

Terms and Conditions of Travel Booking Wala

Deposit and confirmation:

- The company requires only 30% of the total tour cost to confirm and secure your booking. However, this percentage is subject to changes, depending on the itinerary, trip category and duration it can be higher or lower. And you will be given a breakup of the remaining payment, how and when you have to pay it.
- The amount is to be adjusted accordingly as per your personal travel consultant.
- All online payments are acceptable through the gateway.
- Payment can also be made through cheque, cash, electronic money transfer and demand draft.
- An 3% extra charge will be levied on credit card payments over the total amount.
- All payments should necessarily be free of any withholding tax and deduction.
- All the bank charges, payment gateway charges, if any, for remittances, is to be strictly borne by the passengers.

Final balance payment:

- Please note that some tours are eligible to have different payment conditions and cancellation charges as highlighted on the tour programme.
- If balance payment is done using a credit card, then a 3% extra bank charge will be added to the balance transaction amount.

Cancellation:

- In case of cancellation, due to any reason, you are expected to inform the company in writing.
- Cancellation charges will be effective from the date we receive the cancellation in writing.

- Cancellation charges in case of any mode of transportation tickets are only applicable as per the rules of the concerned authority.
- Air tickets that will be issued on special fare are completely non refundable and the guests will be bearing the cancellation charges.

Group tours conditions:

- In case tour is cancelled 30 days prior to the scheduled date of departure - 75% may be refunded (except transaction charges)
- In case tour is cancelled 15 days prior to the scheduled date of departure - 50% may be refunded (except transaction charges)
- In case tour is cancelled one week (7 days) prior to the scheduled date of departure - 25% may be refunded (except transaction charges)
- In case of no show - no amount will be refunded
- No refund will be given or any last minute tour changes will be accepted after the starting or in the middle of the trip.

Individual / FIT tours:

- Cancellation policy of individual tours is subject to changes.
- The cancellation for individual tours depends entirely on the places of respective hotels and other related service providers and operators your tour is associated with
- Different hotels and service operators have their own set of different cancellation policies that we are legally required to follow and abide by.
- In case of trip cancellation by the guests, 20% of the total amount booking charge will be levied as processing charges in addition to the cancellation charges levied by the corresponding service providers.

Please note:

- In case the booking is done in peak travel during the pilgrimage season, then in case of cancellation, no refund will be made, no matter what the reason is.

- The peak travel season in any area varies from region to region and from hotel to hotel. This means that any hotel can implement a different cancellation policy. In such a case, the travel agent will be bound to follow the hotel's cancellation policy. The excess amount that will be levied, in case of cancellation, the charges will be borne by the client, and not the travel agent.
- Due to any circumstances, in case you decide to cancel the trip after its commencement, the refund amount will be restricted only to a certain amount. This refund amount would entirely depend on the amount that we are able to recover from the hoteliers we patronise.
- In case of unused accommodation, charter flights, missed meals or anything else, we do not guarantee refund in those cases.
- Any request for accommodation modification or cancellation sent directly to the hotel will not be acknowledged.
- In concern with unutilized or unused services (that are paid for and cancelled well in advance), the refund amount will be decided on the basis of cancellation policy as mentioned in the above section
- Any refund requested against the payment received through a credit card will be made on the same credit card itself.
- Please note that the refund process may take 04 to 08 weeks due to banking procedures.
- No refund deductions will be made (except transaction charges) in case of unavailability of services. In case the services requested are unavailable during the requested period, we will be offering similar alternatives, way before the commencement of the said services.
- In case the alternative service is accepted by the client, cancellation of the same will be subject to the above stated cancellation policy.

No refund for unused services:

- It should be clear by now that there will be no refund or compensation for unused or unutilized services.
- This is a general rule that applies to all kinds of non utilised or under utilised services whether it is the entire trip or a part of it / whether it is a

matter of choice / or in case of unexpected internal or external circumstances.

- No refund will be made in case you fail to utilise any of the services on tour including, air travel tickets, hotels, sightseeing tours, cruises, meals etc.

Special requests:

- In case you have any special requests like wheelchair accessibility, special puja rituals, specific dietary requests etc. then you must inform us at the time of the booking.
- We will make sure to try our level best to meet your requirement for special requests, however it won't be possible for us to accommodate every person's requests, and we bear no responsibility for the special requests that are not met.
- In case we realise that we are in no position to fulfil your special request, then we hold the complete right to decline the booking.

Health issues:

- In case you or anyone in your group tour is suffering from mental or physical disabilities, or any sort of serious medical condition, then you are requested to let us know and inform us by email.
- Before commencing the tour make sure to consult your doctor and get his advice, in order to avoid any misfortune.

Liabilities and responsibilities:

- Your booking is accepted on the understanding that you acknowledge and realise all the inherent risks and hazards involved in the tour. This means that you are ready to take responsibility for your actions and safety.
- The company doesn't take responsibility for the information given on the website. The final and correct information will be shared with you once the tour program is confirmed with us

- The company will not be responsible for any negligent, fraudulent, omission, cancellation or the failure or any equipment operated by the suppliers or any other third party that is not controlled or is not a part of the company.
- The company is not liable to any losses, injury or damage to person or property. We are also not liable for an altercation in the itineraries or cancellation of a tour caused by unexpected climatic changes, epidemic, riots, theft, technical problems or any other factor that is beyond the company's control.
- We are not responsible for the client's failure to comply with customs regulations.
- All the itineraries reserve the right to changes and alterations in case of any unforeseen circumstances. We will be notifying you about the changes as soon as possible.
- Many of our tour packages involve activities, like hiking, trekking, camping, walking etc. all these activities will be undertaken at your own risk. The company agents or employees cannot be responsible for any action or event that occurs.
- To ensure safety and welfare of the tour group, it is necessary for you to follow instructions and abide by the rules given by the tour guides. Any action of the client that may prove to be a potential hazard for the entire group will be asked to leave the tour without getting any compensation or refund.
- Special requests for medical attention or any extra care should be given to the tour manager before the beginning of the trip. The company cannot be held accountable for the action or events that could have been avoided with properly disclosing that information.
- The company is not responsible for any loss or theft of customer's valuables or any personal property.
- Smoking is strictly prohibited in any vehicle.
- It is best to arrange for your own insurance before the commencement of the tour with your own insurer. This will include complete protection for the whole duration of the trip. This will also include, personal injuries,

medical expenses, hospital bills, doctor's fees, loss of baggage etc. in case you fall ill during the trip all the hospital expenses, bills and fees will be your responsibility. The company holds no liability for any refund of the tour cost.

Complaints and grievances:

- In case the passenger is unhappy regarding any arrangement and would wish to file a complaint with us then they are advised to immediately let their guide or any concerned person know about it so that the problem is resolved as soon as possible.
- Any complaint made by the passenger must be notified to the company, in writing, within 7 days of the date of completion of the trip.
- No claims or complaints by the passengers will be entertained by the company, if the complaint is made beyond a week's time. In such a case the company shall incur no liability in respect thereof.

Jurisdiction:

- For all claims or to settle disputes of any nature, related to the tour's operation, marketing or coordination, the courts in Delhi, only has the jurisdiction and the laws of Republic of India will apply.