

5 Days in

ALMATY

We pleased to plan your trip and wish you a memorable holiday.



Your Flight Details

Departure –29thNovember 2025		Arrival –29thNovember 2025	
Dubai DXB-Dubai International Airport	16:45hrs	Kuwait KWI–Kuwait International Airport	17:45hrs
Kuwait KWI-Kuwait International Airport JAZEERA AIRWAYS	19:40hrs	Almaty ALA-Almaty International Airport	01:50hrs
Departure –03rdDecember 2025		Arrival –03rdDecember 2025	
Almaty ALA-Almaty International Airport	02:50hrs	Kuwait KWI–Kuwait International Airport	05:55hrs
Kuwait KWI–KuwaitInternational Airport JAZEERA AIRWAYS	07:20hrs	Dubai DXB –Dubai International Airport	10:05hrs

YOUR HOTEL DETAILS

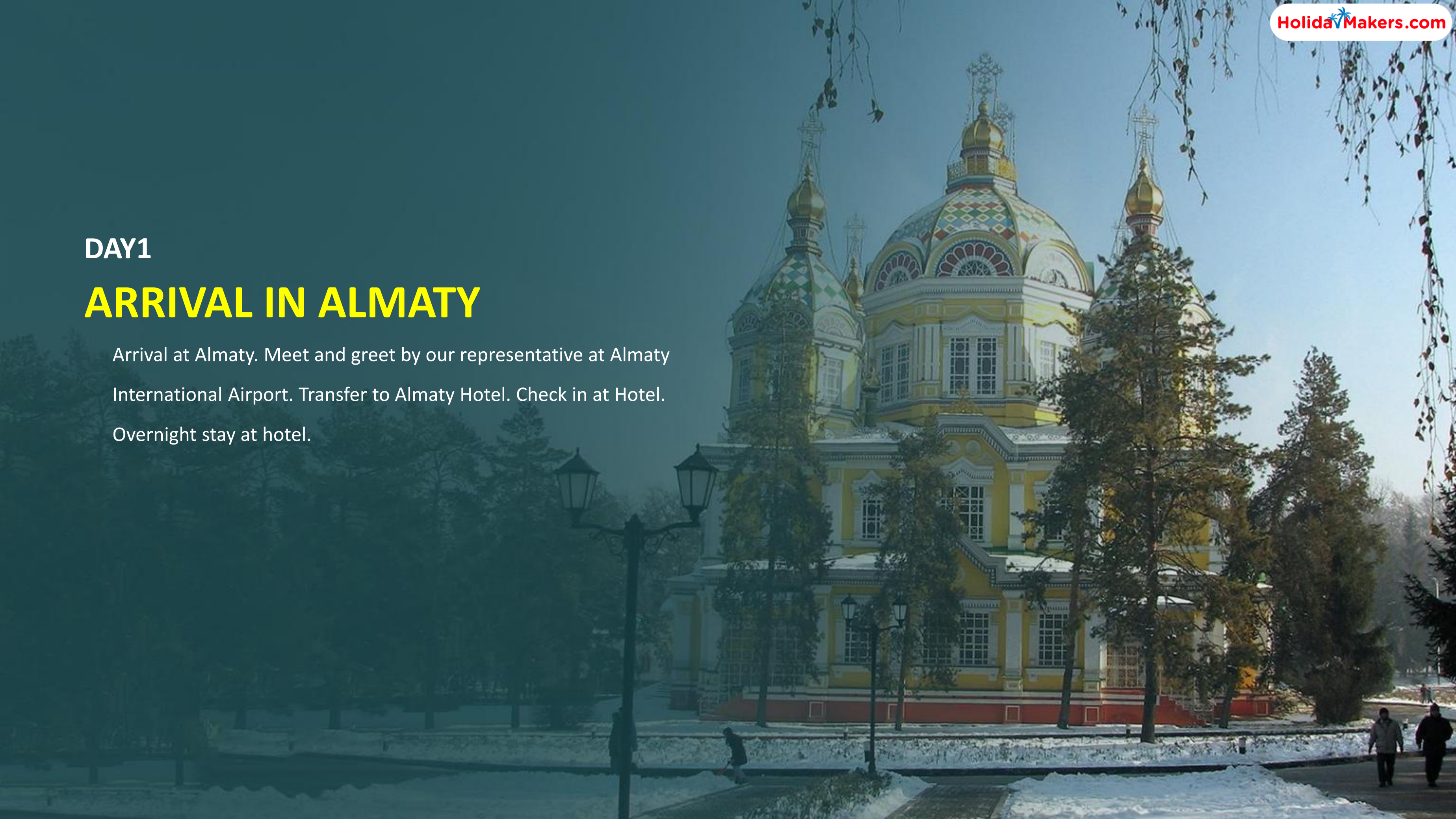
HOTEL NAME	STANDARD ROOM AMBASSADOR 4* / SIMILAR	Check-in 14:00 hrs	Check-out 12:00 hrs
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DAY1

ARRIVAL IN ALMATY

Arrival at Almaty. Meet and greet by our representative at Almaty International Airport. Transfer to Almaty Hotel. Check in at Hotel. Overnight stay at hotel.



DAY2

CITY TOUR + EVENING KOKTOBE TOUR

- Breakfast at hotel and proceed to FD Tour. Explore the city of Almaty by quickly getting acquainted with discovering
- major areas of interest –During this introductory tour, you will visit the First President Park, Republic square, State Opera and Ballet Theatre, museums at the Academy of Sciences, Abay Square, Kazakhstan Hotel, Palace of the Republic.
- Panfilov Park is a peaceful green space in Almaty, dedicated to 28 Panfilov Heroes, with a striking war memorial. Inside the park stands Zenkov Cathedral, a colorful 56-meter-tall wooden church, known for its unique design and beauty.
- Kok Tobe is the highest point in the city of Almaty standing on a 1100m hill on the city's southeast edge is crowned by a 372m-high TV tower visible from far and wide, and affords great views over the city and the mountains, plus an assortment of attractions at the top. The easy way up is by the smooth cable car.
- At the top you'll find several cafes and restaurants, craft shops, a roller coaster, a minizoo, an 'I Heart Almaty' sign, a children's playground and life-sized bronze statues of the four Beatles, placed here on the initiative of local fans in 2007. The work of Almaty sculptor Eduard Kazaryan, this is claimed to be the world's only monument showing all the Fab Four together. You can sit beside a guitar-strumming John on the bench.
- Overnight Stay at the hotel.

DAY 3

SHYMBULAK MOUNTAIN RESORT.

Breakfast at hotel and proceed to Shymbulak Mountain resort Tour.

Start of the mountain tour. You will drive to the Medeo tract (1690 meters above sea level), where you will transfer to the gondola road to climb the Shymbulak mountain resort. After a dizzying 20-minute ride in the cable car above the tops of coniferous trees, you will reach the first level of the mountain resort (2260 meters above sea level), where you will unfold a picturesque view of the mountains and the beauty around them. In the mountains you can feel the unique atmosphere of unity with nature.

At the mountain resort of Shymbulak, for an additional fee, you can take advantage of a number of entertainment: Alpine Park, GORILLA Zipline, paragliding, Horse riding, Rope Park "Shymba", quad bike tours, cargo taxi "Chimba", ice skating, skiing, snowboarding at the Medeo ski rink, you can go ice skating on one of the highest mountain rinks.

Overnight stay at Almaty.



DAY4

ISSYK LAKE -GREEN BAZAAR + RAKHAT CHOCOLATE SHOP

- Breakfast at hotel and proceed to Full day Tour Issyk Lake is a beautiful mountain lake near the town of Esik, about 70 km from
- Almaty. It is surrounded by tall mountains and forests, making it a great place for a day trip. The lake was formed by a landslide and later damaged by a flood in 1963, but it has been restored. Swimming is not allowed because it is a protected area. Visitors can enjoy the views, go for a walk, and take photos. There is also a small museum nearby. If the road is closed, another option will be offered.
- Visit to Green Bazaar –If you are among these, who don't like to go to a mall and prefer the outdoor market among fresh air and belong to the old-school shopping type, then without wasting any time, head straight towards the Zelyony Bazaar located close to the Panfilov Park in Almaty. Also, known as the Green Market, this market is your typical local market where you can purchase everything starting from meat to spices to fruits to even clothes and furniture. The key to shopping here is that you should have a flair for bargaining, and you can get everything at a very reasonable rate. Visitors can guess the origin of a vendor by the goods they
- sell: fresh dairy and meat are sold mostly by Kazakhs, delicious fresh and dried fruit and vegetable by Uzbek and Tadjik, spicy salads and snacks by Koreans and all kinds of pickles and herbal tea are mostly sold by Russians. Right next door is the famous Rakhat Chocolate shop. Rakhat which means pleasure in Kazakh is the oldest
- manufacturer of chocolates dating back to almost 70 years. Around 3500 workers work in basically 2 factories, one located in Almaty and one in Shymkent city. They also make chocolates for people suffering from diabetes and their low-calorie products like candies, cookies and waffles are a range among the people and tourists.
- Overnight stay at Almaty.

DAY5

DEPARTURE

- Check Out from the Hotel
- Drop at airport as per flight schedule



PACKAGE INCLUSIONS

Two-way Airfare in Jazeera Airways with 07kg hand baggage and 20kg luggage

Travel Insurance (Medical Emergencies of up to USD 50,000 covered).

Two - way Airport Transfers in Almaty.

Accommodation in a 4-star hotel.

Daily Buffet Breakfast in hotel from Day 2 onwards.

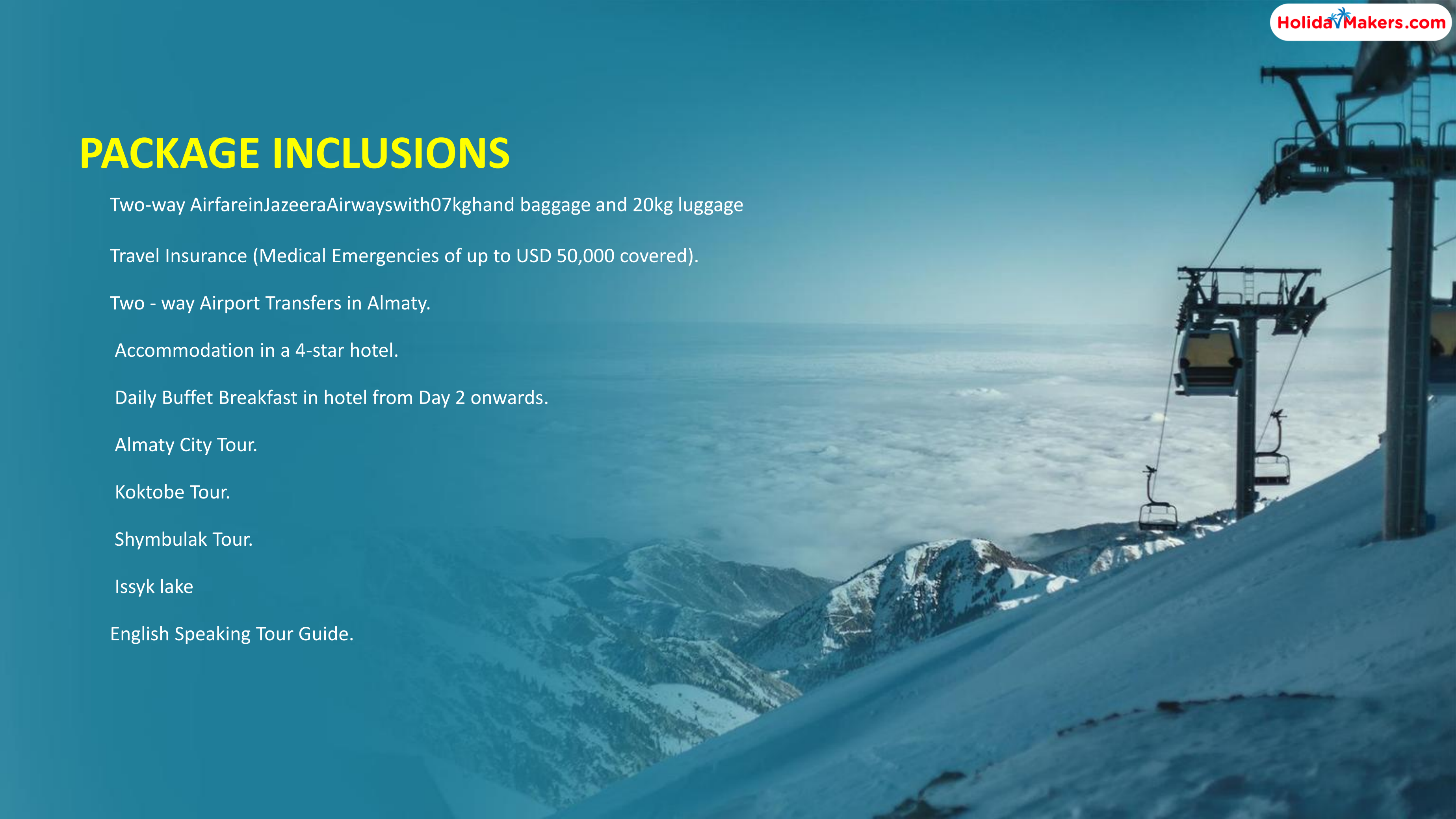
Almaty City Tour.

Koktobe Tour.

Shymbulak Tour.

Issyk lake

English Speaking Tour Guide.



PACKAGE EXCLUSIONS

Lunch and Dinner.

Activities, cable car tickets and monuments entry tickets.

Cable car Fee for Kotobe and Shymbulak will be 30 USD / Pax.

Tourist Visa.

Airport Transfers within UAE.

Anything which didn't mentioned in inclusions and itinerary.

TERMS AND CONDITIONS

- FLEXI PAYMENT OPTIONS AVAILABLE.
- AIRFARE WITH 7 KG HAND CARRY AND 20KG LUGGAGE
- STANDARD CHECK IN TIME 14.00 AND STANDARD CHECK OUT TIME 12.00.
- EARLY CHECK-IN AND LATE CHECK-OUT SUBJECT TO AVAILABILITY.
- PASSPORT MUST BE VALID FOR 6 MONTH AND UAE RESIDENCE VALID FOR 3 MONTH TO AVAIL VISA ON ARRIVAL
- SELECTED NATIONALITY WITH UAE RESIDENTS ELIGIBLE TO GET VOA BUT APPROVAL IS UP TO EMIGRATION.
- IF IN CASE VOA GOT REJECTED, OR BOARDING DENIED AT ANY CIRCUMSTANCES PACKAGE WILL BE NONREFUNDABLE AND NONTRANSFERABLE.
- MAXIMUM GROUP WAITING TIME AT AIRPORT WILL BE 90 MINUTES AFTER ARRIVAL OF THE FLIGHT.
- UNUSED SERVICES WILL BE NONREFUNDABLE.
- REFUNDABLE SECURITY DEPOSIT OF USD 100 PER ROOM MAY ASKED AT THE TIME OF CHECK IN AT HOTEL RECEPTION
- WE RESERVES THE RIGHT TO CANCEL, MODIFY OR INTERCHANGE THE DAYS IN THE ITINERARY DUE TO UNFORESEEN CIRCUMSTANCES OR FORCE MAJEURE OR CURRENT SITUATION.

HOTEL & TRANSPORT POLICY

Hotel General Policy

- Check-in/Check-out: 2:00 PM / 12:00 PM
- Breakfast: 7:30 AM – 10:00 AM (buffet style, limited veg/non-veg, mostly continental)
- Early departures: packed breakfast may be provided (no refund).
- Room Preferences: Subject to availability (connecting rooms, views, balconies not guaranteed).
- Rooms: Standard/Economy category. Upgrades possible at extra cost.

Transport

- Private, air-conditioned Mercedes Benz (or similar) for up to 16 pax.
- Minibus/coach for larger groups.
- Vehicles for point-to-point transfers only (not on disposal).
- Fixed itinerary (changes allowed only due to weather/operator needs; extra costs may apply).
- Big Almaty Lake Tour: Viewpoints only (entry to lake prohibited by law).

BAGGAGE & PACKING GUIDELINES

Baggage

- Airline-specific allowance (Air Arabia: 10kg hand + 20kg check-in).
- Use sturdy wheeled luggage.
- Keep belongings secure at all times.

Packing Essentials

- Clothing (cold weather -2°C to 8°C):

Warm winter jacket, thermal layers, woolen socks, gloves, scarf, cap, insulated boots.
Sunglasses (snow glare protection).

- Travel Essentials:

Multi-purpose power adapter.

Local currency & credit/debit cards (note: cards may not work in Russia).

- Medicines:

Carry only necessary prescriptions with proper documentation.

Prohibited Items:

Do not carry expensive jewellery/electronics, knives, perishable foods, flammable items, fireworks, or banned chemicals/drugs

Mandatory Check-in Documents:

- Original passport (with minimum 6 months validity)
- Valid visa (if required)
- Airline tickets : Please ensure all names and spellings are correct, as no changes will be possible if notified less than 18 hours before departure.
- Overseas travel insurance policy
- Tour confirmation voucher and information sheet
- Complete online check-in 24 hours before departure

TERMS & CONDITIONS SUMMARY

Itinerary: The provided itinerary is tentative. A final version will be issued after booking confirmation.

Pricing: All rates are

- Based on a minimum group size of 16 passengers. Changes in group size will affect the cost.
- Quoted in AED/USD and subject to change due to fluctuations in exchange rates, taxes, hotel/flight availability, and travel dates.
- Subject to surcharges during special events or local fairs.
- Availability: All hotels, flights, and land services are subject to availability at the time of booking.
- Payments: Full payment is required at least 25 days prior to arrival.
- Amendments: This is a fixed group departure. Pick-up times, transfers, and tour dates cannot be amended.

Changes: The tour itinerary is subject to change due to local conditions (e.g., weather, traffic, government rules).

Refunds:

The package is non-refundable and non-changeable.

No refunds will be issued for any unused services (e.g., meals, sightseeing).

Liabilities:

The company shall not be held liable for any loss, damage, injury, accident, death, or irregularities arising from circumstances beyond its control (such as weather, strikes, or war). Any related expenses will be the sole responsibility of the passenger.

•Hotel Deposit:

Some hotels may require a refundable security deposit at check-in.

CANCELLATION POLICY	
Cancellation Notice Received (No of days prior to Departure)	Cancellation Charges (Per person)
45 days or more before departure	Full refund (after deducting AED 500 as booking Fee)
44 –30 days before departure	50% of the tour cost will be charged
29 –21 days before departure	75% of the tour cost will be charged
Less than 20 days before departure / No Show	100% of the tour cost will be charged, no refund

