

****REFUND POLICY****

If the tour or any part thereof cannot be conducted due to Force Majeure or Vis Majeure, the Company shall not be responsible to give any refund to you.

However, at its sole discretion, the Company may issue a refund based on various factors such as the number of participants, the cancellation policies of suppliers like hoteliers, coach operators, etc. The decision of the Company regarding the quantum of refund shall be final.

Please note that it would take a minimum of 15 to 45 days to process the refund (if due).

It is clearly understood that there shall be no refund whatsoever if the Client does not or cannot utilize any of the services like hotels, sightseeing, rides, cruises, meals, entrance fees, optional tours, etc., due to any reason whatsoever.

Refunds (if any) for amendments and/or cancellations will be directly paid to the Client for bookings made directly with the Company via NEFT/RTGS/Crossed cheque or, if paid by credit card, it will be reversed to their credit card account at the discretion of the company. The refund process would take at least 45 days.

There is no refund payable for any unutilized services (e.g., meals, entrance fees, optional tours, hotels, transport, and sightseeing, etc.) for any reason whatsoever.

For any service booked in advance and cancelled as per the booking policy, the refund will be processed in the same mode of payment after deducting cancellation charges and actual bank charges, if any, for the refund. (Refund will be credited to the customer's bank account if paid by bank transfer/net banking mode/credit/debit card – reversal to their respective credit card account will be initiated. This process will take 15 to 45 days to reflect in their account.)

Clients have the option to keep their refund money in our account and collect a credit certificate to utilize the same within 24 months.

****CONDITIONS OF TRAVEL****

- The client must strictly follow the Tour Program. No refund shall be provided if the client fails to join the group at the tour's commencement, joins the group later, or leaves the group before the

tour's end. It is the client's responsibility to reach the tour's commencement place and register with the company's representative at the appointed place, date, and time.

- If a client, along with their family, is compelled to discontinue the tour due to any reason, including illness, death, or loss of travel documents, no claim shall be entertained for the refund of unutilized services. Even if a client is unable to reach the tour's commencement place due to any reason, such as loss of baggage or travel documents, their booking shall be treated as a "no show," and 100% cancellation charges will apply.

- If a client uses pre-tour services or part thereof, or the air tickets (if booked under any offer) but fails to join the group for the main tour or cancels the tour after using the air tickets or pre-tour arrangements, it shall be treated as a "no show," and no refund will be provided for the unutilized pre-tour or main tour services.

- The company reserves the right to withdraw tour membership of any client whose behaviour is deemed likely to affect the tour's smooth operation or the enjoyment or safety of other passengers. The Company shall not be liable to any such person.

- The immunities provided under this contract shall be available to the COMPANY's employees, directors, managers, including employees and agents but not to the Independent Contractors selected by the company.

- Each of these conditions shall be severable from the other, and if any provision is invalid, illegal, or unenforceable, the remaining provisions shall have full force and effect. THE COMPANY's liability arising from the Contract in respect of any tour, holiday, excursion facilities shall not exceed the total amount paid for the tour/holiday and shall not include any consequential, incidental loss, or additional expenses.

- It is a condition of booking that the client takes out Holiday Insurance – Clients may procure travel insurance (optional) at their own cost.

- Prices quoted in our website/brochure have been calculated at the rate prevailing at the time of publishing/printing. THE COMPANY reserves the right to amend the prices published in this brochure due to fuel costs, special/high season charges levied by the suppliers, or hike in airline/rail charges before the departure date. The client must pay for all such increases in price before the departure.

- If no suit/action is brought against THE COMPANY within 7 days of the tour's last day, THE COMPANY shall be discharged from all liabilities under or arising from this contract, and the client shall be deemed to have relinquished/abandoned all rights under or arising from this contract.

- In case of the publication of any travel scheme offering any discount or benefit by THE COMPANY, the company shall have the sole right to withdraw such a scheme or discount at any time unless a specific assurance of the contrary is published.