

My Life | My Goals FAQ

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Flight booking

General Enquiry

I was charged more than expected.

Please write to us with the details of how you were overcharged. We will inform our flight partner about the issue and will try to resolve it at the earliest.

Where can I check my bookings?

You can check you're upcoming, canceled and completed bookings in the 'My Bookings' section of the Flights home screen.

Steps to check: Visit the 'Flight booking' section. Click on the ellipsis (three dots) icon on top right of the screen and select My Bookings.

Why am I charged a convenience fee?

We charge a non-refundable convenience fee for all the bookings.

OMR 4 per traveler for one-way bookings

OMR 7 per traveler for roundtrip bookings

This fee is charged for processing payments and facilitating a seamless booking experience for you.

I want to reschedule my booking.

Please directly get in touch with the airlines for rescheduling your booking. Alternatively, you may call our booking partner **Cleartrip** to make a reschedule request. Phone: +971 4 8754545

I want to download my E Ticket

Please open the particular booking you wish to download the e ticket for, from the 'My Bookings' section. You will see the option to download the e ticket at the bottom.

Cancellation & Refund

I haven't received refund after cancellation of the ticket.

We strongly recommend that you let us know immediately after canceling directly with the airline or **ClearTrip**. Refunds Generally takes 5 to 7 days (from the day we find out about the cancellation) to get processed.

What are the flight cancellation charges?

The flight cancellation charges will include airline cancellation charge and an additional partner service fee of approximately 5.56 OMR per passenger.

For airline cancellation charges and more details, please refer to the cancellation policy available on the flight booking details page.

I want to cancel my booking.

Please select the booking you wish to cancel from the upcoming Bookings. Select 'Cancel Booking' from the three-dot menu at the top right corner.

Your refund will be processed to your respective payment source within 4 working days of successful cancellation.

Alternatively, you can also call our booking partner (**ClearTrip**) at +971 4 8754545 to make a cancellation request.

Hotels booking

General Enquiry

Is the time mentioned the user's local time or local time of the Hotel?

On the order details page, the date of order creation would be in the user's local time Check in & check out would be in the local time of the hotel

I have booked my hotel but have not received any confirmation.

Please reach out to our hotel booking partner **Cleartrip** to receive confirmation email or SMS. Contact: +971 4 8754545

How do I contact the Hotel partner?

Please reach out to our booking partner **Cleartrip** for details Contact Number: +971 4 8754545

I want to reschedule my booking.

Please get in touch with our hotel booking partner **Cleartrip**.

Phone: +971 4 8754545

Please note that rescheduling is dependent on the availability at the hotel and hence we cannot guarantee the

Same.

Where can I check my bookings?

You can check your bookings by visiting the 'My Bookings' section of the Hotels module.

Steps to check: Visit the Hotels section on the home page. Click on the ellipsis (three dots) icon on the top right of the screen and select My Bookings.

I have a service related issue.

For any kind of Reschedule request/Invoice Request/Staff Misbehavior/Hotel cleanliness issue/AC not working/Hotel Service not good or any other service-related issue, please write to us at

help@gonuclei.com

Service-related issues

I have a service-related issue.

For any kind of Reschedule request/Invoice Request/Stay related services or any other service-related issue, please write to us at help@gonuclei.com

Cancellation & Refund

When will I get my cancellation refund?

The refund will be processed to your payment account within 5 working days.

Please note that the refund will be net of any cancellation charges charged by the hotel / booking partner.

What are the cancellation charges for my booking?

Cancellation policy is different for every hotel.

For a confirmed booking the cancellation policy is mentioned on the cancellation screen and charges can be derived on that basis.

I want to cancel my booking.

Please select the booking you wish to cancel from the Upcoming Bookings section of the Hotels module. Select 'Cancel Booking' from the ellipsis (three dots) icon on the top right of the page and confirm the cancellation.

Tap the 'Confirm Cancellation' button at the bottom to cancel your booking. We request you to read the cancellation policy mentioned on the page before you cancel the booking.

Gift Cards

Will I get a physical gift card

You will not get a physical gift card. This is an E Gift Card which will be delivered to you or the recipient on Email and mobile number.

What brand gift cards can I purchase

We offer you the convenience of purchasing gift cards from a wide selection of top brands located in India, the USA, the UK, and all Middle Eastern countries, allowing you to enjoy luxury gifting options. You can check all the gift cards by clicking on the "View All" button on the first page.

How many gift cards do you provide

Currently we offer you more than 3000 gift cards from top brands.

Buying Gift Cards

What details of the recipient are required when I want to gift the card to someone?

We need the Name, Email address, phone number, message which you want to deliver to the recipient. Email address and phone number are required to send the E gift card on the two channels.

Can I purchase more than one gift card in a single order?

No, you can't purchase more than 1 gift card in a single order.

What is the minimum amount to buy a gift card?

Minimum amount varies for a gift card based on the brand. Some brands accept gift cards starting from RO5/-. You can see the minimum amount for a gift card gift card details page.

Can I buy a gift card for myself?

Yes, you can buy a gift card for yourself by selecting "Buy for self" on the gift card details page and you can proceed by entering your Name,

Email and phone number.

Where can the recipient check for the gift card details gifted by me?

Recipients will get the details of the gift card on the Email and phone number provided while purchasing the gift card.

How will I know if a gift card is delivered to the recipient?

Recipients will get the details of the gift card on the Email and phone number provided while purchasing the gift card. You will also receive an Email once we send the details to recipient.

Where can I see the PIN and gift card number of a gift card purchased for myself?

You can see the Gift Card number, PIN of a gift card purchased by clicking on the specific card on the My cards section. You will also receive an Email and SMS with the required details once a card is purchased. Steps to follow Click on the 3 dot menu on the top right hand corner → Click on My cards→ Select specific gift card.

Can I see the current balance of a gift card purchased for someone else?

You will not be able to see the current balance of a card which is gifted to someone else. You can see the current balance of the gifts cards which are purchased for yourself.

Where can I check the current balance of a gift card purchased for myself?

You can check the current balance and other details of the card by selecting a specific card in the My cards page.

Receipts and cancellations

Can I cancel a gift card?

Gift Cards once purchased and delivered cannot be canceled.

Where can I redeem my gift card?

Usage of a Gift Card or an E Gift Card is dependent on the brand's Terms and Conditions Gift Cards are accepted in all the participating retail.

outlets of a particular brand Any limitations or special cases will be specified in the 'Terms Conditions.'

Can I use a gift card amount partially?

You can use the gift card partially based on the brand which provides the gift card It can be seen in Terms and conditions.

Gift Card Expiry

When will my card validity start?

Gift Card validity will start from the time when the gift card is purchased successfully.

Will I get the money back after the card has expired?

Gift card amount has to be utilized before the card expiry date You will not be able to get the money back once the card expires.

Where can I check my bookings?

You can check your bookings by visiting the 'My Bookings' section.

Steps to check: On the homepage of the category, click on the ellipsis (three dots) icon on the top right of the screen and select 'My Bookings'.

I want to cancel my booking.

We request you to read the cancellation policy mentioned on the event details page before you cancel the booking If it is allowed to be canceled, we recommend that you contact our booking partner Head out at support@headout.com for further steps.

What are the cancellation charges for my booking?

Cancellation policy and charges are different for every event Please coordinate with the booking partner Head out on support@headout.com

When will I get my cancellation refund?

The refund will be processed to your payment account within 5 business days .Please note that the refund will be net of any cancellation charges charged by the Headout booking partner.

I have a service related issue.

For any kind of reschedule request or any other service-related issue, please write to the booking partner Headout at support@headout.com

International Mobile Top up

App shows recharge successful, but benefit not received?

Please verify the number used for recharge and check your email for success/failure confirmation from the operator. Also verify your Prepaid mobile account, some plans are activated only after the expiry of current plan.

If you still have an issue then please write to us within 5 days of transaction, we will process your refund in 7 working days.

The bank in any way will not be responsible for entering wrong customer details/Mobile Number”.

Where can I see my recharge history?

You can check in the 'My Transactions' section of the Recharge home screen. Steps to check: Visit the 'Recharge' section. Click on the ellipsis (three dots) icon on top right of the screen and select My Transactions.

My recharge is failing repeatedly.

Please check that you are entering the correct mobile number and selecting a valid amount for the respective telecom operator. If you have Changed your mobile telecom operator recently, we suggest you select your operator and country manually. Recharges also fail due to issues/load at the telecom operator's end. We also suggest that you try again after some time.

Contact Details

Email addresses for each category:

Support E mail ID for Sohar Call Center : sohar.support@gonuclei.com

Gift cards: gift@yougotagoft.com

Hotels and flights: support@gonuclei.com

Experiences : bookings@headout.com