



Tour Package Policies & Service Notes

(For Guests)

Travelling to places is an investment of lifetime memories and Bharat Booking Holidays (India) Pvt. Ltd. truly understands that. Thus, to maintain transparency and get best of experiences, we strongly advise all our guests to read below terms and conditions carefully.

Enjoy our informative reading!!

Packages Note

- ✓ All our packages are customizable except Fixed Departures.
- ✓ Guests are requested to have every discussion in written as verbal communications will not be entertained.
- ✓ The packages offered by Bharat Booking Holidays can be customized according to guest's wish.
- ✓ To ensure smooth services, Company can also make alternations in the tour. The reasons for such changes can be acts of god, technical problems, sudden service issues, government policies or any other similar situation.
- ✓ Package will not be considered booked until advance amount have not been received by us.
- ✓ Travel dates of DND (Date not decided) packages should be affirmed within 3 Months of invoice issuance date. Delays may lead to certain inconveniences.
- ✓ To give better experiences to our guests, our company also rolls out special offers. This includes upgraded Hotels, Room Category, and Vehicle Type. No additional cost will be levied for such upgrades and this exciting news will be shared with you either before or during the trip.

Package Costing Notes

- ✓ Any Changes, Upgrades and Add-ons in the tour package may attract additional cost.
- ✓ We have the right to recover a fair amount if child/children age is informed wrong to the company.
- ✓ Prices for early check in, late check out, rooms for fresh up or any upgrade in room category will cost extra according to Hotel Policies.
- ✓ Hotels may apply extra cost for using games room, disco, spa, gym or any other amenities. Also, amount paid for the room doesn't include room heater charges, Mini Bar, Telephone bills etc. The amount for these services will be directly paid at hotel.
- ✓ Taxi will be used according to the above itinerary. For Extra timings or off route destination extra cost will be levied.
- ✓ Guests will solely be responsible to bear the penalty charges for inconveniences caused by them during the tour. This includes any damage done to hotel property or vehicle, carrying out prohibited activities, conflicts with other people or any similar disruptions.
- ✓ Extra cost may be charged due to natural calamities/political disturbances/ new orders passed by government/risks to lives or any other situations over which company has no control.
- ✓ Freebies and Discounts offered by Bharat Booking Holidays are for limited time only. After that regular rates / inclusions will be applicable. Thus, guests are advised to book their package before the cut off dates.

Services Note

- ✓ Guests can avail only those services as mentioned in booking voucher.
- ✓ Check in & Check out time will be according to Hotel Policy. Also, early check in and late check-out scenarios will be subject to availability.
- ✓ In every package, base category rooms will be reserved in hotels unless until specified by executives.
- ✓ Meal timings must be followed as per instructed time by the hoteliers. Packages booked with meal plans will have Fixed Menu (Buffet or Room Service).
- ✓ Transfers must be followed as per instructed time by the transporters.
- ✓ Flights, trains, stay arrangements, certain sightseeings, adventure activities or similar services will be subject to ideal weather conditions or Season period.
- ✓ Any complimentary services (If not provided) cannot be claimed in form of cash or alternative services.
- ✓ For No Shows or any un-availed service, Bharat Booking shall not be responsible. This includes missed flights, meals, transfer or any other booked services. For alternative arrangements extra cost will be levied.
- ✓ Due to geographical differences, few places may not have as lavish facilities as that of developed tourist destinations. In such places, Hotels are categorized on the basis of location, services and costing and not as 3 star, 4 Star and so on. The vehicle types are limited and may not be of latest models. Also general infrastructure such as hospitals, petrol pumps, ATMs etc may also be missing. Thus, Guests are requested to be well-prepared for such destinations in advance.
- ✓ Bharat Booking shall not be responsible for any delays or cancellations due to Heavy Traffic Jams, blocked roads, technical faults, strikes, natural disasters or any unforeseen event. Such situations may also demand for some extra services vis-a-vis extra cost.
- ✓ Please notify about your complaints or claims within 7 days of "See Off" dates as beyond this period issues may not be promptly resolved.

Documents Note

- ✓ Screenshots of identity proof and payment receipt are required in order for the confirmation letter to be released.
- ✓ The customers are advised to read the confirmation voucher carefully and approve it within 24 hours of issuance. Any errors/changes shall not be entertained afterwards.
- ✓ Kindly carry confirmation Voucher, ID Proof, Volvo Tickets, Flight Tickets, Permits, Visa, passport etc depending upon the package type, destination and inclusions. These documents are mandatory during check-in / check-out procedures.
- ✓ Few adventure activities may require you to sign "Indemnity bond". In such scenarios, Bharat Booking Holidays will not hold any liabilities.

Payment Policy

- ✓ For Himachal packages 50 % advance payment of the total package cost must be deposited as an advance in our company's account to confirm the package. Rest payment of 50% on arrival.
- ✓ Except Himachal 75% advance payment required especially for higher category hotels in all destination & packages for other states. Remaining 25 % of the package cost will be collected on arrival (First day of the Tour).
- ✓ According to hotel policy especially in 4* and 5*, International Packages, Andaman & Nicobar Islands, Train & Flights - 100% Advance payment is required for continuing with booking confirmation.

Process Of Making Advance Payment

- ✓ To make online payment through our website, please click the link <https://www.bharatbooking.com/make-payment>. You can choose any of our Payment gateways such as EBS, CC-Avenue, HDFC gateway, Paytm, Atom etc and pay via your Debit / Credit Card or NEFT (without adding beneficiary account).
- ✓ Cash Deposit at Bharat Booking's offices (Addresses at bottom)
- ✓ Cash deposit in any of our Banks such as HDFC, PNB, ICICI, AXIS, SBI, BOI, Yes Bank etc. Please visit the link <https://www.bharatbooking.com/make-payment>
- ✓ You can also opt for our EMI options available in our gateways.

Cancellation & Refund Policy

- ✓ All the cancellations must be communicated in written.
- ✓ Token amount is non refundable in any cases.
- ✓ Cancellations made 15 Days prior to travel date will attract cancellation charges. Cancellations charges will vary from 25 % - 50% of the total tour package cost.
- ✓ 100 % Retention charges will be levied for bookings cancelled within 15 days of travel date or No show scenarios.
- ✓ No refunds will be given in case of missed or unused services. This includes Flights, Trains Hotel stays, meals, sightseeing, transfers, entry ticket, permits or any other BBH services.
- ✓ Bharat Booking Holidays have the right to cancel your Invoice due to insufficient Advance Amount i.e. 50% of the total tour Package Cost.
- ✓ In case, clients are suspected to indulge in any kind of illegal activity or violent behaviour, Bharat booking holidays will immediately stop the services while holding all the refunds.

Amendment Policy (Prepone & Postpone)

- ✓ All amendments must be communicated in written.
- ✓ In order to prepone /postpone the tour, please reach us 15 days prior to the journey date.
- ✓ Bharat Booking Holidays does not charge anything if postpone/ prepone happens once.
- ✓ Postponing & preponing your tour second time will attract 15 % of the total tour package cost.
- ✓ We do not accept any changes in plan within 15 days of travel date except in cases of force majeure or political disturbances.
- ✓ In all prepone or postpone scenarios, services and costing will be subject to availability and season/off season time.
- ✓ The validity of "Postponed Packages" is 1 Year from the date of booking.
- ✓ The invoice Number allotted to you is transferable i.e. you can pass your booking to any of your friends/ relatives. (Please Note: In order to transfer your booking you must meet the above terms and conditions first).
- ✓ Few service providers may apply postpone/prepone charges even after meeting above requirement. In such cases postpone/prepone charges will deducted from the advance amount deposited.

Jurisdiction

- ✓ Jurisdiction of the courts and tribunals at Manali (District Kullu of H.P in India) shall have exclusive right to settle any dispute which may arise out of or in connection with the tour packages taken from Bharat Booking Holidays (India) Pvt. Ltd.

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Let's Have Memorable Journeys, Shall We?