

**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 Fixed Departure Tour, Customized Tour or Package Tours**

## **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:

### **Payment Terms for All Tours in India Nepal and Bhutan:**

- The person making the booking (the 'lead name') for himself or other individuals, 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 20% of the total tour price, along with completed Personal Information Form.
- Balance 80% of the total tour price to be paid 30 days prior to the date of departure.
- Last date for registration for the tour is 30 days prior to 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.

### **Payment terms for all tours outside India, except Nepal & Bhutan:**

- 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 50% of the tour cost, along with completed Personal Information Form along with self-attested copies of, passport (front & back page) and PAN Card.
- Balance 50% of the tour price to be paid 45 days prior to the date of departure.
- Late Bookings: Bookings made within 45 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 in India, Nepal and Bhutan, US Dollar tour price is valid and applicable for all Foreign Nationals (Non-Indian Passport Holders) and is subject to change in case of fluctuations in currency exchange rates.
- For tours operated in Nepal & Bhutan, INR price will be valid for Indian Nationals.
- For tours operated in other countries except India, Nepal & Bhutan, US Dollar, Euro or other foreign currency, tour price will be applicable for Indian and Foreign Nationals (Non-Indian Passport Holders).

Only for certain tours, the tour price applicable for Indian Nationals could be a combination of Indian Rupee and foreign currency.

**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:**

The payment can be made by cheque in favor of “**Countryside Adventure Holidays Pvt. Ltd.**” payable at Mumbai, to be dispatched on the following address:

Countryside Adventure Holidays Pvt. Ltd. J - 59, Lokmanya Pan Bazaar, Everad Nagar, Sion, Mumbai – 400 022. India	Countryside Adventure Holidays Pvt. Ltd. Top Floor, Rukmini Niwas, Senapati Bapat Marg, Mahim, Mumbai - 400016 India
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**Payment can also be made directly to our following bank accounts:**

<b>Payment in Indian Rupees (INR)</b>	<b>Payment in US Dollars (USD) / Euros (EUR)</b>
Bank Name: ICICI Bank Ltd	Bank Name: ICICI Bank Ltd
Account Name: Countryside Adventure Holidays Pvt. Ltd.	Account Name: Countryside Adventure Holidays Private Ltd.
Rupee (INR) Current Account No: 074005001474	Account Type: EEFC A/c - Exchange Earners' Foreign Currency Account
	Euro (EUR) Account No. 000406001065
	Dollar (USD) Account No. 000406001066
IFSC Code: ICIC0000740	IFSC Code: ICIC0000004
SWIFT Code: ICICINBBCTS	SWIFT Code: ICICINBBCTS
MICR: 400229103	MICR: 400229002
<b>Bank Address:</b>	<b>Bank Address:</b>
Sion Branch; Branch Code: 0740	Nariman Point Branch; Branch Code: 0004
Shop No. 9, 10, Mary Land Corner, Sion,	215, Free Press House, Nariman Point,
Mumbai – 400 022.	Mumbai 400 021.

\*on making the direct bank transfer or foreign currency remittance please send us the payment details via email to [accounts@countrysideindia.com](mailto:accounts@countrysideindia.com) and [info@countrysideindia.com](mailto:info@countrysideindia.com).

**Payment made in Cash:**

Payment can be made in cash at our office directly. For payment of INR 50,000 and above, it is mandatory that you provide us self-attested copy of your PAN Card.

**Payment made by Credit Card:**

We may accept payments by credit card in such case there will be a convenience fee 3.5% plus applicable goods and service tax will be charged on the total payment done by credit card.

**Rate of Exchange:**

For the payments received in any other currency then the currency in which the tour cost is quoted, the rate of exchange applicable will be as of the date on which we make the payment remittance to our supplier for services.

**Travel insurance:**

It is mandatory that you have valid travel insurance policy for the duration of your tour starting from your home destination till the time they are back to your home destination. Please ensure that the insurance policy has adequate cover for your tour and covers adventure activities during your trip. We may suggest you certain policy but it will be your sole responsibility to ensure that the policy has adequate covers for your tour and the adventure activities.

**Alteration by You:**

- If you wish to alter your tour booking and/or any other travel arrangements and 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/or any other services booked in advance. 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 India, Nepal and Bhutan Fixed Departure Tours & Package tours (except Customize 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 45 days prior to the date of departure, amount of INR 10,000/- will be charged towards administration charges and balance advance amount will be refunded.

If we receive the notification in 0-45 days prior to the date of reporting, cancellation charges shall be levied as per the following terms:

- Cancellation between 45 to 31 days before date of departure: 20% of total tour price + cancellation charges for other services.
- Cancellation between 30 to 16 days before date of departure: 50% of total tour price + cancellation charges for other services.
- Cancellation between 15 to 8 days before date of departure: 80% of total tour price + cancellation charges for other services.
- Cancellation between 7 to the day of departure or No Show: 100% of total tour price + cancellation charges for other services.

**Note:** Over and above the above Standard Cancellation policy, all cancellation charges for other services provided such as air fares, visa charges, insurance charges, any other arrangements and services will have to be borne by you.

## **Standard Cancellation Policy for Fixed Departure Tours and Package Tours except Customized Tours**

### **All International Tours except Nepal & Bhutan:**

In the event of any cancellation by you, we would need a notification from you in writing. If we receive the notification before 61 days prior to the date of departure, amount of INR 10000 per person will be levied as administration fee and rest amount will be refunded. If we receive the notification in 0-60 days prior to the date of reporting, cancellation charges shall be levied as per the following terms:

- Cancellation between 60 to 45 days before date of departure: 25% of tour cost + cancellation charges for other services.
- Cancellation between 44 to 30 day before date of departure: 50% of tour cost + cancellation charges for other services.
- Cancellation between 29 to 16 days before date of departure: 80% of tour cost + cancellation charges for other services.
- Cancellation between 15 to the day of departure or No Show: 100% of tour cost + cancellation charges for other services.

### **Note:**

Over and above the above Standard Cancellation policy, all cancellation charges levied by the service providers such as international and internal airline cancellation charges, visa charges, insurance charges, package cancellation cost, etc. will have to be borne by you.

### **Cancellation Policy for Customized Tour:**

In case of change in the group size (partial cancellation) our above standard cancellation policy **will not** be applicable. Due to cancellations a 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. Only in case if the entire group cancels the tour, the above standard cancellation policy of Fixed Departure Tour will be applicable.

If there are any arrangements which are booked and confirmed well in advance, we will be share with you the cancellation charges applicable for such arrangements. For example, we book an exclusive hotel for you which may have 100% cancellation charge, in case of cancellation.

We will be sharing the terms and conditions with you prior to such booking which will be applicable and binding on you.

### **Third Party Services:**

We work and associate with many tour agents, Destination management companies for their services and also re-sell their tours. Certain tours re-sold are operated and executed entirely by such tour companies. In such case the third party / company operating the tour will be specified along with its terms and conditions in our tour document and same terms and condition will be applicable and binding on you.

### 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 ₹ 10,000/- 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 requisite 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
  - a. minimum 30 days in advance for tours within India, Nepal and Bhutan
  - b. minimum 45 days in advance for International Tours except Nepal and Bhutan
- "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 on account of Tour price. However, we will not be responsible cancellation charges for any other services booked by you directly or any additional services booked from us. For example, air tickets, visa insurance, additional hotel accommodation pre and post tour etc.
- 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 or partially used services on the tour.
- Mode of refund will be in NEFT transfers and within 15 days for domestic and minimum 30 days for International from the date of cancellation.

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 ₹ 10,000/- per person.

### Special Request:

We will try and fulfill your special requests, if any and will pass on the information to our associates and local destination management companies 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 additional service or travel arrangements which do not form part of our tour price are entirely at your own risk. These arrangements you may have booked independently or through us as additional services.
- 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.