

“Terms and Conditions”

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.

PAYMENT CONDITIONS:

The full travel price or balance shall be paid before commencement of the tour. In the event of payment not being received by the agreed date, we reserve the right not to provide the tour services and also to claim cancellation costs in accordance with below mentioned cancellation costs.

All payments towards the tour cost must be made by the client to the company in accordance with the procedure and time frame mentioned herein below.

Number of Days Prior To Tour Date	Amount Need to Be Paid
At the time of booking	20% of the total cost
35 Days prior to tour date	50% of the total cost
21 Days prior to tour date	Complete Balance

CANCELLATION:

The company reserves the right to cancel any tour prior to the departure, without assigning any reason. In such an event, we will offer you alternate tour dates / tour or you / your client will have an option to travel as individual travellers (with applicable supplement). If the alternate tour dates / tour is not acceptable or you / your client don't wish to travel as individual travellers, entire amount paid by you will be fully refunded without interest after deducting any cost incurred by us on your behalf, within a period of 30 days from the date of cancellation.

The client may cancel any tour before the departure date. In such an event, Holidays Carnival must receive the cancellation in writing before the said date.

CANCELLATION COSTS:

The following cancellation fees shall apply:

31 days and more, 25% of the total confirmed tour price.

30–20 days before tour departure date, 40% of the total confirmed tour price.

19–04 days before tour departure date, 80% of the total confirmed tour price.

03–00 days before tour departure date, 100% of the total confirmed tour price.

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 10th 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 will be applicable / offered for unutilized services to client. 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 the courts at New Delhi. 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.
- 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.
- Passport should be valid for 6 months from the date of departure.

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 menu 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 available 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.
- The tour Flights, Visa and Insurance Excludes.
- In case of any visa rejection, the initial booking amounts will be charged and the balance will be refunded.
- Tipping is expected by anyone providing you service e. g. Coach Driver, Local Guides, etc. It is mandatory to tip a nominal amount of EUR 3 per person/per day. For instance if the entire duration of this tour is 9 Days, the total Tips amount is Euro 27 per person to be paid to the Tour Manager on Day 01 of the tour.
- The tour cost does not include POE charges.
- No porterage included.
- Private airport transfers, Cost of Suggested/Optional Excursions.
- Any expenses of personal nature such as porterage, laundry expenses, wines, mineral water. food and drink not in the regular menu provided by us, minibar, telephone calls, etc.