not be regarded as, a travel agent, tour operator, package organiser or principal. Where the Company combines Travel Products obtained through S-E-T-T with each other or with other travel services into a package or combined product, or sells to consumers, that combination and sale are performed solely by the Company and remain the Company's own responsibility, including all consumer-protection and package-travel obligations owed to its Customers.

4. Travel Products and Content

S-E-T-T may make available inventory, Rates, availability, product and content information, cancellation conditions, descriptions, images and other content sourced from S-E-T-T, Providers or third-party content providers. S-E-T-T does not guarantee any minimum number of Providers, destinations, Rates or availability and may add, remove or change inventory at any time. Information is provided as received from Providers and other sources on an as-is basis; S-E-T-T does not warrant that all such content is error-free at all times, and the Company is responsible for reviewing product-specific terms, remarks and information and for passing the relevant terms to its Customers before sale.

5. Rates, Markup and Taxes

Unless expressly stated otherwise, Rates are net rates to the Company and, unless advised otherwise via the Booking Platform, are inclusive of applicable taxes and fees. The Company sets and charges its own markup and resale price directly to its Customers. Certain local taxes, resort or facility fees may be payable on arrival. Where taxes/VAT change after a Booking is made, the resulting difference may be charged. The applicable currency is shown on the Booking Platform.

6. Bookings, Recheck and Confirmation

Search and availability results are indicative and may change until confirmation. Where the workflow requires it, the Company must perform the recheck/validation step before booking. A Booking is binding only when S-E-T-T returns a successful booking confirmation and S-E-T-T booking reference, subject to the confirmed booking conditions. The Company is responsible for the accuracy of traveller names, dates, occupancy and all booking data it submits.

7. Vouchers

Vouchers entitle the Customer to the pre-paid Travel Product(s) on the terms stated in the voucher. Extras and alterations (e.g. late checkout, food and beverage, room service, upgrades) are settled by the Customer directly with the Provider. The Company may issue its own vouchers or use e-vouchers generated by the Booking Platform, and should keep S-E-T-T's emergency contact on any voucher used.

8. Hotel Accommodation

Hotel ratings, maps and images are unofficial guidance only and are not guaranteed. Rooms are allocated by the hotel at check-in; special requests are forwarded but not guaranteed. Standard check-in is typically from 15:00 and check-out until 12:00. Where a Customer will arrive late, the Company must advise the estimated arrival time at Booking; otherwise the room may be resold. Room types and bed configurations are as described; extra beds must be requested at Booking. Hotels may require a passport or identification and a credit card or cash deposit for incidentals at check-in, and may decline unaccompanied minors. Where renovations were disclosed at Booking, no refund is due for renovation disruption. Rates are contracted for the leisure market; a Provider may decline a corporate guest or a conflicting corporate-rate arrangement.

9. Transfers, Car Rental, Excursions, Activities and Tickets

Transfers are supplied by third-party Providers: the Customer is met at the pick-up point per the order, subject to reasonable free-waiting times; if the Customer fails to appear within the applicable waiting time the service is deemed rendered, provided the Provider reasonably attempted contact. The Company must ensure the reservation matches the Customer's requirements (vehicle size/type, seats) and that road/bridge/airport tolls, parking, baggage fees, fuel, insurance, driver gratuity and applicable taxes are covered as specified.

Car rental is subject to the car-rental Provider's terms; a valid (or international) driving licence, supporting documentation and a credit-card security authorisation are typically required. S-E-T-T has no liability in relation to the car-rental service.

Excursions and activities are supplied by third-party Providers and are subject to the Provider's terms, safety rules and participation requirements, and may depend on weather, minimum numbers or capacity.

Sports and events tickets are supplied subject to the organiser's and event terms. Events may be rescheduled, relocated or cancelled by the organiser; tickets are generally non-refundable, non-transferable and non-changeable once issued. Where the organiser grants a refund or remedy, S-E-T-T passes on the amount actually received and assumes no independent compensation obligation for event changes.

10. Cancellations, Amendments, No-Shows and Rate Errors

The cancellation policy for each Booking is set by the Provider and displayed at Booking; the Company must pass it to its Customers. Cancellation deadlines depend on the Travel Product, Provider and dates and are provided with the confirmation. Cancellation after the deadline or a no-show may incur up to 100% of the amount booked; S-E-T-T charges the Company only to the extent a Provider charges S-E-T-T.

Amendments (including name and date changes) are subject to availability and Provider approval and may attract an administration fee. All cancellation and amendment requests must be made through the Booking Platform or in writing, directly through S-E-T-T and not the Provider; requests made by phone are not processed. Refunds are only available to the extent S-E-T-T receives the corresponding refund from the Provider.

For duplicate Bookings, additional charges may apply; S-E-T-T will use reasonable efforts to minimise them. In case of overbooking, the Company may accept or decline alternative accommodation within a reasonable time; any higher re-booking cost is borne by the Company. A Provider may correct a manifest rate error on a future Booking, in which case the Company may cancel or accept the corrected rate.

11. Distribution, Subagents and Redistribution

The Company may distribute Travel Products through its own company, its group companies, its normal sales and distribution network, and affiliated retail travel agencies and subagents operating within that model, and remains fully responsible to S-E-T-T for all such distribution. The Company may not, without S-E-T-T's prior written approval, provide or redistribute the S-E-T-T API/XML feed, credentials or raw inventory/content to other bedbanks, wholesalers, API aggregators, independent third-party API platforms or unrelated technology/distribution businesses. Retail distribution of bookings is permitted; redistribution or resale of the S-E-T-T feed itself is not.

12. Complaints

The Company remains the primary contact for its Customers. Complaints capable of resolution during the stay or service must be raised with the Provider in real time; other complaints must be reported to S-E-T-T promptly with supporting documentation. The Company may not promise refunds, compensation or cost assumptions on behalf of S-E-T-T without prior written approval.

13. Payment and Financial Terms

Payment is made on a credit-line, prepayment or commissionable-rates basis as set out in the separate Financial Agreement, which governs account currency, credit limit, invoicing, payment due dates, refunds/credits, bank charges and suspension for non-payment. In the event of inconsistency on payment, credit or invoicing matters, the Financial Agreement prevails.

14. Confidentiality

Each party protects the other's Confidential Information with at least reasonable care, uses it only for the relationship and discloses it only to those with a need to know under equivalent confidentiality obligations. "Confidential Information" means the terms of this Agreement, Rates, Provider and Customer identities, trade secrets, technology, business plans and other non-public information. Where disclosure is legally required, the receiving party gives prompt written notice where lawful. This obligation survives for three (3) years after termination; trade secrets remain protected for as long as they qualify as such.

15. Intellectual Property, Marks and Content Licence

S-E-T-T and its licensors own all intellectual property in the Booking Platform, its trademarks and service marks ("Marks") and its content. S-E-T-T grants the Company a limited, non-exclusive, non-transferable and revocable

licence, for the Term, to use the Marks and content solely to market and sell the Travel Products through permitted channels, in accordance with S-E-T-T's usage guidelines. The Company's rights are co-extensive with, and subject to, S-E-T-T's own upstream Provider and content licences (including GIATA and other third-party providers); S-E-T-T grants no broader rights to GIATA data, supplier content or images than it holds, and the Company must hold its own GIATA licence where required to use GIATA Multicodes or identifiers. The Company must not remove proprietary notices and, on termination, ceases use and deletes cached content within thirty (30) days.

16. Data Protection

The parties act as independent controllers in relation to the personal data they respectively process. Each party is responsible for the lawful processing, security, storage and handling of personal data within its own systems; the interface between the systems is the technical handover point, and this allocation applies in both directions. Personal data exchanged is used only as necessary to search, book, service and administer reservations and to meet related legal obligations.

S-E-T-T's EU representative under Article 27 GDPR is SETT Service GmbH, Joseph-Effner-Straße 10, 85221 Dachau, Germany (datenschutz@s-e-t-t.com). Where a separate data processing agreement or standard contractual clauses (including for any third-country transfer to the UAE) are legally required, they are incorporated by reference through S-E-T-T's standard data-protection documentation and prevail for data-protection matters.

17. Acceptable Use and Restrictions

The Company must not: resell, sublicense, publish, broadcast or distribute the Service or feed except as permitted under Clause 11; circumvent security features; reverse engineer or attempt to derive source code; scrape or use automated means that impose an unreasonable load; interfere with the integrity of the Service; remove proprietary notices; use the Service to build a competing product; send unsolicited commercial communications; or use the Service unlawfully or in breach of any Provider or third-party terms.

18. Disclaimers

S-E-T-T acts only as an intermediary and does not assume responsibility for the Travel Products provided by Providers. The Service and content are provided on an as-is and as-available basis, and S-E-T-T disclaims all implied warranties (including merchantability, fitness for purpose and non-infringement) to the maximum extent permitted by law. S-E-T-T does not warrant uninterrupted or error-free operation. S-E-T-T is not liable for the acts, errors or omissions of Providers, for third-party content, or for delays, cancellations, overbooking, strikes, technical/internet problems or force majeure beyond its reasonable control. This Clause is subject to the liability regime in Clause 19.

19. Liability

S-E-T-T's maximum liability in relation to a specific Booking shall not exceed the total net booking value payable to S-E-T-T for that Booking (the per-Booking cap). This is a per-Booking cap and not an annual or aggregate cap.

To the maximum extent permitted by applicable law, S-E-T-T is not liable for indirect, consequential, special, incidental or punitive damages, loss of profit, business, revenue, goodwill, data or reputation, or the cost of substitute services. Where a Provider grants a refund or remedy, S-E-T-T passes on the amount actually received from the Provider and assumes no additional independent compensation obligation. No action may be brought later than twelve (12) months after the cause of action arose, or the applicable statutory limitation period, whichever is earlier.

The foregoing exclusions and cap apply save for liability that cannot be excluded or limited under mandatory applicable UAE law.

20. Indemnity

The Company indemnifies and holds harmless S-E-T-T, its affiliates and Providers against all claims, losses, damages, fines and costs (including reasonable legal fees) brought by Customers or third parties arising from: the Company's breach of these Terms; acts or omissions of its Customers; the Company's violation of any law (including data-protection law) or third-party rights; the Company's acting as travel agent, tour operator or package organiser; or the Company's use of the Booking Platform.

21. Suspension

S-E-T-T may immediately suspend or restrict access where reasonably necessary due to overdue payment, credit-limit breach, suspected fraud, security risk, abnormal, abusive or system-threatening use, or material breach. No cure period is required before an emergency technical or security suspension. Access is restored once the issue is resolved to S-E-T-T's reasonable satisfaction.

22. Term and Termination

This Agreement starts on the date on which the Company first accepts these Terms electronically through the S-E-T-T Hub login/access process (the "Effective Date") and continues for an initial period of twenty-four (24) months, automatically renewing for successive twelve (12) month periods unless either party gives at least ninety (90) days' written notice before the end of the then-current period. Either party may terminate immediately on the other's insolvency, or on a material breach not remedied within thirty (30) days of notice, or immediately where the breach concerns fraud, unlawful conduct or security compromise. Confirmed Bookings and accrued payment obligations, and Clauses 14, 15, 16, 19, 20 and 23, survive termination.

23. Governing Law and Dispute Resolution

These Terms are governed by the laws of the United Arab Emirates, without regard to conflict-of-laws rules; the UN Convention on Contracts for the International Sale of Goods does not apply.

Any dispute arising out of or in connection with these Terms shall be finally resolved by arbitration under the Rules of the Dubai International Arbitration Centre (DIAC), in the English language, before one (1) arbitrator; the seat of arbitration shall be Dubai, United Arab Emirates. DIFC-LCIA shall not be used. Either party may seek interim or injunctive relief before any competent court.

24. General

S-E-T-T may assign or novate these Terms within its group without consent; the Company may not assign without S-E-T-T's prior written consent. These Terms (with the Financial Agreement, the API/XML OUT Agreement where applicable, and any annexes) are the entire agreement and supersede prior understandings. If a provision is invalid, the remainder stands and the provision is reformed to its closest valid intent. No failure to enforce is a waiver. Notices are in writing (email to the stated contacts; data-protection notices to datenschutz@s-e-t-t.com). The parties are independent contractors. Third-party software components remain subject to their own licences. S-E-T-T may reference the Company as a client in marketing unless the Company objects in writing. Neither party is liable for failure caused by events beyond its reasonable control (force majeure). English is the governing language; translations are for convenience only. In case of inconsistency, this Agreement prevails over general website terms.

These Terms are accepted electronically through the S-E-T-T Hub login/access process and are therefore not executed by signature. No signature page forms part of this document.