

Please read the following **Booking Conditions and General Information** about our tours, passed on with the itinerary / brochure carefully. The **Booking Conditions** sets out our respective rights, obligations and limitations and the **General Information** states what you should expect on our tour. **Booking Conditions and General Information** form an important part of the contract for your holiday.

## BOOKING CONDITIONS

All holidays advertised in our brochures and our website are operated by Countryside Adventure Holidays Pvt. Ltd. (hereinafter called 'the company', 'Countryside' or 'we' or "Countryside Adventure Holidays") and are sold subject to the following conditions:

### Bookings & Deposits:

- The person making the booking (the 'lead name') must be 18 years old or over and possess the legal capacity and authority to make the bookings and accept the Booking Conditions and General Information on behalf of everyone in their group.
- The tour booking will be confirmed only upon receipt of minimum advance of 15% of the tour cost, along with completed Personal Information Form & PAN Card.
- 35% of the tour price to be paid 70 days prior to the date of departure.
- Balance 50% of the tour price to be paid 45 days prior to the date of departure.
- Late Bookings: Bookings made within 30 days of the departure date will be processed only on receipt of 100% payment.
- All extra services and charges such as rail and air fares, transfers and transport, hotel and any other similar services which are not included in the tour cost will be confirmed only on receipt of 100% advance.
- Your booking will be considered as confirmed only if the above-mentioned booking procedure is adhered to.

### Please Note:

For tours operated outside India, US Dollar or Euro price will be valid for Indian & Foreign Nationals. A contract will exist between "Countryside Adventure Holidays Pvt. Ltd." and the client only after we have received the payment in full and in accordance with the terms and conditions along with a completed Personal Information Form.

### Remittance & Payments:

#### Payment can be made directly to our following bank accounts:

Transfer of Funds from within India and Abroad

#### Bank Name: ICICI Bank

Account Name: Countryside Adventure Holidays Pvt. Ltd.

Rupee (INR) Current Account No: 074005001474

IFSC Code: ICIC0000740

SWIFT Code: ICICINBBCTS

MICR: 400229103

Bank Address:

Sion Branch; Branch Code: 0740

Shop No. 9, 10,

Mary Land Corner, Sion,

Mumbai – 400 022.

#### Bank Name: ICICI Bank

Account Name: Countryside Adventure Holidays Private Ltd.

Account Type: EEFC A/c - Exchange Earners' Foreign Currency Account

Euro (EUR) Account No. 000406001065

Dollar (USD) Account No. 000406001066

IFSC Code: ICIC0000004

SWIFT Code: ICICINBBCTS

MICR: 400229002

Bank Address:

Nariman Point Branch; Branch Code: 0004  
215, Free Press House,  
Nariman Point, Mumbai 400 021.

\*In case of remittance made directly please intimate us the payment details via email to [accounts@countrysideindia.com](mailto:accounts@countrysideindia.com)

**Alteration by You:**

- If you wish to alter your tour booking and/or other accommodation, travel arrangements or any other services already booked, you need to inform us in writing at our offices via email, from the lead name. We will try our best to make the changes subject to feasibility and availability. However there will be an additional charge incurred as a result of cancellation of accommodation, transport arrangement and other services. We may charge at our discretion a service charge for changes made, to cover our administration cost.
- If you wish to alter your booking after commencement of your tour, we accept no liability for any loss, damage or additional expense and cannot guarantee any refund or reimbursement of any expenses paid by you.

**Standard Cancellation Policy for Fixed Departure Tours:**

In the event of any cancellation by you, we would need a notification from you in writing. If we receive the cancellation notification from you before 70 days prior to the date of departure the 50% advance amount shall be refunded without cancellation charge for the tour. If we receive the notification in 0-70 days prior to the date of reporting, cancellation charges shall be levied as per the following terms:

- Cancellation between 69 to 40 days before date of departure: 25% of tour cost + cancellation charges for other services.
- Cancellation between 39 to 25 day before date of departure: 50% of tour cost + cancellation charges for other services.
- Cancellation between 24 to 18 days before date of departure: 75% of tour cost + cancellation charges for other services.
- Cancellation between 17 to the day of departure or No Show: 100% of tour cost + cancellation charges for other services.

**Note:**

- ❖ **For Tour du Mont Blanc trek “Payment & Cancellation Policy”, please refer to the “Tour Notes”.**
- ❖ Over and above the above Standard Cancellation policy, all cancellation charges levied by the service providers such as internal airline cancellation charges, visa charges, insurance charges, package cancellation cost, etc. will have to be borne by you.

**Cancellation Policy for Package & Customized Tour:**

In case of change in the group size (partial cancellation) our standard cancellation policy **will not** be applicable. Due to cancellations revised cost will be quoted for the revised group size and the cancellation charges if any for any confirmed arrangements and services will also be charged. But if the entire group cancels the tour, the standard cancellation policy of Fixed Departure Tour will be applicable.

**Alteration by ‘Countryside’:**

- It is unlikely that Countryside will make alterations in the tour. We plan the arrangements many months in advance and may have to occasionally make alterations. If we need to make any major alterations in the scheduled itinerary before reporting date due to unavoidable circumstances, we will try and notify you as soon as possible. You will have a choice of either accepting or canceling your booking in which case we shall refund you the advance received after deducting an administration fee of ₹ 5000/- per person.
- In case of any extensions / changes in tour itinerary, after commencement of your tour, due to unforeseen circumstances beyond our control, extra expenses at actual will be payable to “Countryside Adventure Holidays Pvt. Ltd.”

**Cancellation by 'Countryside' & Refunds:**

- "Countryside Adventure Holidays Pvt. Ltd." reserves the right to cancel a Fixed Departure Tour if the minimum numbers of persons as specified, do not book on that tour. We strongly suggest you not to make any non-refundable air bookings and other travel arrangements, till you receive a final confirmation from us minimum 30 days in advance.
- "Countryside Adventure Holidays Pvt. Ltd." reserves the right to refuse or cancel any booking if we consider it necessary. In such cases, we shall refund all the money that you have paid.
- Upon commencement of your tour, "Countryside Adventure Holidays Pvt. Ltd." reserves the right to refuse a member to continue the tour in case of misconduct or bad health or unfit to travel. In such cases, we shall not refund any money that you have paid.
- Refunds will not be given for unused services on the tour.

If cancellation or alteration by "Countryside Adventure Holidays Pvt. Ltd." is caused by events including war or threat of war, strikes, civil strife, riots, terrorist activities, natural disaster, technical or political difficulties affecting air or ground transport, or events amounting to *force majeure*, this will naturally limit our liability. If such events occur before the date of departure, we will do our best to make alternative arrangements. If these arrangements are not acceptable, then we will make a refund, after deducting any cancellation charges imposed by any other suppliers providing the service component of the tour, plus an administration fee of ₹ 5000/- per person.

**Special Request:**

We will try and fulfill your special requests, if any and will pass on the information to our associates and other service providers but do not guarantee that the requests will be carried out.

**Price and Service Variation:**

"Countryside Adventure Holidays Pvt. Ltd." does not accept responsibility for any change in prices or variation of services as stated. All services and prices are subject to change without notice.

**Independent Arrangements & Claims against Third Parties:**

- Any arrangements you make independently which do not form part of the tour are entirely at your own risk. Where you book any excursions or additional travel arrangements while on your holiday, we act only as your booking agent.
- In case you are delayed in joining the group at Ex. Destination before the time specified, the group would continue as per the schedule. We will make our best efforts to make alternative travel arrangements so you can join the group as early as possible, but all the additional expenses for these arrangements will be charged additional and the payment needs to be done in our office or to the tour leader in cash on the tour.
- If you, or any member of your party, suffer death, illness or injury while on holiday arising out of an activity which does not form part of your tour arrangements, we shall at our discretion, offer advice, guidance and assistance to help you in resolving any dispute or claim or grievance you may have against a third party.

**Authority on the Tour:**

By accepting the terms and conditions, you agree to accept the authority and decisions made by employees, group leaders, agents, suppliers while on tour. If in the opinion of any of these, your health or conduct appears likely to endanger the progress of a tour you may be excluded from the whole of, or a part of, the tour. In the case of ill-health we may make such arrangements as we deem necessary and recover the costs thereof from you. If you commit an illegal act we shall cease to have responsibility to or for you.

**Conditions of Carriage and Limitations:**

- Before booking with us, we would advise you to consider the challenging nature of the tour. Our tours often require a substantial amount of flexibility from you during the journey. The itineraries outlined in the brochure and on our website must be seen as an indication of our intention, rather than a contractual obligation on our part. Unforeseen local conditions or events may sometimes necessitate changes to the itinerary, accommodation or means of transport. We accept your booking, on the understanding that you realize the potential hazards involved in this kind of tour, including injury, disease or loss/damage to personal property, inconvenience and discomfort.

- Where “Countryside Adventure Holidays Pvt. Ltd.” provides services it will do so with due care and skill. “Countryside Adventure Holidays Pvt. Ltd.” is not responsible for the acts and omissions of others, including guides, transport and accommodation providers or for any loss, damage or expense (including loss of money paid in advance) which you may incur as a consequence of the acts and omissions of others.

**Tour Notes:**

Countryside issues detailed Tour Notes for some of its tours along with the itinerary, at the time of booking. These Tour Notes and all the information contained therein will be deemed to be part of the contract. Should there be a discrepancy between the information in the brochure or website and the Tour Notes, the information in the Tour Notes supersedes that in the brochure or on the website and will be considered the most up-to-date and accurate.

**Photography and Feedbacks:**

Any images of you taken on any of our tours may be used by Countryside without charge in all media for marketing and promotional purpose, including without limitation promotional materials of any kind such as brochures, slides, video shows or the internet and without obtaining further consent. Any written feedback or testimonial or comments may also be used by the company for promotional purposes as detailed above. In case, if you have any reservations on the same, you must intimate the tour leader in advance.

**Health Requirements:**

We will be able to advise on mandatory health requirements [(by way of example and not by way of limitation) yellow fever vaccine is required for travel to any country in Africa, etc.]; however we are not medical experts. It would be your responsibility to obtain proper and detailed medical advice prior to travel for the latest health requirements, recommendations for your destination and any costs. Where you do not do so, and either, are not allowed to enter any country, or suffer personal injury or death as a result, we have no liability to you for any cost, loss or damage which you suffer nor will we refund you the cost of any unused portion of your travel arrangements. If you are suffering from any health issues or if you are on any medication or have any allergies you need to keep us informed via written communication and also need to specify on the personal information form. The tour leader also needs to be informed before the start of the tour.

**Complaints:**

In the unlikely event of you being dissatisfied with your tour, you must inform both your tour leader and the relevant Countryside associate of the shortfall in service immediately. In case of any grievance not being equably settled during your tour, complaints must be made in writing within 15 days of the end of your holiday to our office. Disputes or claims, if any, will be settled only under the jurisdiction of Mumbai in the state of Maharashtra - India.

Please read the following **General Information** and the **Booking Conditions**, passed on with the itinerary carefully. **General Information** gives you a clear idea about the various aspects of our tours and states what you should expect on our tours. The **General Information** is common for all our tours. Any other information specific to the tour is specified in the 'Tour Notes' of the particular 'Tour Itinerary'. The **Booking Conditions** sets out our respective rights and obligations. **Booking Conditions** and **General Information** form an important part of the contract for your holiday.

## GENERAL INFORMATION

All holidays advertised in our brochure and our website are operated by Countryside Adventure Holidays Pvt. Ltd. (Hereinafter called 'the company', 'Countryside' or 'we' or "Countryside Adventure Holidays").

### COUNTRYSIDE TOURS:

'Countryside' is one of the leading organisers of offbeat Adventure Holidays offering a wide choice of destinations, a variety of activities and of flexible duration. Our tours are designed for people who like holidays which are offbeat, different and interspersed by adventure activities such as trekking, walking, cycling or camping and for the past 25 years it has been our endeavor to surpass these expectations. Our emphasis is on safety, comfort and a unique local experience. Our tours are designed to be accessible to all who are in good health and enjoy the outdoors. We visit remote or lesser frequented regions. Of course we include the better known sights but we understand that you should have the flexibility to do your own thing. We therefore build in free time for you to either take part in optional excursions or to explore independently - an important part of any trip. We operate tours in small group sizes so that, we can give personalized attention, be flexible and have a lesser impact on local culture and environment.

### Our tours are divided into five sub-sections:

1. Leisure Trips – These are driving tours in less frequented regions with adequate comforts and little physical challenge.
2. Treks and Walks – There are a wide range of treks offered from soft to strenuous grades. The duration varies from 5 days to 10 days.
3. Cycling Holidays – These are moderate-grade cycling tours with cultural activities interspersed in the itinerary.
4. Rail Journeys – These are cross-country journeys undertaken onboard a luxury train with the best of comforts.
5. Polar Cruise – These are expeditions into polar landscapes like the Antarctic, aboard a fully furnished expedition vessel so that guests can appreciate the larger-than-life polar landscape in its entirety.

**You have a choice of joining our Group Departure Tour, choosing a Package Tour or customizing a tour as per your requirements.**

### GROUP DEPARTURE TOUR:

These tours are for people who would like to travel with likeminded people. On these tours, comforts are ensured wherever possible and travel experience is the prime objective. These tours are scheduled and announced on specific dates for fixed durations and prices through our brochure and/or on our website. The tour would operate only if the requisite number of people book on that particular tour. If a lesser number of people sign up for a particular tour, we may cancel the tour. The cancellation of such a tour will be announced at least 30 days prior to its departure date.

**Reporting time & venue** are specified in the Itinerary wherein the time limit for reporting at a particular venue is stated. The reporting venue can be at Hotel or at the Airport/Railway Station. In case of Hotels the reporting will be anytime on or after the time specified in the itinerary. In case of the reporting venue being Airport/Railway Station the reporting time will be as specified in the itinerary as the entire group will assemble at the given time for further travel to your destination.

**Dispersal time & venue** are specified in the Itinerary wherein the time of dispersal at a particular venue is stated. Dispersal time in the itinerary should be considered as an expected time of dispersal and you should take into consideration delays due to traffic, breakdowns, etc. Further your return travel arrangements should take into account the flight reporting time.

### PACKAGED TOUR:

These are tours designed by us, which you can choose as per your dates, but the itineraries are fixed. The prices are quoted depending upon the group size. In a few regions, the choice of accommodation may be limited. We prefer accommodation on a bed and breakfast basis wherever possible, but at a few remote destinations accommodation is

offered only on a half or full board meal plan, giving us no other option. Please check the meal plan specified for the tour. These tours are not escorted by Countryside 'Tour Leaders'.

**Please Note:** The nature of our tours takes us to far and remote areas, where at times the choice of accommodation is limited. A few hotels / Inns / resorts in such remote places may not be up to the standards and expectations that you have. These accommodations may not have room service, any television or intercom facilities, may have fixed timings for meals, no backup for electricity failures and the staff may not be trained and may lack communication skills. The above classification is just a guideline of what one should expect. In many package tours there could be a mix of accommodation due to limitations of availability. In case of any doubts please feel free to ask us for more clarification.

#### **CUSTOMIZED TOURS:**

These tours are customized or designed for a particular group or individuals as per their dates and for the duration they want. The price would be quoted depending on the group size and the specified requirements. For such tours, we advise and make suggestions on accommodation, transport, itinerary, duration, various activities and many more details to add value to the experience. Such tours are not escorted by our Tour Leaders, unless specified. **As a valued customer we will be sharing the first two itineraries free of charge. However, we would be charging a non-refundable fee [Tour Customization Fee] of INR 5,000/- for every two iterations that would be made henceforth. This amount will be adjusted against the final tour payment.**

#### **TREKKING TOURS:**

We have a wide range of treks across the Nepal & Bhutan Himalayas, Western Europe, Carian Trail (Turkey) which are Group Departures or Packaged or Customized. These treks have a rating for Physical Challenge/Grades involved; there are some soft treks which can be considered by families who are looking for an active holiday with their children. The Moderate to Strenuous treks are for individuals wanting some adventure and challenge. On camping treks (Bhutan) accommodation would be in small camping tents (4 person/2 person). These tents may be either 'A' frame or dome shaped double layer tents. Besides this, there would be a kitchen tent and a dry toilet tent. A dining tent will be provided for a group size of 4 and above. We also provide camping tables, stool / chairs, and all the utensils. In most of the regions, we provide foam mattress and pillows.

For most of the treks in Nepal, especially the Everest, Annapurna, Langtang, Helambu, Manaslu regions accommodation is in guesthouses. Most of the guesthouses are basic and on twin sharing basis with small neat and clean rooms and common toilets. The toilets may be either inside the lodge or located outside the lodge and at times the cleanliness standards may be lower than those you normally expect. Food is provided from the kitchen of the same guesthouse. Hot (drinking) potable water is not included in our tour cost. At higher altitudes the quality of these guesthouses is not good and the choice of food is limited.

For the Tour du Mont Blanc, Amalfi Coast & Carian Trail treks accommodation is in small hotels or inns.

Some of our Group Departure Trekking Tours may be escorted by Countryside Tour Leaders. Package and Customized trekking tours are escorted by local guides/staff, unless specified.

#### **CYCLING HOLIDAYS:**

On our organized Cycling Holidays we provide you the Cycles with panniers. We provide a backup vehicle with a medical kit, spares. The enroute lunch will be in small road side restaurants. There would be a bike mechanic unless specified otherwise, to fix small technical problems. E-bikes can also be arranged on prior request. Depending on the trail the accommodation can be in hotels. Please note that the client will have to pay for any damage and/or loss of the cycle / components on the tour.

We strongly advise you to wear a cycle helmet. In some countries it is a legal requirement to do so therefore please check upto date local regulations before you travel. On most tours the helmet is provided for but you will be required to carry your own helmet on some tours. We also advise packing a pair of cycle gloves and padded shorts.

#### **POLAR CRUISES:**

These are sea voyages organised on comfortable, well-appointed small expedition ships expertly engineered to explore the Polar Regions. The ship has an ice-strengthened hull, Zodiacs for exploration and remote landings, and

advanced navigation equipment. The vessels offers a superb guest experience with an expansive choice of cabin categories, large cabins and common areas.

**RAILJOURNEYS:**

On our organised Rail Tours we offer fascinating train journeys interspersed with various excursions and activities. The train has 5 – 6 different categories for you to choose from. Onboard programme and the comprehensive sightseeing package provide insights into the countries and cities on your route.

**KIT LIST:**

We provide you with a comprehensive kit list of things that would be useful for you on various tours. We have a specific kit list for Leisure Trips, Treks & Walks, Cycling Holidays, Polar Cruises and Rail Journeys. There would be few items in the list, which may not be essential for your specific tour or few items that you may need or prefer, please add these items as per your discretion.

For further details, please refer to our “Leisure Trip Kit-List” | “Treks & Walks Kit-List” | “Cycling Holidays Kit List” | “Polar Cruises Kit List” | “Rail Journeys Kit List”.

**PASSPORT AND VISA REQUIREMENTS:**

Whilst we are able to advice clients regarding passports and visa requirements, you should check with the appropriate Embassy, Consulate for exact requirements for your chosen tour. It is your responsibility to ensure that you have the correct passport and visas to gain access to any country/region included in your tour which you purchased from us. If you fail to do so, we have no liability to you for any cost, loss or damage which you suffer, nor will we refund you the cost of any unused portion of your tour.

**Passport:** All Indian national travelling abroad/outside India, require a passport which should be valid for six months after the scheduled date of your return home. If you are not an Indian national other regulations may apply and you should check with the nearest Embassy/Consulate of the country you intend to visit.

**Visa:** Obtaining any visas that are required is your responsibility, unless otherwise specified. We make every effort to advise you of the visa requirements or assist you in obtaining visas however we cannot be held responsible for mistakes by Embassies, third parties or any sudden changes in regulations, or actions of border officials which are beyond our control.

**Special Permits:** We require special permits such as Travel Permit, Inner Line Permit or Forest Permit for some of our tours. We arrange for the same.

**AGE REQUIREMENT & FITNESS:**

- Recommended age for children accompanied by parents is minimum 8 years for Leisure Tours. In case the child age is below 8 years, or if you have doubts about the Physical Challenge/Grade and comfort level involved in the tour please feel free to contact us for our further opinion or clarification.
- For all our tours children 12 years to 18 years can be considered if accompanied by any other adult.
- For persons above age of 60 years we may request a medical certificate from a doctor / physician suggesting that you are fit to travel and undertake a particular tour.
- For few tours medical certificate may be requested from all age groups.

All our trips require some level of active participation. This could be on a cultural trip, trek, safari, expedition or voyage. It is in the interests of all members of the group that everyone should be capable of fully participating in the activities of their chosen trip. With this in mind, please be aware that (as detailed in our Booking Conditions) if it is felt that any customer is not able to participate in a trip without endangering the health or safety of themselves or any other person (including other group members), or that the presence of the customer on the trip means we will be unable to provide the trip, in whole or part, to other members of the group as advertised and contracted, the Countryside Leader at any stage has the right to require them to leave the trip. To ensure that this is never necessary, please make sure that you have fully understood the level of fitness and ability required to complete the trip on which you are booking. It is your responsibility to let us know if you have any concerns related to this subject. If you have any medical condition or disability which may affect your trip arrangements in any way, you must provide us with full details at the time of

booking. In certain circumstances, usually on more strenuous trips, we may require you to provide proof of medical fitness before travelling.

On few of our trips, there will be water based activities, boat excursions or swimming opportunities. For your own personal safety and enjoyment, an ability to swim is therefore strongly recommended.

**TOUR COST:**

Our strength has been our innovative tours – they are different and we add value; no compromises; no cutting corners; well designed itineraries; transparency – no fine print and with 25 years of experience.

- All our tour cost are quoted Ex. Destination. However we can make travel arrangements to the destination at a nominal service charge.
- The prices shown in the brochure/website are for guidance only. They represent the basic per person cost of the trip at the time of publication of the brochure/publishing on website. For Packaged and Customised holidays the price stated is per person based on two people sharing. The price at the time of booking may be different.
- For all tours (except those operated in Nepal, Bhutan & Sri Lanka), US Dollar or Euro price will be valid for Indian & Foreign Nationals.
- For tours operated in Nepal, Bhutan & Sri Lanka, INR price will be valid for Indian Nationals and US Dollar price will be valid for Foreign Nationals.
- Transport, meals and accommodation: all details are outlined in the individual Trip Notes.
- Countryside Leader: the services of an Countryside Leader are included on a few group trips. In most cases they will accompany you for the full duration of the trip. On some group trips a local representative may be provided instead (this will be outlined in the individual Trip Notes).
- Local crew: as well as drivers and local guides, interpreters, cooks, helpers and porters may be provided on some trips (details will be outlined in the individual Trip Notes).
- Activities, equipment, sightseeing and visits: please see individual Trip Notes for details.
- For Packages and Customised holidays we include accommodation, transport and meals as outlined in the individual trip itinerary.
- There may be a few activities that are optional and the cost for the same would be quoted separately.
- Any kind of insurance, such as (by way of example and not by way of limitation) pre-departure cancellation cover, flight delays, theft or loss of passport/baggage, adventure activities, medical expenses, medical emergency evacuation (including helicopter and air ambulance) and death, is not included in the Tour cost.
- Personal expenses such as laundry, bar bills, mineral water, meals apart from the plan specified, internet services used, porters, pony, etc. are not included and they should be settled by the guest directly.
- Internal flights are excluded from the Tour cost unless specified in the inclusions.
- Visa Fees are not included in the Tour cost, unless otherwise specified.
- Only on our Group Departure Tours all accommodations are on twin sharing basis. Meals, monument fees, local guides, permits, park fees and land travel arrangements as per the itinerary are included in the Tour cost, unless specified in exclusion.
- Airport transfers are usually not included in the Tour cost, however you can check for complimentary transfers if any.
- On Group Departure Tours, our prices are based on twin-share accommodation, which means if you book on your own; we try and accommodate you with person of the same sex. Where it is operationally possible to do so, we offer an optional single supplement in the price. On some tours it is not possible to guarantee single occupancy for the whole tour. Please be aware that paying a single supplement does not guarantee you sole use of a twin or double room.
- On some Group Departure Tours the accommodation on will be on multiple sharing (the same will be specified in the Tour document).
- For Packages / Customized tours, the meal plans are specified. Any entrance fees to the parks or monuments are not included, unless otherwise specified.

- Package/Customized Tour cost is quoted for a particular group size. Price quoted for group with odd size that is 3, 5, 7 ..., we consider 1 pax as extra person without a single room; e.g. for 7 pax the cost includes 2 rooms on twin sharing (4 Pax) and one room with triple sharing (3 Pax) with extra bed. One can pay single supplement charges and get additional room.

## FOOD:

Most trips include breakfast, but other meals are often not included. This allows you to try the cuisine in local restaurants and also to choose what and where to eat and how much to spend. We try to keep all-inclusive accommodation to a minimum. Where there is no option, such as when camping, on safari or on some boat-based trips, meals tend to be included. We try to cater for you if you have special dietary requirements but we do ask you to have realistic expectations. In some countries there is a limited choice of food and it may be difficult to cater for all special meal requirements. Please let us know at the time of booking if you have any specific dietary requirements.

For Packages and Customized tours only breakfast is included. In some remote locations the meals (breakfast, lunch and dinner) may be included.

*Guest having any specific dietary requirements should inform us in writing by email and confirm with us that we can arrange for the same.*

## Food on the Camping Treks (Bhutan only):

The food is cooked in our own kitchen and usually the menu (by way of example and not by way of limitation) would be as follows:

**Bed tea:** Usually served in the tents.

**Breakfast:** Cornflakes/Porridge/Muesli, Jam, Butter, Eggs, Chapattis/Paratha/Vegetables and tea or coffee.

**Lunch: Pack lunch** usually would consist of 'Paratha' (Indian Bread stuffed with vegetables or "Puri Bhaji" (Indian fried bread with vegetable) or 'Chappati' (Indian bread) and peanut butter or jam, boiled eggs / potatoes, juice, fruits, chocolate, biscuit and cheese cube. Pack lunch is usually distributed individually at the start of the trek every day.

**Hot Pack lunch** will consist of rice/chapattis, vegetables, 'dal' (Indian lentil soup).

**Dinner:** Soup with Indian, Chinese, or Continental cuisine followed with a sweet dish / hot chocolate.

**Please note:** For long duration treks there would be a limitation of carrying fresh vegetables and bread.

## TOUR LEADER, LOCAL GUIDES and ASSOCIATES:

Most of our Group Departure Tours are escorted by a Countryside Tour Leader; Packages and Customized tours are not escorted by Countryside Tour Leaders, unless specified. For a few Group Departure Tours and nearly all Packages and Customised Tours our local representatives act as tour leaders if necessary.

- **Countryside Tour Leader:**

For Countryside Fixed Departure Tours, we may have a tour leader traveling with the group. The Tour Leader besides having an experience in leading tours mainly acts as complete coordinator for the tour. It would be advisable to speak to your Tour Leader in case of any health problems that you may face on the tour.

- **Local Representatives:**

For Package / Customised tours, if necessary we have a local guide else our drivers / local staff would assist you along with our local associates wherever necessary. Local guides are experienced in leading treks and/or other tours. These guides are good at communicating in English. In case of any difficult scenarios or situations that the group may face on the tour, the local guides / staff / drivers, would suggest and assist the group, but the final decision would be of the group members. The group members are entirely responsible for their own decision.

Please note that we cannot guarantee a particular Tour Leader/Local Guide/Driver for any of our tours.

## TRAVEL ARRANGEMENTS (AIR, RAIL, LAND)

- **TRAIN BOOKINGS**

Countryside can arrange regular train bookings (Euro Rail, etc.) at extra cost but this is just an extension of our services. It may be difficult to get the desired train bookings especially during a particular season. We may then try an alternative booking class or train. All the bookings are conditional to availability.

• **FLIGHT BOOKINGS**

On many of our tours the areas are remote and events much less predictable than on a conventional holiday. Flight timings, particularly in some (remote) sectors that we operate are subject to air traffic control restrictions, weather conditions and potential technical problems, and are outside our control. Flights in some sectors can get delayed and/or cancelled at the last moment. Countryside is not responsible for any such delays or cancellations. In case of such emergencies, we will do our best to carry on with each tour by making alternate arrangements.

• **TRANSPORT AND TRANSFERS:**

Usually all the surface transport is included in our cost ex. destination, in case any additional arrangements are necessary, Countryside can make these arrangements at additional charges. In case of delays or cancellations due to technical break downs or road blocks, Countryside is not responsible. In such case, we will do our best to carry on with each tour by making alternate arrangements.

**Countryside Air Booking Service Charges (inclusive of Service Tax):**

- Air Bookings: ₹ 1000/- per person per sector (International).

**BAGGAGE:**

- For the purposes of flight safety, it is essential that you adhere to the luggage weight restrictions imposed by the airline you are flying with, particularly when flying on internal flights on smaller aircraft.
- On treks (Nepal & Bhutan), porters or mules will carry all personal luggages up to a maximum of 15 kg. Guests are expected to carry only a small rucksack while walking to carry all the essentials such as water bottle, extra jackets, camera, pack lunch, etc.
- The personal luggage along with sleeping bag, Feather jacket should be packed in duffel bag or kit bag (applicable only for Treks in Nepal & Bhutan).
- If the guest wishes to hire a porter (only in Nepal & Bhutan) so that he can walk along with the guest, then an extra porter can be arranged on the spot for which the guest will have to make the extra payment of ₹ 1000/- per day. This porter will carry only your daypack (not weighing more than 10 kg) from camp to camp. After reaching the camp he will be free.

**Land-Only packages:**

Our Group Departures / Packages start and finish at the designated overseas joining and ending point. They do not include any connecting flights to or from the joining or ending point. If you are planning to book a Group Departures / Packages on one of our trips, then we strongly recommend that you only purchase flights/train/bus tickets that are totally flexible and refundable. This is because by their very nature, adventure holiday itineraries can change and it's important that you're able to amend your connecting travel arrangements should the need arise. In the event of a trip being cancelled it is important that you are able to get a refund if you no longer wish to use the associated flight, bus or train. We regret that we cannot accept liability for any connecting travel arrangements that you make (including any cancellation or amendment charges) in the event of any change to, or cancellation of, our trip; or for any other reason that makes you unable to use your booked travel arrangements.

**MEDICAL & FIRST AID:**

It is your responsibility to ensure that you are physically fit and able to complete the itinerary of your chosen tour, prior to booking the tour. It would be advisable to speak to your physician if you are unsure of your fitness levels. It would be also advisable to speak to our team. In case you have an existing medical condition or disability you must inform us at the time of booking to our booking executive, in the PI Form and also to the 'Tour Leader' at the beginning of the tour. If in our opinion, the selected tour is not suitable for your medical condition, we reserve the right to refuse a booking or suggest alternate tour options.

In case of any health problems that you may face on the tours, it would be advisable to speak to your Tour Leader / local representatives. However, please note that all 'Countryside' tours are not accompanied by a medical doctor.

Some of our trekking tours are on high altitude where you would be staying at altitudes above 2500m; extra precaution is needed before you acclimatize to these altitudes. Our itineraries' are designed to enable everyone to acclimatize to these altitudes. However you should be aware that you may still be affected by altitude. If you have any pre-existing medical condition or are unsure about your own physical ability we recommend that you seek medical

advice prior to booking. Please find attached herewith a note on high altitude. Also, please discuss your concerns, if any, with our office staff and with the tour leader on the tour. If you are on any personal medication please keep the tour leader informed on the dosage and medication.

Any medical and evacuation expenses incurred for the client will have to be borne by that person only. (All the participants have to keep some contingency amount as a backup at home for this kind of emergency).

**INSURANCE:**

Countryside has no provision for any insurance on luggage, accident, life or on any other subject on any of the tours. You must have valid travel insurance. You will need to confirm that you are covered by a travel insurance policy at the start of the trip. Please ensure that your documentation shows you as the named policyholder and that the cover is valid for the entire period of travel. It must also indicate that you have cover for (at least) Medical Expenses and Emergency Repatriation in the event of illness or injury. It is recommended that the travel insurance should cover (by way of example and not by way of limitation) pre-departure cancellation cover, flight delays, theft or loss of passport/baggage, adventure activities, medical expenses, medical emergency evacuation (including helicopter and air ambulance) and death. Please ensure that a 24 hour contact telephone number for your Insurance Company is written on your documentation in case of an emergency. Please provide us with a photocopy of the Travel Insurance policy along with the PI Form. If you are unable to provide this information at the start of the trip you will not be able to continue with us unless you purchase a suitable Insurance policy.

**ITINERARY:**

Our tours are not ordinary package tours. Hence the itinerary and information therein should be viewed as a guideline. Weather conditions, road blocks, local political conditions, flight cancellations, mechanical breakdown or other such unforeseeable circumstances can lead to change in itinerary or the means of transport. Where such a delay or change does occur we will take every effort to minimize the effects, but we will not be held responsible for such delays or changes which are out of our control. The information provided in the itinerary is to the best of our knowledge; marginal variance in the actual distances and altitudes is possible. Maps and photographs are for general information and may not reflect the actual routings and maps may not be to the scale.

**TOUR NOTE:**

Every itinerary will specify information that is important for that particular tour; it would be helpful to read these notes carefully. It would also specify any considerations that are different from our general information.

**ACTIVITIES:**

'Countryside' organizes offbeat adventure holidays which are different and interspersed by adventure activities such as trekking, walking, cycling, rafting or camping. Several trips reach elevations of 2500 metres or more. We allow time for acclimatisation and usually the body acclimatizes well to spending extended periods of time above this altitude. It is difficult to predict who is at risk from altitude sickness but if you have a heart or respiratory problem we advise you not to risk extended travel or trekking at high altitudes.

You should ensure that you read all literature carefully for details of the level of activity and the necessary experience (if any) required on your tour. Though every effort is made to ensure the safety and well being of all participants, Adventure activities do carry an element of risk and it is your responsibility to ensure that the tour or activity is suitable for you and you are fit enough to join it. If the Tour Leader feels that you are unfit for a particular activity you may not be allowed to participate in that activity.

**TOUR GRADES:**

**GRADES - Road Trips:**

**Soft:**

These tours are ideal for adults who would like to explore and experience road journeys on less frequented destinations. These tours may offer optional adventure activities. The average driving distance in the mountains is 150 km per day, average driving time is 5-6 hr; on plains it will be 250 km per day, average driving time is 6-7 hrs. Maximum altitude for overnight stay would be upto 3500 m. A few Road Trips in Sri Lanka, Himachal and Uttaranchal, Sikkim, Bhutan would offer these tours.

**Moderate:**

These tours are ideal for adults who would like to explore and experience the road journeys to less frequented destination and may involve off road driving and camping in remote areas. These tours may offer optional adventure activities. The average driving distance in the mountains is 200 km per day, average driving time is 7-8 hr; on plains it will be 300 km per day, average driving time is 7-8 hrs. Maximum altitude for overnight stay would be 4500m. Few Road Trips in Himachal, Ladakh, Sikkim would offer these tours.

**Tough:**

These tours are ideal for adults who would like to explore and experience the road journeys to less frequented destinations and will involve off road driving and camping in remote areas. These tours may offer optional adventure activities. The average driving distance in the mountains is 250 km per day, average driving time is 10-11 hr; on plains it will be 350 km per day, average driving time is 8-9 hrs. Maximum altitude for overnight stay would be 5500m. These tours are not recommended for Kids below age of 8 years. Basic physical fitness is a must. Previous experience of travelling on high altitudes will be helpful. Many Road Trips in Tibet and Ladakh would offer these tours. E.g. Everest base camp or Mt. Kailash tours in Tibet or tour from Manali to Leh and Leh to Srinagar.

**Strenuous / Extreme:**

There are no Road Trips that are of these grades.

**+ (Plus):**

If the grade specified is followed by a + (Plus) sign it indicates that the tours is physically more challenging then specified by the grade description.

**GRADES - FAMILY ADVENTURE TOURS:**

**Soft:**

These tours are ideal for families seeking to spend time together by exploring and experiencing new destinations with different activities that are less challenging. These tours may offer activities such as day walks or hikes, camping, rafting or cycling ride which are optional. Usually these activities can be undertaken by all age groups above 8 years, but certain activities may have an age bar. Hiking / walking will be on easy well-defined trails for 3-4 hrs. The rafting will not be done in rapids above class II. Maximum altitude gain will be 3500m.

**Moderate:**

These tours are ideal for families seeking to spend time together by exploring and experiencing new destinations but with different activities that are challenging. These tours may offer activities such as day walks or hikes or multi-day treks for 3-5 days, camping, rafting or cycling ride which are not optional unless specified. Usually these activities can be undertaken by all age groups above 12 years, but certain activities may have age bar. Hiking /walking will be on defined mountain trails for 4-5 hrs. The rafting will not be done in rapids above class II. Maximum altitude gain will be 4000m. (In Ladakh and Tibet tours the altitudes may be more on certain days)

**Tough / Strenuous / Extreme:** There are no such tours under Family Adventures.

**+ (Plus):**

If the grade specified is followed by a + (Plus) sign it indicates that the tours is physically more challenging then specified by the grade description.

**GRADES - TREKS AND WALKS:**

**Soft:**

These treks are ideal for adults and children above a minimum age of 10 and above, and are very easy. These treks are good for people doing treks for the first time. We recommend such treks for families since it can be a good way to introduce children to the outdoors. These treks involve walking on easy well-defined trails for 3-5 days with daily walking duration of 3-4 hrs. Net height gain on most of the days would be less than 500m, with maximum altitude not exceeding 3500m. Basic physical fitness is a must. Tours may have a mix of various other adventure activities.

**Moderate:**

These treks are ideal for adults and children above minimum age of 14 and above. These treks involve walking on well-defined trails with small sections of moraine, scree or land slide areas for 5-10 days with daily average walking duration of 4-5 hrs. Net height gain on most of the days would be less than 600m, with the maximum altitude not

exceeding 5000m. These tours are physically challenging. Physical fitness is essential & previous walking experience in the outdoors will be helpful.

**Tough:**

These treks are ideal for adults and children above minimum age of 16 and above. These treks involve walking on defined trails for 10-15 days with a walking duration of 5-6 hrs daily. Net height gain on few of the days can be 900m or more, with the maximum altitude not exceeding 5500m. Most of these tours involve walking over high mountain passes, in glaciers & snow fields. These treks are physical very challenging. Physical fitness is essential & previous walking experience in the outdoors is essential.

**Strenuous:**

These treks are ideal for adults above minimum age of 18 and above. These involve walking on defined or undefined trails for 10-15 days or more, with a walking duration of 6-8 hrs daily and more on few days. Net height gain on few days can be 1200m or more, with the maximum altitude not exceeding 6500m. Most of these tours involve walking over high mountain passes, in glaciers & snow fields with crevasses; it may involve use of ropes, crampons, ice axe. These tours are physical and very challenging. Physical fitness is essential & previous walking experience in the outdoors is a must.

**Extreme:**

These treks are ideal for adults above minimum age of 21 and above. These involve walking on defined or undefined trails for 10-15 days or more, with a walking duration of 8-10 hrs daily and more on few days. Net height gain on few days can be 1200m or more, with the maximum altitude not exceeding 7500m. Most of these tours involve walking over high mountain passes, in glaciers & snow fields with crevasse; it will involve use of ropes, crampons, ice axe and other technical equipment. These tours are extremely challenging, extreme physical fitness is essential & previous climbing or mountaineering experience in the outdoors is a must.

**+ (Plus):**

If the grade specified is followed by a + (Plus) sign it indicates that the tours is physically more challenging then specified by the grade description.

**GRADES – CYCLING HOLIDAYS:**

Cycling holidays have been graded on the following factors:

- Road conditions (tar roads, mud roads, stream crossings, etc.)
- The length of the cycle ride
- The season in which the trip is done.
- Vehicle support
- The gain/loss in altitude per day
- Whether cycling at high altitudes in the Himalayas
- Level of comfort (type of accommodation, facilities, etc.)

A grading based on the above factors will help you to compare one cycling trip with another giving a fair idea about the level of difficulty.

**Soft:**

You cycle at a leisurely pace on more or less flat roads with occasional short climbs and descents. Such cycling rides are ideal for beginners.

**Moderate:**

Medium length rides suitable for cyclists who are used to undulating routes with occasional energetic climbs. Mainly on quiet roads and you should be in good health and reasonably fit.

**Tough:**

This is a combination of moderate grade cycling with some challenging days in the saddle, this grade is ideal for fit cyclists who want to challenge themselves. Previous cycling experience is required for such tours.

**Strenuous:**

Longer and more demanding for cyclists who enjoy hilly terrain with some challenging ascents. The routes require a good level of fitness including some non-technical, off-road riding. Previous cycling experience is a must as these

routes have long cycling days and tougher terrain on both road and off road trips. You need complete confidence in your fitness and ability to cope with difficult or steep terrain, rough surfaces and longer distances. The stay options on few of these tours will be camping.

***Please feel free to call us to know more about the gradation for any specific tour that you choose. These grades and descriptions are a general guideline of the physical challenges that are expected on a particular tour. The gradation of every tour is our subjective opinion of the tour and can vary from person to person.***

**DECLARATION:**

Countryside tours take you to remote areas where, the day-to-day lifestyle is very different and events much less predictable than on the routine tours. Hygiene, safety and operational standards particularly of hotels/guesthouses, medical facilities, road transport, airlines flying remote sectors and other infrastructure may, at times, not match or be lower than those you normally expect. Though we take every effort to ensure your safety, comfort and well being, we are at the mercy of the unexpected and these types of tours can never be like any of the routine tours. Your participation on our tour is based on the understanding that you realize the hazards in these types of tours including injury, sickness, loss or damage to property, inconvenience and discomfort and "Countryside Adventure Holidays Pvt. Ltd." does not make itself responsible for the same.

Where "Countryside Adventure Holidays Pvt. Ltd." provides services it will do so with due care and skill. Countryside Adventure Holidays Pvt. Ltd. is not responsible for the acts and omissions of others, including guides, transport and accommodation providers or for any loss, damage or expense (including loss of money paid in advance) which you may incur as a consequence of the acts and omissions of others.

You warrant that you have not relied on any representation made by "Countryside Adventure Holidays Pvt. Ltd." which has not been stated expressly in these conditions. Countryside Adventure Holidays will not accept responsibility or liability for any client who contravenes any law or regulation of any area visited. Any independent arrangements that you make that are not part of the Countryside Adventure Holidays experience, are entirely at your own risk. Countryside Adventure Holidays does not accept liability for any loss or damage, however caused (including through negligence), which you may directly or indirectly suffer in connection with this contract or in respect of a failure or omission on the part of Countryside Adventure Holidays to comply with its obligations under this contract.