

FIT terms and conditions for Outbound tours- Updated 11.7.24

Unless specified in the inclusions, the cost excludes (for International/ Outbound tours) the following:

1. International Airfare + taxes on airfare
2. Domestic airfare within the countries being visited (unless part of the tour cost)
3. International departure airport tax (if applicable is payable directly at airport)
4. Visa fees (for visas on arrival as well as for pre-trip visa + courier charges if any)
5. Meals not specified in the itinerary
6. Entry fees to monuments, guides, unless included.
7. City tax payable directly by client to the hotel upon check in (most European cities now levy a city tax which can only be paid by the client at the reception)
8. Cost of fuel, car upgrade, car drop facility, parking, insurance (on self drive tours)
9. Any expenses of personal nature such as mineral water, drinks, laundry, telephone/fax calls, travel insurance, room service, mini-bar etc.
10. Any expenses caused by reasons beyond our control such as inclement weather, natural calamities (landslides, floods, cyclones, typhoons, Tsunami warnings etc), flight delays, rescheduling or cancellations, any accidents, medical evacuations, sickness, riots, strikes, war, food poisoning etc.
11. Any additional cost arising out of any of the above will be borne by the client and payable directly to the local supplier in order to avail of these additional services.
12. Any tips/gratuities to drivers, hotel staff.
13. Any other tax or service charge that could be enforced during this period will be extra and need to be borne by you.
14. 5% GST & 20% TCS*
15. Services other than specified

*** Tax Collected at Source (TCS):** Wef 1st October 2023, all **Overseas Tour Programmes** have automatically been subjected to 20% TCS. For payments made in FY 24-25, in case you confirm that your remittances under LRS have not exceeded the Rs.7 lacs threshold in the FY 24-25 (1st April 2024 till date), then you will have to submit an undertaking/ declaration to that effect (a copy of the same will be furnished to you) alongwith a self attested pan card copy. Once this is submitted, we will levy a 5% TCS upto 7 lac threshold for the financial year. The onus of proving the 7 lacs threshold to tax authorities rests fully with the traveller (i.e you) /person paying on your behalf. The threshold of Rs 7 lakh, for the TCS to become applicable on LRS, applies for the full financial year. Apart from purchase of Overseas Tour Package Programme, LRS is also applicable for remittance for education/medical treatment and other remittances (please check with your CA). If this threshold has already been exhausted, all subsequent remittances under LRS, would be liable for TCS at applicable rate. *If a registered company/ firm sponsors your trip and deducts 2% TDS, then TCS is not applicable. TDS certificate must be sent to us as soon as the TDS is paid by you on our behalf at the end of the month. TCS is not an expense. TCS paid can be adjusted against tax payable when individuals who would have paid TCS, file income tax returns (ITR) in India.* Please consult your tax advisor/consultant for further information/clarification.

More details on LRS: <https://www.rbi.org.in/commonperson/English/Scripts/FAQs.aspx?Id=1834>

FOREIGN TOUR PAYMENT & CANCELLATION TERMS

Payment terms: 100% payment in advance in favour of " WANDERERS LEISURE TRAVELS PVT LTD", payable in Mumbai by local cheque / demand draft / cash.

For payments made by India issued Credit Card we will levy 1.8% card charge over & above the total amount payable.



For payments made by Non-India issued Credit Card we will levy 3.30% card charge over & above the total amount payable.

We accept Master / Visa cards only. We do not accept Amex/ Diners cards etc.

Click on the link for the various [payment options](#) for remitting payment to us.

Important note (International tours):

1. Prices are quoted based on tentative itinerary given to you. This is not the final itinerary. Our booking process starts on receiving full payment in advance from you. We try our best to maintain the same itinerary given to you initially. However, it is possible that at the time of booking (and especially during the peak season) the hotel or the room category mentioned by us is full. In that case we will give you an alternate hotel or an alternate room (higher category or lower category). Change in costs, if any, will be intimated to you and balance payable by you or to you will be paid by you or refunded to you as the case may be.
2. Sometimes, we may also have to change the itinerary to accommodate the bookings or for other logistic/operational reasons e.g. Not getting a particular hotel on a particular date may force us to change the itinerary (clockwise, anti clockwise etc) to accommodate a booking at an earlier or later date. Changes in costs, if any, will be adhered to by both the clients and TW.
3. **Check in/check out:** Generally check in time at all hotels starts from 3pm and check out time between 10am to 12noon (depending on individual hotels). This will be intimated to you at the time of booking. In case you arrive at the hotel well before that time, you will have to wait at the lobby till the official check in time. Normally, we 'request' for an 'early' check in at no extra cost. In case there is room available AND on the complete discretion of the hotel management, you may be allotted a room earlier. If you want an early check in on *Guaranteed* basis, then they will charge you 1 night extra cost. Same goes for request for late check out. In the absence of any *specific* written request from the client for guaranteed early or late check in/check out respectively, The Wanderers will presume that it is on 'Request Basis'.
4. **Passports:** All passports must be valid for a minimum duration of 6months from the date of return to India from the tour. In some countries it is 3 months or even 9 months (eg Malaysia). It is the responsibility of the client to ensure that all documents relating to passport are in order prior to going on the tour.
5. **Visas:** The Wanderers do not facilitate or procure visas for any client. Procuring a visa for travel to a foreign country is the sole responsibility of the client. You may approach Air Bookings LLP or any other agency of your choice for the same. But here's what you need to know. Different Consulates have different yardsticks for defining eligibility for travel and these rules change from time to time. Documents, photographs (as specified from time to time by the Consulates) will have to be furnished by the client to the competent authority for processing alongwith the visa fee and service charges of the agency. During peak season, visas may take many more days than it usually does and in case the client is unable to get the same prior to the tour, any cancellation charges of the tour thereof, will be borne by the client alone. The Wanderers (TW) will not be responsible/ liable for any consequence or refund or compensation due to a lapsed or invalid passport or a visa rejection or a visa given which is not in accordance with what is required (eg Single entry given when double entry or multiple entry is required) or delays or change in visa rules or immigration/ airline / consulate rejection (inspite of traveler having a visa), resulting in the travellers inability to travel. All costs and consequence as a result of this will be borne by the traveller, ie you. Costs incurred due to rejection of a visa will have to be borne by the client. The Wanderers do not guarantee any visas whatsoever, when the client pays for an International tour. At best, we may assist you with what documents are required, but under no circumstances is that to be construed as our responsibility for securing the visa.

6. **Additional note on Visas:** Border authorities are obliged to examine whether, at the time of your entry, the prerequisites for entry continue to apply. This examination is International practice. If the pre-requisites for entry or transit, no longer apply, or if you are unable to provide the relevant evidence, you maybe refused entry by the border authorities, although you are in possession of a valid visa. Furthermore, you are recommended to carry with you, copies of the documents (eg letters of invitation, travel confirmations, travel insurance etc), which you enclosed with your visa application. This will help to make the border control procedure easier, and avoid delays at the border. You are requested to check the details on the visa (eg spelling of the name, passport number, duration/dates of visa and its validity including single entry/ double entry or multiple entry that your trip may require) as soon as you get possession of the passport. It would be your responsibility to bring it to the notice of the Embassy/ Consulate. Any bearing the actions of border authorities or the Embassy/ Consulate/ VFS centre may have on your trip, will be your sole responsibility and The Wanderers/ and or its affiliates are in no way responsible for any cost escalation of rescheduling or cancellation of the trip that this action may cause. Such additional cost will have to be borne by the client.
7. **SIC tours from hotel:** This is a group tour and you will share the coach (hence called Seat in Coach or SIC tour) with other passengers who maybe from other hotels. Please be at the hotel lobby at least 15 minutes before your pick up time (mentioned on your tour voucher). Our transporter will not call up the room but will come at the pick up time (15 mins before or after) and pick you up from the lobby/reception. Please tell the receptionist that you are waiting for a particular operators pick up for a particular tour. In case the transporter does not see you at the reception, he will leave and NO REFUND will be made for the missed tour.
8. **SIC airport pickup/drop:** This again is based on a group concept where on arrival at an International airport, you will need to meet up with our local representative (at a place and time given to you in your tour voucher) who will guide you to your waiting coach. When other passengers from the same flight or other flights join you, the coach will leave for the hotel. Passengers are dropped off at different hotels en route depending on which hotel comes first. Timings of coach departures from airports are fixed and will be given to you. At times you may have to wait for quite a while if your flight lands at 'off-peak' hours. Here, private transfers should be opted for at additional cost. Similarly, with airport drop, you will be required to wait at the hotel lobby 15mins prior to the designated time. **No one will call you in your room.** Timings of coach departures to airports are fixed and will be given to you. Again, you may have to wait for quite a while if your flight departure is at 'off-peak' hours. In such cases, you should opt for private transfers at additional cost where you don't have to go very early to the airport.
9. **Airport check in for International flights:** Due to additional security blankets being thrown at most Intl airports worldwide, be sure to REACH the airport at least 3 hrs prior to actual departure.
10. **Reconfirmation of flight tickets:** This is a must and onus is on the passenger. On arrival at any destination, be sure to RECONFIRM your return flight with the airline 72hrs prior to the departure. Our associates in your departure destination will be happy to oblige. Just having a confirmed return ticket is not a guarantee that your return seat is confirmed. Most airlines insist on reconfirmations.
11. **Extra beds in hotels:** Not every hotel allows extra persons or extra beds or extra mattresses in the rooms. Eg, Hotel Naria in Bangkok does not allow more than 2 persons to share a room. So, 3rd person will have to opt for a single room. Also, all hotels in Genting while allowing a 3rd person in a room will NOT allow an extra bed or mattress to be placed inside the room.
12. **Credit card deposit at hotels/cruises (accommodation):** In most cases, at the time of check in, the accommodation will ask for details of your credit card and block a certain amount on it, to cover incidentals that you may consume during your stay which is not part of your package. In lieu of credit card, sometimes, cash deposits are also accepted. At the time of check out, the accommodation will check your spends during your stay and after adjusting the same against



your credit card/cash deposit release the block (usually takes 2 weeks to reflect in your card account) or return the balance cash respectively.

Tour Cancellation: All notice of cancellation must be sent to our Mumbai office in writing. This could either be a fax or an e-mail. Verbal cancellations will not be entertained. There is also no refund for services not utilised. There will be a cancellation fee as under:

From date of booking the tour upto 30 days prior to tour - 50% cancellation will be levied.

29 -20 days: 75 % cancellation will be levied

19 days and below including no show: 100 % cancellation will be levied

However, in certain cases, the cancellation charges could be higher and more rigid depending on the supplier (eg hotelier, ship/ cruise liner, transporter, special experience provider etc) or peak season travel (eg New Year, Christmas, major festivals etc) or special events (eg a Sports event, a convention in the destination etc) in which case we will refer those terms to you at the time of booking.

Cancellation of airfares: Wanderers does not issue International flight tickets. Flights can be booked by you directly or through a flight booking agent like Air Bookings LLP (ABL) etc.

Refunds on tours: Request for any refund, in line with our cancellation policy, should be made by the client in writing within 14 days of the scheduled completion of all services. This should be backed up by signed documentary evidence from the service provider including hotelier/transporter/operator etc. No processing for refunds will be entertained without written request duly backed by documentary evidence. Valid refunds, if any, on tours will be made by The Wanderers after 30days of receipt of such request from the client. All refunds to clients within India will be made by cheque (INR) in favour of clients in whose name Money Receipts have been made. Under no circumstances will any refund to clients be made in cash even if The Wanderers has received the tour money in cash/foreign currency. In case of inbound remittance of funds from an off-shore account, we will make the refund directly to that bank account and all charges pertaining to that transfer will be borne by the beneficiary. In case the booking is made through a travel agent, then we will send the refund to the travel agent and you must receive your refund directly from the agent. Some travel agents may, at their discretion, withhold an agency cancellation fee. The Wanderers is not responsible for payments made to the passengers travel agent but not received by The Wanderers, or for the passengers receipt of any refund which The Wanderers has paid to the passenger's travel agent.

Note on cancellation of tour by the client: We may review our cancellation policy provided a 'WAR' situation arises (as opposed to a 'war-like' situation) forcing you to cancel your tour. 'War' situation will be defined only if the Indian Govt or the Govt of the country you are traveling to imposes an official emergency declaring war. **This definition is not open to interpretation.** At The Wanderers, we strongly believe that this is as safe a time to travel as it ever was.

For more information askus@thewanderers.co.in
Send your query to: info@thewanderers.co.in