

Commercial Contract

TRAVEL AGENCIES



*Empowered lives.
Resilient nations.*



Small and Medium Enterprises Development Authority

Ministry of Industries & Production

Government of Pakistan

www.smeda.org.pk

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January 2013

Travel Agencies

Pro-Gole (Right to do Business)

Legal Services, B&SDS

LEGAL SERVICES, SMEDA

The Legal Services (LS) department is a part of Business & Sector Development Services Division of the Small Medium Enterprises Development Authority and plays a key role in providing an overall facilitation and support to the small businesses. The LS believes that information dissemination among the small businesses on the existing legal & regulatory environment and business to business and business to client contracting is of paramount importance and plays a pivotal role in their sustainable development.

In order to facilitate small businesses, the LS, under the Pro-GOLE (Right to do business) project, a joint SMEDA-UNDP initiative for supporting the small businesses, has developed user-friendly contract templates.

Pro-GOLE, (Right to do Business)

The UNDP has partnered with the Small and Medium Enterprises Development Authority to initiate and execute the Pillar 4 (Right to do business) component of the UNDP PRO-GOLE project which seeks to enhance the legal awareness and mobility of marginalized/ informal businesses. Under the project legal services outreach shall be extended to small businesses including home based enterprises, small shopkeepers, growers, women entrepreneurs, hawking vendors etc. In addition, small business shall be mobilized to access legal services.

The Need for Commercial Contracts Templates

In an increasingly complex and competitive industry, it is vital that suppliers and purchasers are fully protected against legal and commercial risks. To counter such risks, a viable solution; available as- of the shelf commercial contract templates- will provide the users with first class ready to use support. With obligations properly set out and liabilities accurately defined, the users will be in a far better position to look after their rights and interests and move forward from their marginalized positions to being active players of the economy. The Legal Service Providers can equally take benefit of these templates for their professional and business development.

Disclaimer

The information contained in this template is meant to facilitate the businesses in documenting transactions for small shopkeepers terms and conditions for commercial matters. However, SMEDA, UNDP or any of their employees or representatives accept no responsibility and expressly disclaim any and all liabilities for any and all losses/shortfalls caused by or motivated by recommendations from the information contained within this document. Although SMEDA's ambition is to provide accurate and reliable information; yet, the document is not an alternative to expert legal advice and should ideally be used in conjunction with the same. Any person using this document and or benefiting from the information contained herein shall do so at his/her own risk and costs and be deemed to have accepted this disclaimer.

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- [Insert name of the travel agency] acts only as the Customer's agents, and takes no responsibility for any loss or damage accrued to the Customer due to [insert name of the travel agency] acting in accordance with the Customer's instructions.
- Confirming the timings of flights on the tickets before confirmation shall be the sole responsibility of the Customer, and [insert name of the travel agency] takes no liability for any discrepancy.
- International tickets are merely tickets confirming air travel bookings, and are in no way a confirmation that the Customer shall be entitled to enter into the destination Country. The Customer shall be responsible for confirming the visa requirements and eligibility for entering a destination country.
- Prices of the tickets are subject to availability, and change in real time. [insert name of the travel agency] does not warrant the availability of seats/specific fare for any ticket.
- [insert name of the travel agency] is an agency, and only sells the tickets of various airlines. Therefore, it bears no liability towards the Customer due to cancellation of flights, delays in flights, or any other airline/flight related issues and any losses/damages sustained. In such cases the Customer's recourse is towards the respective airline and not [insert name of the travel agency], and no proceedings, whether civil or criminal, may be brought against [insert name of the travel agency] due to any claim against the airline.
- Tickets are handed over to the Customers after the clearance of the dues against the Customers.
- We accept all credit cards. However, no discounts!