



TERMS & CONDITIONS

➤ **HOW TO CHOOSE YOUR HOLIDAY**

Holidays provide an essential opportunity to refresh ourselves to and escape our demanding schedule. Therefore holidays need to be chosen carefully so that you have pleasant memories.

❖ **GROUP TOURS**

This type of tour carefully planned itineraries and a well balanced mix of essential sightseeing, planned activities, coupled with meals. An experienced tour director accompanies the group and manages all the arrangements, So that the 'guests' can have unlimited fun and take back happy memories.

❖ **INDIVIDUAL TOURS**

Individual Tours (also known Tailor- made or Customized Tours) are designed to enable you to enjoy complete 'freedom' everything regarding your holiday is Tailor-made depending on your individual requirements, tastes and budget. You can buy complete packages or just components of a package amongst other services. E.g. only accommodation, sightseeing.

❖ **PICTURE POSTCARD SIGHTSEEING**

To fit in all the must see sights, we structure our sightseeing tours to 'suit the itinerary, to give you a proper overview of any city.

○ **NOTE:**

Panoramic city tour: A view from your coach of the sights / monuments as you drive past. No visit to the sights / monuments. Some tours will also have a few photo stops.

Orientation city tour: Walk and see the sights at close quarters but from outside.

Visit: Enter the site / monument and spend time in the place.

❖ **BAGGAGE ON COACH**

Please note that portorage is not included in the tour price, unless specified otherwise. It is often difficult to get porters to assist as hotels may or may not provide this service and it is therefore advisable to use bags with wheels. Coaches have limited space for luggage. Therefore, we permit only one suitcase and one handbag per person in the coach. The suitcase should be of a size of 158 cms. (Width + length + height). We would request you to make separate arrangements to store any extra baggage you would carry on tour.

❖ **HOTELS**

Check-in and check-out timings differ from country to country and range between 1400 hrs. - 1600 hrs. For check-in and between 1000 hrs. - 1200 hrs. for check- out. Sometimes due to high occupancy, hotel rooms might not be ready, in which case we request you to wait patiently. You have the option of reserving a room from the previous day, though at an extra cost. Hotel rooms around the world have facilities like a mini-bar, pay television channels, which have to be paid for as per usage. Hotels may or may not have the Tea / Coffee making facilities in their rooms. Some hotels offer

Client Sig.: _____

Staff Sig.: _____



TERMS & CONDITIONS

safe deposit lockers on chargeable basis. We would recommend that you make use of them.

Please note any damage to your room will be charged to you directly by the hotel). We request you to occupy the designated dining areas for our group in certain hotels.

❖ TIPPING

Tipping is a way of life everywhere. Since your coach spends a large part of the day driving you safely, loads, and unloads your luggage on the coach: it is customary to tip him.

❖ HAND BAGGAGE/ ESSENTIAL/ PERSONAL ITEMS

Your hand baggage should include toiletries, sun glasses, and extra set of prescription glasses. torch, umbrella, sweater/ shawl, camera/ video (batteries to be removed and kept in the check-in baggage), film rolls or CDs / DVDs universal electric plug pin, international roaming cellular phone, SIM card and charger if necessary and a set of clothes. Valuables should not be put in the check-in baggage and should be kept in hand baggage only, along with medicines with doctor's prescriptions. Medicines need prescriptions, with a drug generic name listed, as the brand name differs across countries.

Note:

Airline rules regarding baggage keep changing. All your baggage will be screened and possibly hand-searched as part of the security measures.

❖ YOU ARE RESPONSIBLE FOR YOUR DOCUMENTS AND POSSESSIONS

All guests will have to take the risk and responsibility of all their baggage, belongings, currency, valuables, and personal effects (collectively 'baggage') at all times during the tour, whether during travel on the airline or during your stay in hotel or during travel in coaches, while on excursions or otherwise. If you forget to carry or if you lose essential travel documents such as Passport, VISA, tickets etc. you may be compelled to curtail the tour and you may have to incur extra expenses, for which you alone shall be responsible. Kolkata Holidays shall not be responsible or liable for any loss or damage in respect of your baggage etc.

❖ PASSPORT REQUIREMENT

Bring the original passport at the time of booking. The passport must be valid for at least 6 months (For Malaysia - 9 months) after the date of your return to India. All passports should have sufficient number of blank pages for the required visas. The passport and the pages inside should not be damaged / stapled / soiled / torn etc. Embassies / Consulates of few countries do not accept passports for visa processing if your passport is valid for more than 10 years. Also, for some countries the issue date on your passport should be after 01.04.2011.

❖ VISAS

Please ensure you have the appropriate visas for going on the tour. Applying well in advance is always beneficial. In fact, in the current scenario it would be far more prudent to furnish all documents at least four months before the departure date to avoid disappointments.

Client Sig.: _____

Staff Sig.: _____



TERMS & CONDITIONS

At the very least, it is your responsibility to promptly furnish to us all documents required for application of your visas etc. latest by 90 working days before the departure date. Given the security concerns and the over-cautious approach adopted by embassies and consulates, visa processing can take quite long.

The processing time for visas varies according to the tour you have selected which depends on the number of countries you wish to visit. Embassies / Consulates are located in various cities and may require longer processing time. We assist you in preparing and submitting the visa application based on documents provided by you. We cannot take responsibility of getting your visa granted. Grant / rejection of visas is the sole discretion of embassy/ consulate. We only act as a facilitator for obtaining visas. You may be required to appear personally before embassy / consulate for any interview(s) / providing biometrics for USA, UK and Schengen countries. The biometrics and personal interview will be on separate days which may or may not be consecutive. You may have to come twice to the city for biometrics if you are travelling to Europe for your UK and Schengen visa.) The cost of stay, transportation and / or any other purposes shall be borne by you. The company cannot be held liable for rejection of visas and in such a case you will have to bear the visa costs, the visa facilitation services costs and an assistance costs.

❖ DOES KOLKATA HOLIDAYS GUARANTEE VISA?

There is no guarantee that Kolkata Holidays can get the Visa for you. Our role is only to assist you to submit a visa application which is correctly filled and signed by you. Embassies and Consulates have the sole jurisdiction and authority for granting Visas. Visas can take up to 2 to 3 months to be granted/ returned.

❖ WHAT ARE THE NORMAL REASONS OF VISA REJECTIONS?

- **Fraud documents** - No chance to reapply.
- **Insufficient funds in account** - Passenger gets a chance to reapply while submitting good bank statement, can break investment done in FDR and transfer the fund to Savings account and enclose a letter from the bank for the same.
- **Sudden deposits** - Can reapply by giving explanation on letterhead and proof for fund transfer.
- **Not provided evidence of business** - Can reapply with business registration.
- **Not provided original documents such as Income Tax Returns and bank statement** - Can reapply with original documents.
- **Damaged passport** - In case visas are rejected by the consulates / embassies, you may consider re-application, provided we have sufficient time / working days prior to the departure of your selected tour date.

❖ ELIGIBILITY

Indian nationals eligible to travel on group tour / individual tour must have a passport that is valid for at least six months from the return date of the tour or as applicable and have been granted the necessary visa, international certificates of vaccination, insurance and medical insurance, other travel documents and clearances etc. required to travel throughout the tour. You will have to comply with applicable RBI guidelines and Government of India rule.

Client Sig.: _____

Staff Sig.: _____



TERMS & CONDITIONS

❖ CONTRACT

- Please complete and sign and send us the Booking Form and the Terms and Conditions per party after perusing the How to Book rules, Terms and Conditions, tour brochure, itinerary or Website.
- In cases where tour participants belong to more than one family under a single form, it shall be signed by the head / authorized person of each family and the same shall be construed as acceptance with full responsibility of a contract for and on behalf of all persons booked.

❖ DOCUMENTATION FOR BOOKING TOURS/ \ BUYING FOREIGN EXCHANGE:

For booking tours / buying foreign exchange for International Travel (other than travel to Nepal and Bhutan), following documentation is required:

- Copy of PAN card, which is mandatorily required.
- Physically signed booking form by the traveler.
- Physically signed terms and conditions form by the traveler.

❖ BALANCE PAYMENT

Please check your Invoice for the due date of your balance payments of the tour cost. This balance payment has to be made 60 days prior (in case of USA, Australia and New Zealand or 45 days for other destinations prior to departure date of the tour. If the booking is accepted within 45 / 60 days of the date of departure of the tour, the entire tour cost has to be paid up front. A delay in payment of your tour cost (part payment or full payment) can result in a delay in issuing your air tickets, processing your visa and other documentation and it would be considered as cancellation of your booking from your end and result in levy of the applicable Cancellation charges as per the cancellation schedule.

The Company reserves the right to amend the prices published in this brochure and on the Website and to charge accordingly in case of currency fluctuations, increase in cost of fuel, travel arrangements, special/ high season charge levied by the suppliers, hike in any government taxes or any taxes or visa amounts and for any reason etc. before the date of departure. All such increases in price must be paid for in full before your departure. If your booking is not accepted by the company, the amount paid by you towards this booking would be refunded by the company without any interest.

Client Sig.: _____

Staff Sig.: _____



TERMS & CONDITIONS

❖ PAYMENT PROCEDURE

WHEN A PAYMENT IS MADE	PAYMENT PER PERSON FOR INDIVIDUAL TOUR	PAYMENT PER PERSON FOR GROUP TOUR
45 working days or more prior to tour departure(For USA , Australia, New Zealand 60 days or more prior to departure)	20% of land cost	30,000/-
Less than 45 days prior to departure(For USA , Australia, New Zealand less than 60 days prior to departure)	Full Payment	Full Payment

❖ DOMESTIC TOUR

WHEN A PAYMENT IS MADE	PAYMENT PER PERSON FOR INDIVIDUAL TOUR	PAYMENT PER PERSON FOR GROUP TOUR
45 working days or more prior to tour departure	5,000/-	Air fare / train fare + 3,000
30 days after booking or 30 days before departure which one will be earlier	100%	100%

❖ Service Vouchers

Service Voucher(s) is the written confirmation of your tour and entitles you to travel on the tour and must be presented by you to the Tour Manager or Service Provider as applicable. You will receive the Service Voucher(s) (with your air-tickets and train tickets, if applicable) approximately 2 to 5 days prior to departure, provided you adhere to the time schedule of documentation and payments in full.

A delay in adhering to the above mentioned time frame would result in delay in issuing the documents for land arrangements, air tickets and arranging the visa/permits (if applicable) and may result in the cancellation of the Tour with applicable cancellation charges. No services will be provided if the Service Voucher in original is not in your possession.

❖ AMENDMENT FEES

In case of an amendment / cancellation, any new arrangements will be regarded as an entirely new booking and will be subject to availability and all requests must be made and then confirmed in writing and the Company reserves the right to make a charge.

❖ AIRLINE CONFIRMATION AND RE- CONFIRMATION

Though you may receive a confirmed air ticket for a particular sector, due to over booking of seats the airline may offload passengers and accommodate them on a subsequent flight for which we will not be responsible/ liable. As you are

Client Sig.: _____

Staff Sig.: _____



TERMS & CONDITIONS

booked on a group fare ticket, please note that seat allotment will be done only when you physically report at the airport check in counter. You are advised to report at the airport check in counter at least 3 to 4 hours prior to the departure time. Seat allocation is a matter of airlines discretion and availability of seats which is not in the control of Kolkata Holidays. Hence Kolkata Holidays shall not be held responsible / liable if you do not get seats together or do not get your preferred seats.

❖ CANCELLATION OF THE TOUR BY CLIENT

If you wish to cancel your tour, you must intimate the Company as follows provided that such intimation should be given on a working day within working hours. If the Booking Form has been signed by one or more persons for themselves and for others mentioned in the form, then the communication signed by such signatory/ies would be treated as a valid communication for cancellation for all such persons mentioned in the form assuming full responsibility. As per cancellation policy cancellation will be implemented. But sometimes cancellation policy can be different depending on country or state, special occasion like X mas, New Year, Durga Puja, Diwali, Peak season, conference etc. That cancellation decision will be solely taken by the company.

WHEN A CANCELLATION IS MADE	Cancellation Charges per Person for Individual Tour	CANCELLATION CHARGES PER PERSON FOR GROUP TOUR
Clear 45 working days or more prior to the tour departure date or for non-payment of the balance Tour Cost.	20% of Land Costing	Rs. 30,000/-
Clear 44 to 31 working days prior to the tour departure date.	30% of Land Costing	Rs. 50,000/-
Clear 30 to 16 working days prior to the tour departure date.	50% of Land Costing	Rs. 60,000/-
Clear 15 to 07 working days prior to the tour departure date.	75% of Land Costing	Rs. 80,000/-
Less than 07 clear working days prior to the tour departure date.	100% of Land Costing	100% Of Tour Cost
FOR TOURS WITH CRUISE Less than 80 – 50 working days (depending on the cancellation policy of the particular cruise liner) prior to the tour departure date for the Cruise portion.	100% of Land Costing	100%

There will be a GST of 18% presently applicable over and above all mentioned charges.

Client Sig.: _____

Staff Sig.: _____



TERMS & CONDITIONS

❖ DOMESTIC TOUR CANCELLATION

WHEN A CANCELLATION IS MADE	Cancellation Charges per Person for Individual Tour	CANCELLATION CHARGES PER PERSON FOR GROUP TOUR
Clear 45 working days or more prior to the tour departure date or for non-payment of the balance Tour Cost.	5,000/-	Air fare / Train + 3,000
Clear 44 to 31 working days prior to the tour departure date.	5,000 + 10% of land cost	Air fare / Train + 10,000
Clear 30 to 16 working days prior to the tour departure date.	5,000 + 20% of land cost	Air fare / Train + 15,000 or 50% of land cost
Clear 15 to 07 working days prior to the tour departure date.	75% of Land Cost	Air fare / Train + 20,000 or 75% of land cost
Less than 07 clear working days prior to the tour departure date.	100% of Land Cost	100% Of Tour Cost

❖ REFUNDS

IF the tour or any part thereof cannot be conducted due to Force Majeure or Vis Majeure, the Company shall not be responsible / liable to offer any refund, to you. However, at its sole discretion, the Company may give the refund based on various factors such as the number of participants, the cancellation policies of suppliers like hoteliers, coach operators, etc. and the decision of the Company on the quantum of refund shall be final and binding upon you. It would take at least 45 days to process the refund (if due).

❖ ITINERARY MAY CHANGE AT ANY TIME

We reserve the right to alter, amend, change or modify the tour package and itineraries before or during the tour. We will make reasonable efforts to notify you promptly of such changes / events sufficiently in advance during booking or prior to departure of the tour. If such changes / events occur during the tour, our tour manager or local representative will inform you of the changes on the spot and we solicit your full cooperation in accepting such circumstantial changes. Therefore, no grievance regarding any itinerary / service

Client Sig.: _____

Staff Sig.: _____



TERMS & CONDITIONS

change which we are constrained to make, will be entertained from the tour participants during or after the tour.

Such changes may be necessitated due to factors beyond our control such as Force Majeure events, strikes, fairs, festivals, sport events, weather conditions, traffic problems, overbooking of hotels/flights, cancellation/re-routing of flights or railway, closure of /restricted entry at a place of sightseeing etc. Generally, we try to avoid dates when big Fairs, Exhibitions, Olympics and other events etc. are held in certain cities as hotels are fully booked several years ahead. If you have to travel on such dates, you may have to stay in alternate hotels or hotels in other cities.

❖ CONDITIONS OF OTHER THIRD PARTY OPERATORS

In the event you are booking through us a tour / travel service of any third party operators like Insight Vacations, Star Cruise etc., the terms and conditions of such third party operators, including their payment schedule, cancellation, refund etc. shall be applicable to you in addition to these terms and conditions.

❖ CANCELLATION/ AMENDMENT BY COMPANY

We reserve our right to amend or cancel the tour booked by you, without assigning any reason. Such amendment or cancellation may be due to circumstances beyond our control. In such cases, we will offer you alternative tour dates/ tours or you would have the option of traveling as individual travelers, not as part of the original tours. If the alternative date/ tour is not acceptable or you do not wish to travel as individual travelers, we would refund the money paid by you without interest after deducting any costs incurred by us on your behalf, within a period of 45 (forty five) days from the date of amendment or cancellation. However, we would not be responsible or liable to pay any compensation or damages or consequential loss or to refund any other expense incurred by you.

❖ TRIPPLE ACCOMODATION

We recommend a maximum of only three persons in one room. Triple rooms are usually no larger than twin rooms and the third bed is often a rollaway bed or cot placed in a twin room.

❖ CHILDREN ACCOMADATION

A child travelling for whom 'without a bed' charge has been paid would not be entitled to a separate bed in the hotel. In case 'with bed' charge has been paid for the child and you decide not to avail such facility whilst on the tour you would not be entitled to any refund. In case you decide to seek an extra bed for the child booked on 'without bed' basis on the tour, this will be provided subject to availability and you shall be bound to pay any additional amount charged by the concerned hotel directly.

❖ PRE / POST TOUR / ADD ON EXTENSION PACAKAGES

Pre/post tour accommodation / add on packages or extensions etc. are available to you at special rates. You must ensure that you request us/ your travel agent for) the same at the time of booking your tour.

Client Sig.: _____

Staff Sig.: _____



TERMS & CONDITIONS

❖ **BAGGAGE ON COACH**

Please note that portage is not included in the tour price. It is often difficult to get porters to assist as hotels may or may not provide this service and it is therefore advisable to use. Bags with wheels. Coaches have limited space for luggage and hence we permit only one suitcase and one handbag per person in the coach. The suitcase should be of a size of 158 cms. (Width + length + height).

❖ **AIRLINES**

We shall in no circumstances whatsoever be liable/ responsible to you or any person travelling with you, for loss of baggage by the airline, failure to provide meal of your choice by the airline, denied boarding or down-gradation due to overbooking or any other reason, failure on the part of the airline to accommodate you despite having confirmed tickets, quality or quantity of meals offered by the airlines, flight delays or rescheduling, flight cancellation, changes of flight schedule or routing, change of airline mentioned at the time of booking etc. In these circumstances, we will not be liable/ responsible for the injury, loss or inconvenience suffered by you but you will be free to pursue your remedies against the concerned airline.

❖ **TRAIN**

We shall in no circumstances whatsoever be liable/ responsible to you or any person travelling with you, for loss of baggage by the Indian Railway Authority, failure to provide meal of your choice by the Indian Railway Authority. If you miss the connecting train due to Railway Authority problem or Railway technical problem, or signal problem, or any kind of personal problem or any kind of natural calamities, Kolkata Holidays is not responsible / liable to you. In that case you have to bear the extra cost to reach the destination.

❖ **BAGGAGE ON AIRLINE**

Airlines have restrictions on the kind of baggage, number and weight of baggage that you can carry and you will need to carefully read and understand the rules and regulations of the airline, in this regard. Typically, weight restrictions on baggage for Economy Class is 20 Kg, for Business Class 30 kg and for First Class is 40 kg and 1 hand bag (cabin luggage) not exceeding 7 kg per person except for flights to USA and Canada, where the passengers are permitted to carry 2 pieces of checked-in baggage and 1 hand bag. In the case of low cost carriers that are used by the Company during the tour, the permitted baggage allowance may be lower than what is mentioned above. Baggage is not included for internal flights in USA. One needs to pay for every piece of baggage checked in. The charges vary from USD 25 to USD 35 per bag. Please check with your sales staff for correct details.

Please note that every airline has a different set of rules and regulations regarding the weight restrictions and furthermore, airlines keep changing the rules quite frequently. Hence, you are requested to please check the updated baggage rules of the individual airlines, with whom the ticket is booked.

❖ **YOU ARE RESPONSIBLE FOR YOUR DOCUMENTS AND POSSESSIONS**

Client Sig.: _____

Staff Sig.: _____



TERMS & CONDITIONS

You will have to take the risk and responsibility of all your baggage belongings, currency, valuables, Documents and personal effects (collectively 'baggage') at all times during the tour, whether during travel on the airline or during your stay in hotel or during your travel in coaches, while on excursions or otherwise. If you forget to carry or if you lose essential travel documents such as passport, visa, tickets etc., you may be compelled to curtail the tour and you may have to incur extra expenses, for which you alone shall be liable/ responsible.

- In view of what is stated above, please carefully note that:

1. We shall not be responsible or liable for any loss or damage in respect of your baggage etc. or their contents whether due to theft, accident, negligence or otherwise;
2. We shall not be responsible / liable for any cancellation, curtailment or extension of your tour compelled by any such loss of baggage etc. and we shall pay no compensation or refund to you;
3. Some coverage in respect of baggage loss or damage may be provided by insurance (see below the Insurance section).

It is advisable that you do not carry valuables on the tour. However, if you carry any valuables, we recommend that you use all available facilities to keep them secure during your tour. In this regard, some hotels provide Safe Deposit Lockers (which may be charged separately). In case of airlines, we recommend that you declare your valuables to the airline at the time of check-in and pay an additional charge, as may be stipulated by the airline, to make the airline responsible for valuables} Without such declaration, airlines can invoke limitation of liability protections provided in international conventions and laws.

❖ VISA GUIDANCE SERVICES

It is necessary for you to ensure that you have the appropriate passport, which is valid for at least six months after you return to India.

Please note that your health is entirely your risk and responsibility. Our tours are suitable for persons of reasonable fitness. They may not suit persons who are medically infirm or who have special needs or requirements whether due to age, medical conditions or otherwise. It shall be your duty to inform us in writing in case you have any medical condition that may affect your ability to fully enjoy our tour arrangements or where the interests of other tour participants may be adversely affected by such condition. Under such conditions we may decline to accept you or continue you on that tour.

❖ LIABILITIES

Please go through the terms and conditions carefully to understand your rights, responsibilities, risks and the extent of our liabilities. As earlier stated, being tour organizers, we will not be liable / responsible to you for any loss, injury or damage in respect of life, limb or property, sickness, delay, discomfort, anxiety, service denial, service deficiency, additional expenses etc. incurred by you or for any direct, indirect, consequential loss and/ or damage of any kind suffered by you howsoever caused arising out of any act, omission, default of any contractor/ supplier or of any servant or agent employed by the contractor /

Client Sig.: _____

Staff Sig.: _____



TERMS & CONDITIONS

supplier or of any third person who may be engaged or concerned in the provision of accommodation, meals, transportation, entertainment, refreshment or any other service etc. comprising the tour package. In view of this, please note that we shall have no liability in the following circumstances (amongst others):

- Failure on the part of airline to accommodate passengers (despite having confirmed tickets) or cancellation, change of route, delay of flights etc.
- Overbooking of seats / rooms by the airline/ hotel.
- Loss of / delay of baggage by airline / coach/ cruise/ train/ hotel.
- Any death, personal injury, sickness, accident, loss, delay, discomfort, increased expenses, consequential loss and / or damage or any kind of theft howsoever caused;
- Rudeness or unprofessional behavior of co-passenger/ staff of airline / hotel etc., quality/ quantity of meals, facilities given etc.
- Any kind of service denial or deficiency by any contractor/ supplier.

Further, please note that in any case, our liability arising from this contract shall not exceed the total amount paid for the tour holiday. Further, under no circumstances shall we have any liability in respect of any indirect, special or consequential losses/ damages/ compensation whatsoever.

❖ YOU WILL NEED TO COMPLY WITH TOUR CONDITIONS

You will have to strictly follow the tour program and comply with the terms and conditions of the various contractors/service provider, such as hotels and airlines.

You are responsible to register with the representative of the Company at the appointed date, place and time for departure and you would be treated as a no-show if you fail to do so and the consequences shall be yours entirely.

You are required to be punctual and adhere to the time-lines of the tour and of the contractors / service providers. If you are not punctual, you could miss your flight, your coach, your meals etc.

❖ NO REFUND FOR UNUTILIZED SERVICES

It is clearly understood that there shall be no refund or compensation whatsoever for unutilized services. This general rule applies to all kinds of non-utilization or under-utilization of tour services, whether of the whole or part of the tour and whether as a matter of your choice, or caused by your fault or compelled by circumstances such as ill-health, weather, and external factors.

As a consequence of the above rule, please note that no refund will be admissible in the following circumstances (amongst other):

There would be no refund if you fail to join the group at the commencement of the tour or join the group later or leave the group before culmination of the tour for any reasons whatsoever.

There will be no refund if you fail to or are unable to utilize any of the services on the tour like airline travel, hotels, sightseeing, rides, cruises, meals, entrance fees, optional tours etc. due to any reason whatsoever such as late reporting, ill-health etc.

Client Sig.: _____

Staff Sig.: _____



TERMS & CONDITIONS

❖ TIPPING

Tipping is customary (unless otherwise stated in the brochure) in all parts of the world for services rendered. Unless otherwise communicated, the tip amount is 2 Euro per person per day in Europe for the coach driver, 2 Euro per person per city per guide in Europe and 2 Euro per suitcase per day for a porter in Europe. Everywhere else it is 2 to 4 USD instead of 2 Euros. Please check the Price Grid to ascertain whether such tips are included within the tour costs or are required to be paid by you separately.

❖ MINIMUM PARTICIPATION

Tours specified in the Brochure are operated subject to a minimum participation of paying adult participants. If the participation is less than the minimum prescribed (as below) we reserve the right to amend; amalgamate, alter, vary, or cancel a tour without incurring any liability to pay any compensation. If we decide to operate the tour with participation below the minimum stipulated or if you are required to travel as individual travelers (not as a group) we reserve the right to collect an additional pro-rata amount. In such cases you may not be provided certain services, which would have been provided in the group tour including the service of a tour manager and you may need to travel on an amended itinerary and services, such as transportation on a 'seat in coach' basis, where the coach departures are at fixed times and routes etc.

Europe/ U.S.A	35 Min. Full Paying Adults
Far East	16 Min. Full Paying Adults
Australia/ New Zealand	16 Min. Full Paying Adults
Egypt/ Scandinavia/ Mauritius	15 Min. Full Paying Adults
S. Africa / Turkey/ China / Sri Lanka	10 Min. Full Paying Adults
Kenya/ Jordan	4 Min. Full Paying Paying Adults

❖ COMMUNICATION

Communications transmitted to your mailing address / email address on record shall be deemed to have been communicated to you even if returned undeliverable for any reason. All communication from you to the Company has to be in writing, not orally.

Where you book directly with us, we will address communications to you at your mailing address and/ or e-

Client Sig.: _____

Staff Sig.: _____



TERMS & CONDITIONS

mail address given in the Booking Form. Where you have booked through a Travel Agent, we will address communications to your Travel Agent, who made the booking on your behalf and the agent would be responsible for transmitting such communication to you. All monies paid to the Travel Agent shall not constitute payment to us unless deposited by your agent with the Company. We shall not be liable / responsible for any miscommunication, non-communication or delayed communication.

❖ BALANCE PAYMENT

Please check your Invoice for the due date of your balance payments of the tour cost. This balance payment has to be made 45 days prior to the tour departure to Europe & Rest of the World and 60 days prior to the tour departure to USA, Australia & New Zealand. If the booking is accepted within 45 / 60 days of the tour departure date basis the destination, the entire tour cost has to be paid up front. A delay in payment of your tour cost (part payment or full payment) can result in a delay in issuing your air tickets which is necessary to facilitate your visa processing. We may treat such delay as a cancellation of booking by you, which will be subject to the applicable cancellation charges as per the cancellation schedule.

We reserve the right to amend the prices published in brochure and on the website and to adjust our charges based on various factors including but not limited to currency fluctuations, fuel price rise, travel arrangements, special / high season charge levied by the suppliers, hike in any government taxes or any taxes or visa amounts and / or for any reason etc. before the date of departure. All such increases in price must be paid for in full before your departure.

❖ LAW AND JURISDICTION

In the event of a dispute arising or relating to this contract, including any question regarding its existence, validity or termination, the parties shall first seek settlement of that dispute by mediation in accordance with the applicable rules. The Mediator shall be appointed by the Company. If the dispute is not settled by mediation within 30 days of the appointment of the mediator, or such further period as the parties shall agree in writing, then the dispute may be settled in accordance with the Arbitration and Conciliation Act, 1996 by a sole arbitrator to be appointed by the Company. The Arbitration proceedings will be in Kolkata. The arbitrator's decision shall be final and binding on both parties. This contract will be governed by Indian law. You agree that in the event of a dispute or difference between the parties the exclusive jurisdiction shall vest in the competent court/ forum / tribunal in Kolkata only.

Client Sig.: _____

Staff Sig.: _____