



Winter in Kazakhstan

Thank you for choosing The Holidave Travel as your holiday partner!

I'm David, your travel advisor. Please find your itinerary details below. If you have any questions or adjustments, feel free to reach out to me at 0561994670.

Destination	Shymbulak & Almaty
Departure Date	Jan, Feb & March
No. of Travelers	
Duration	04 nights & 05 Days

Overview

Experience the best of Kazakhstan with a journey that blends winter charm, natural beauty, and vibrant city culture. Begin in the snowy peaks of Shymbulak, enjoying cable car rides, alpine views, and serene mountain moments. Explore Almaty's iconic landmarks, from Panfilov Park to Kok Tobe Hill, before venturing into the dramatic landscapes of Charyn Canyon and the pristine alpine waters of Kolsay Lake. This itinerary offers the perfect balance of adventure and relaxation, creating a memorable winter escape.

Itinerary

Day 1: Arrival in Almaty – Transfer to Shymbulak – Check-in at Qazaq Auyl

Arrive at Almaty International Airport, meet your representative, and enjoy a scenic drive to

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the picturesque Shymbulak Mountain Resort. Upon arrival, check in at Qazaq Ayl, a charming, traditionally inspired lodge that offers an authentic winter mountain retreat. The rest of the day is free at leisure—explore the resort on foot, take the complimentary shuttle, or enjoy a ride on the Shymbulak cable car for stunning panoramic views of the snow-covered peaks. Spend your afternoon relaxing with a warm drink on the terrace, unwinding at the spa (if available), or simply soaking in the serene winter ambiance. Enjoy a peaceful evening surrounded by the magical calm of Shymbulak.

Day 2: Medeu Ice Rink & Shymbulak Mountain Resort Experience

After breakfast, begin your day with a visit to Medeu, the world's highest outdoor ice-skating rink, set in a beautiful alpine valley. Spend time exploring the surroundings, capturing scenic views, or enjoying optional skating. Continue your adventure by ascending via cable car to the renowned Shymbulak Mountain Resort, perched at 3,200 meters. Here, you may enjoy skiing, snowboarding, cozy cafés, or simply admiring the breathtaking mountain landscapes. After a day filled with winter fun and alpine beauty, return to your Shymbulak hotel for a relaxing evening and overnight stay.

Day 3: Transfer to Almaty – City Tour & Kok Tobe Cable Car Ride

Enjoy breakfast before checking out and transferring back to Almaty. Upon arrival, embark on a guided Almaty City Tour, visiting notable landmarks including Panfilov Park, the vibrant Zenkov Cathedral, Republic Square, and other significant cultural and historical sites. You may also explore the lively Green Bazaar (optional) for a taste of local life and fresh produce. Later, ride the cable car to Kok Tobe Hill, where sweeping views of Almaty await. Spend time strolling through the hilltop park or relaxing at your own pace before returning to your hotel for an overnight stay.

Day 4: Charyn Canyon & Kolsay Lake Adventure

After breakfast, embark on an unforgettable full-day excursion to Kazakhstan's most breathtaking natural wonders. Begin at Charyn Canyon, often referred to as the "Grand Canyon of Kazakhstan," famous for its dramatic red cliffs and the enchanting Valley of Castles. Enjoy guided walks and incredible photo opportunities before continuing to Kolsay Lake, a set of crystal-clear alpine lakes surrounded by evergreen forests and majestic mountain peaks. Known as the "Pearls of the Northern Tien Shan," the lakes offer peaceful walking trails and picture-perfect scenery. After a day immersed in the beauty of nature, return to Almaty for your overnight stay.

Day 5: Departure from Almaty

After breakfast, check out from your hotel and transfer to Almaty International Airport for your departure flight. Carry with you unforgettable memories of Kazakhstan's winter landscapes, mountain adventures, and warm hospitality.

Tour Price

Description	Tour Cost	No. of pax	Total (AED)
Tour Cost - Adult	3999		
Tour Cost - Single	4699		
Tour Cost - Child (6-11 years)	3699		
Tour Cost - Child (2-5 years)	3499		
Tour Cost – Infant (0-2 years)	799		
Total			

Hotel Details

Location	Name of Hotel	Rating
Shymbulak	Qazaq Auy!Resort	★★★★★
Oi Qaragai	Oi Qaragai (Superior Tree House)	★★★★★

Flight Details (Air Arabia)

FROM	TO	DATE	DEP	ARR	CLASS
Sharjah	Almaty		0900	1410	Economy
Almaty	Sharjah		1510	1855	Economy

Inclusion

- ❖ International Flights
- ❖ 4 Nights' Accommodation
 - 2 nights in Shymbulak Mountain Resort
 - 2 nights in Almaty
- ❖ Daily Breakfast at all hotels/resorts
- ❖ Airport Transfers – Arrival & Departure
- ❖ Private Transportation for all tours and transfers
- ❖ English-speaking Local Guide throughout the tour
- ❖ Entrance Tickets to Kok-Tobe Cable Car, Medeu Ice Rink & Shymbulak Cable Car

Exclusion

- ❖ Visa Fees (unless specifically mentioned in the inclusions)
- ❖ Travel Insurance (unless included in the package)
- ❖ Meals and Beverages not mentioned in the itinerary (e.g., lunch or dinner not specified)
- ❖ Personal Expenses (such as shopping, souvenirs, laundry, etc.)
- ❖ Optional Tours, entrance and Activities not listed in the itinerary
- ❖ Tips and Gratuities for guides, drivers, and hotel staff
- ❖ Additional Services requested during the trip (e.g., room upgrades, special requests)
- ❖ Airport Taxes and Excess Baggage Fees
- ❖ Early Check-In / Late Check-Out charges (unless otherwise specified)

Payment Policy of Group Tour

To ensure a seamless travel experience, our payment schedule is based on the tour package cost: For Tour Cost AED 5,000 or Less:

- ❖ Initial Payment: 50% (due 45 days prior to departure)
- ❖ Second Payment: 50% (due before visa appointment or 60 days prior)
- ❖ Final Payment: 100% (due 45 days prior to

departure) For Packages AED 5,001 to AED 10,000:

- ❖ Initial Payment: AED 1,000 non-refundable deposit (due upon booking)

- ❖ Second Payment: 50% (due before visa appointment or 60 days prior)
- ❖ Final Payment: 100% (due no later than 45 days prior) For Packages AED 10,001 or More:
- ❖ Initial Payment: AED 2,000 non-refundable deposit (plus visa & insurance fees, if applicable)
- ❖ Final Payment: 100% (due 60 days prior to departure)

Payment Policy for Customized Tour Packages

For a seamless experience, the payment schedule for customized tour packages is as follows:

- ❖ Initial Payment: 50% of the total tour cost or flight cost (whichever is higher) due upon booking confirmation.
- ❖ Second Payment: 30% of the total tour cost (due 60 days prior to departure).
- ❖ Final Payment: 20% of the total tour cost (due 30 days prior to departure), including any additional charges for special requests, optional tours, or services.

Please note that the initial payment is non-refundable. Subsequent payments are required to secure your customized arrangements.

Ensure all payments are made according to the schedule to confirm your booking. For any questions or further assistance, feel free to contact us.

Cancellation Policy for Customized Tour Packages

To ensure a smooth process, our cancellation policy for customized tour packages is as follows: More than 60 days before departure:

- ❖ Initial payment will be non-refundable.
- ❖ 30 days before departure

50% refund of the total tour cost. Less than 30 days before departure:

- ❖ No refund on the payments made, as the booking is considered non-

refundable. Flight Bookings:

- ❖ If flights have been booked as part of the package, cancellation fees will be governed by the airline's terms and conditions, which may vary.

Non-Refundable Services:

Certain services, such as visas, Hotel, insurance, and special requests, are non-refundable once confirmed.

All cancellations must be submitted on email

Important Note:

- ❖ It is non-refundable, non-transferable under any circumstances.
- ❖ The provided itinerary serves as a reference, and no services or seats are guaranteed until confirmation.
- ❖ Prices may vary based on seat availability, inventory, and peak travel dates.
- ❖ Ensure that your passport contains at least 4 blank pages for visa application.
- ❖ Any date changes to the tour will be subject to a change fee & availability; please refer to the Terms and Conditions for further details.
- ❖ Make sure your passport is valid for at least 6 months, and your resident visa for either 6 or 3 months (depending on destination requirements) from the date of your return flight.
- ❖ The offers presented are current but not confirmed until conveyed to you in writing.
- ❖ Optional tours may require a minimum number of participants. If the minimum is not met, a surcharge may apply, or the tour may not operate. Prices will be as per the



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confirmation date of the optional tour.

- ❖ Flight and hotel arrangements may be adjusted based on the group size, with tentative details provided at the time of booking.
- ❖ As this is a group tour, all internal transfers and transportation will be conducted by bus unless otherwise specified in the itinerary.
- ❖ The orientation tour will involve sightseeing from the bus with photo stops at designated locations. Entry to all attractions mentioned in the itinerary is not included.
- ❖ Travel insurance is compulsory for all travelers and is highly recommended at the time of booking. Travel insurance covers medical situations, trip cancellation/curtailment, baggage loss, damage, delay, personal liability, hijacking, emergency family travel, legal fees, bail bonds (under platinum policy only), loss of passport, missed departures, credit card fraud, mugging, and more, depending on the selected plan. Opt for the premium plan for comprehensive coverage, with the highest tier being the Elite policy.
- ❖ Requests for interconnecting/adjoining rooms, early check-in, late checkout, wheelchair accommodation, and seats together on flights are subject to availability and are not guaranteed.

"Travel is the only investment that makes you richer—through experiences, perspectives, and memories that last a lifetime." – Anonymous

At The Holidave Travel LLC we understand that travel is more than just a destination—it's a journey of discovery, connection, and transformation. We specialize in crafting personalized, seamless travel experiences that cater to your unique needs and aspirations.

Allow us to turn your travel dreams into a reality with meticulously planned itineraries and exceptional service. Contact us today to begin your next unforgettable adventure