

The Client will have to strictly follow the Tour Program and return to their home country as per the tour itinerary. There shall be no refund, if the client fails to join the group at the commencement of the tour, or joins the group later or leaves the group before culmination of the tour. It shall be noted that for all purposes, it shall be the responsibility of the Client to reach the place of commencement of the Tour and register with the representative of the company at the appointed place, date and time.

- A) In case if a client along with his family is compelled to discontinue the tour due to any reason whatsoever including illness, death or loss of passport or any travel documents, no claim shall be entertained for refund of unutilized services.
- B) Even if a client is unable to reach the place of commencement of the tour due to any reason whatsoever including loss of baggage or loss of travel documents, his booking shall be treated as "no show" on the tour and 100% cancellation charges will be levied.
- C) If a client avails pre - tour services or part thereof (cost of which is included in the main tour cost) but fails to join the group for the main tour at the appointed place, or cancels the tour after using tour arrangements or part thereof, it shall be treated as "no show" and there will be no refund whatsoever for the unutilized pre-tour or main tour services.
- D) Each of these conditions shall be severable from the other and if any provision be invalid, illegal or unenforceable, the remaining provisions shall nevertheless have full force and effect. No liability on the part of the Company arising in any way out of the Contract in respect of any tour, holiday, excursion facilities shall exceed the total amount paid or agreed to be paid for the tour holiday, and shall in no case include any consequential loss or additional expense whatsoever.
- E) In case of publication of any travel scheme offering any discount or benefit by the Company, it shall have the sole right to withdraw such a scheme or discount at any time unless a specific assurance of the contrary is published.

**Important Notes:**

- A person below 12 years of age on the entire tour will be considered a child.
- As a 3rd person in a triple room, most hotels use rollaway beds and room size may be the same as the double room.
- All Local taxes, entrances and services are calculated as on 10<sup>th</sup> Jan 2024, any increase in local taxes, entry tickets and other services has to be borne and paid by the traveler/agent.
- It is suggested to carry One check in bag and one hand bag per person only, due to limited boot space in the coach.
- On some occasions, you may have to join another group in case your group does not have adequate members.
- Land surcharges applicable on certain departure dates which will be notified.
- If certain sightseeing/excursions are closed, then alternate sight-seeing will be arranged.
- Kindly note that on certain departure dates the tour routing could change. In some tours, there is also a possibility that the tour could operate in reverse itinerary, However, you will not miss any sightseeing or excursions that are mentioned in the itinerary unless its closed due to a holiday. Your Tour Manager will notify you the same.
- In case of inordinate delays and strict driving laws, packed dinner may be provided on that day in case of any increase in any taxes in Europe, there would be a change in price which will be justified No refunds for unutilized services.

- Customer. Hence under no circumstances will HOLIDAYS CARNIVAL GROUP be held responsible for any grievance of the end customer.
- Any disputes and claims are subject to exclusive jurisdiction of Bombay High Court at Mumbai. HOLIDAYS CARNIVAL GROUP reserves the right to claim from the passengers, any additional expenses incurred due to delay or changes in the schedule of trains, flights, coach, cruise or other services. **(Need to discuss)**
- HOLIDAYS CARNIVAL GROUP reserves the right to change any itinerary for operational reasons and reasons beyond the control of HOLIDAYS CARNIVAL GROUP due to Force Majeure related to weather conditions, strike, etc...
- HOLIDAYS CARNIVAL GROUP shall not accept any liability or responsibility for any damages, loss, injury, accident, death, delay, breakdown or irregularity, which may occur during the tour, due to weather conditions, strikes, war, quarantine and or any other cause whatsoever and all such loss or expenses must be borne by the passenger.

#### What your price does not include:

- The cost of the Airfare, Passport, POE charges, Visa charges, Overseas Travel Insurance, etc.
- Any expenses of personal nature such as Porterage, Laundry, and Alcohol, Food or Drink not in the regular menus provided by us, mini bar and telephone calls.
- Any extra meals not included in the itinerary. Meals are pre-set and a choice of menu is not available.
- Cost of excursions, city sightseeing, entrance fees and local guides availed of by the passengers, other than that mentioned in 'What your tour price includes.
- GST, TCS and other taxes as applicable.
- Anything which is not specified in the itinerary.
- Booking amount is minimum Rs.25,000 per person if booking is done 45 days before travel.
- Within 21-45 days of travel minimum 25% booking deposit is required to confirm the booking.
- Within 21 days of travel 100% of the amount is required to confirm the booking.
- Passport should be valid for 6 months from the date of departure.
- The tour Flights, Visa and Insurance Excludes.
- The Tour can be cancelled 30 days before travel by paying 10% of the tour value as cancellation charges.
- Within 15 days-30 days of travel the tour can be cancelled by paying 50% of the cancellation charge.
- Within 15 days the tour is completely non-refundable.
- The EUR component for the tour is 1200 EUR (currently taken at a ROE of 87 per INR). If there are any changes in EUR and ROE (Rate of Exchange) of EUR to INR increases beyond 90 at the time of travel, the difference will be payable extra and collected at the time of balance payment.
- In case of any visa rejection, the initial Rs. 20,000 booking amounts will be charged and the balance will be refunded.
- 4 Tipping is expected from anyone providing your service e. g. Coach Driver, Local Guides, etc. It is mandatory to tip a nominal amount of EUR 3 per person/per day. For the entire

duration of this tour which is 9 Days, the total Tips amount is Euro 27 per person to be paid to the to the Tour Manager on Day 01 of the tour.

- The tour cost does not include POE charges.
- No portage included.
- Private airport transfers, Cost of Suggested/Optional Excursions.
- Any expenses of personal nature such as portage, laundry expenses, wines, mineral water. food and drink not in the regular menu provided by us, minibar, telephone calls, etc.
- Meals other than that what is mentioned in your itinerary.