

Terms And Conditions

It is essential that you carefully read and that you understand these booking conditions. They constitute the contract between Special Holidays and you as Travel Trade associate or the client. Making a booking with us and by paying the booking deposit, the non-refundable deposit or full payment you acknowledge that you have read and understood and that you have agreed to be bound by these booking conditions.

Deposit & Balance

All bookings require a token deposit which is non-refundable deposit (in the event of any cancellation) and is required within 7 days upon confirmation of your booking to secure your reservation; the balance is due atleast 45 days prior to the arrival of the clients. If the booking is made less than 45 days before departure the full tour cost is required before your booking can be confirmed. If for any reason we have not received your balance payment, by the due date, we reserve the right to treat your booking as cancelled and to apply the appropriate cancellation charges.

Individual airlines may request full payment of the airfare portion to secure your flight booking more than 45 days in advance and for airline tickets – cancellation procedure is applicable as per the particular airline. However, there will be a service fees of 5% of the booking amount besides the cancellation as is charged by the airline, this includes even for cancellation of airline ticket as well.

Cancellation & refund

In the event of cancelling the booking there will be no refund for your booking deposit; for cancellation received within 45 days of commencement of services, the following cancellation fees per person for land arrangements will apply

- Between 44-30 days: 30% of total tour cost.
- Between 29 -15 days: 60% of total tour cost.
- 14 days or less prior to the departure, will forfeit 100% of total tour cost.

Cancellation of air and train services will be subject to fees charged in accordance with the type of airfare used and airline and train cancellation polices.

Refunds cannot be made for any unused or cancelled services after your tour arrangements have commenced.

Late booking

Applications for bookings made 7 days or less prior to the departure will be subject to a late booking fee as is advised by the office.

Amendment fee for confirmed bookings

No amendment will be made until deposit has been paid. Up to 45 days prior to the departure one amendment per booking is permitted at free of charge. Up to 44 days prior to the departure, any amendment made to a confirmed reservation will incur a charge per change as advised from our office. Once documents have been issued a reissue fee will apply. Airfare restrictions also will apply.

Prices

Prices are based on current exchange rate at the time of booking. In the event of fluctuations or increases in airfares, fuel surcharges, taxes, hotel rates or any other services Special Holiday Travel P Ltd reserve the right to adjust the tour prices at any date until the final balance is paid.

Travel Arrangements

Although Special Holiday Travel P Ltd endeavour to ensure that tours are available as advertised, but if we are forced to change your booking or part of it for reasons beyond our control, we reserve the right to vary the itineraries, hotels, flights or any other travel arrangements. Wherever possible you will be advised for such changes prior to the departure. However Special Holiday Travel P Ltd shall not accept responsibility for any alternations made for any reason or for any associate loss or damage. Special Holidays Travel P Ltd also reserves the right to cancel a tour program before departure if we are forced to do so, you will be offered either an alternative tour, if the alternative one is not satisfactory to you, or your monies paid to Special Holiday Travel P Ltd will be fully refunded less any uncoverable costs and the cancellation fees as per the details mentioned in "cancellation & refund" rules.

For unforeseeable circumstances like force majeure, flight cancellation or rescheduling, accommodation overbooking etc, any decision made by the independent local tour operators is at the discretion of the tour service providers or by the passenger travelling themselves. Special Holiday Travel P Ltd shall not be liable for any claim whatsoever arising from such events.

Accommodations

Accommodation arranged for the tour is based on standard single, twin or double-bedded rooms in hotels. Triple room is always not available; a rollway bed can be arranged as an extra bed in most hotels. Descriptions and photos of hotel room are representative only, actual rooms occupied may vary from those shown.

Guaranteed tour departures

Guaranteed departures are based on group tours and may require minimum two passengers, and they are subject to flight availability.

Travel documents

All clients must carry a passport with 6 months validity. Visas are required to travel to India and it is the sole responsibility of the clients.

Baggage

The free baggage allowance for economy class travel is 20kg, business class travel is 30kg. Excess baggage charges are the responsibility of the passengers.

Travel insurance

We strongly recommend that at the time of your booking you purchase a comprehensive travel insurance policy of your choice to cover against any loss of deposit, cancellation charges, baggage loss damage, injury, theft, personal accident and medical expenses.

Limitation of liability

Special Holiday Travel P Ltd act only as agents for the persons & companies providing or offering the means of transport, accommodation or other services included in your booking; all itineraries, vouchers, tickets & coupons are issued to subject to the terms and conditions specified by the suppliers. To the extent by law, Special Holidays exclude all liability for any loss or damage whatsoever (including but not limited to physical and psychological injury and loss or damage to

property of whatever nature) that may arise in any way in connection with the offer or supply of goods or services through Special Holidays or any third parties or in connection with the supply of such goods or services.

Special Holidays does not accept any liability whatsoever for any injury, loss, damage, delay, additional expenses or inconveniences caused directly or indirectly by events, which are beyond our control, including, without limitation, war, acts of God, riots, strike, terrorist activity, natural disaster, industrial disputes, epidemics, medical or customs regulations.

Complaints & Claims

We endeavour to ensure that all your arrangements proceed smoothly. In case if you are not satisfied with any respect of his/her tour arrangements, immediately he/she needs to inform his/her local tour guides or escorts, who will endeavour to resolve the issue at the time. If this is not possible and the client wish to lodge a complaint or claim; it must be done in writing to Special Holiday Travel P Ltd before leaving the country.

Governing Law

This contract and all matters arising from it are subject to the laws of Indian Government and only Indian courts has the jurisdiction over any dispute arising under this contract. Any matter of dispute is subject to Delhi jurisdiction only.