



## **Terms and conditions for Inbound/India tours- Updated on 11.7.24**

### **Unless specified in the inclusions, the cost excludes (for Inbound/India tours):**

1. For International clients traveling to India: Visa to India, travel/ medical insurance
2. International and domestic airfare
3. Train fares within India
4. Meals not specified in the itinerary
5. Entry fees to monuments, guides.
6. Adventure activities not specifically mentioned
7. Any expenses of personal nature such as mineral water, drinks, laundry, telephone/fax calls, travel insurance, room service, mini-bar etc.
8. Any additional 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. 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.
9. Any tips/gratuities to drivers, hotel staff.
10. Any other tax or service charge that could be enforced during this period will be extra and needs to be borne by you.
11. 5% GST
12. Services other than specified

**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 (for Inbound/India 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 eg. Not getting a particular hotel on a particular date may force us to change the itinerary a bit to accommodate that at an earlier or later date. Changes in costs, if any, will be adhered to by both the clients and The Wanderers.
3. 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' the hotel for an 'early' check in at no extra cost. In case there is room available AND at

the complete discretion of the hotel management, you may be allotted a room earlier. However, 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. All domestic tours are subject to a GST of 5%. This is not applicable on airfares. Our quotations do not include this GST. This is payable over and above what we quote to you.
5. **SIC tours from hotel/** any other pick up point: Whenever this is given, it means that 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/ any other pick up point (which will be reconfirmed to you) at least 15 minutes before your pick up time (mentioned on your tour voucher). Our transporter will not call up the room or call you but will come at the pick up time (15 mins before or after) and pick you up from the lobby/reception/pickup point. In case pick up point is the hotel, 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.
6. **SIC airport pickup/drop:** Whenever this is given it means that this is based on a group tour concept where on arrival at an 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.
7. **Airport check in for domestic flights:** Due to additional security blankets being thrown at most airports in India, be sure to REACH the airline counter at least 2hrs prior to actual departure. Sometimes, on busy holiday dates and weekends, you may need to reach 3hrs prior.
8. **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 and issue the boarding pass. The agency doing your flight ticket should be able to help you. Just having a confirmed return ticket is not a guarantee that your return seat is confirmed.
9. **Extra beds in hotels:** Not every hotel allows extra persons or extra beds or extra mattresses in the rooms eg Amar Vilas Agra. So, in case you have extra persons who want to share a room, we will check with the hotel and advise you whether its allowed or not and the cost thereof. Sometimes hotel may allow a 3<sup>rd</sup> person in a room but will not be in a position to provide you with an extra mattress (eg some lodges in Sikkim).
10. **Age bar for children:** Although most hotels in India are child friendly, some hotels like Oberoi's Wildflower Hall do not allow children below 12 years of age.
11. **Visa to India:** All foreign nationals entering India are required to possess a valid international travel document in the form of a national passport with a valid visa obtained from an Indian Mission or Post abroad. Tourist Visa can only be granted to a foreigner who does not have a residence or occupation in India and whose sole objective of visiting India is recreation, sight seeing, casual visit to meet friends and relatives, etc. Passport should have at least six months validity from the date of arrival in India. The passport should have at least two blank pages for stamping by the Immigration Officer. International Travellers should have return ticket or onward journey ticket, with sufficient money to spend during his/her stay in India. It is the responsibility of the foreign national to obtain the Indian visa prior to



entering the country. The Wanderers is not responsible for tour cancellation charges due to visa rejection or inability to obtain the visa in time for the visit to India. All such costs arising out of such instance will be borne by the traveller. Details for obtaining the visa to India can be found in this link: <https://indianvisaonline.gov.in/index.html>

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 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:** The Wanderers do not issue air tickets.

**Refunds on tours:** Request for any refund, as per 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. Request for such refunds will be carefully examined by the management of The Wanderers and the supplier from whom the refund is due and thereafter, if its decided that there is merit in the request for refund, then such refund, if any, on tours shall be made by The Wanderers after 30days of receipt of such request from the client or receipt of the refund amount from the supplier whichever is later. All refunds to clients will be made by cheque (INR) in favour of clients from whom the payment was received. Under no circumstances will any refund to clients be made in cash even if The Wanderers has received the tour money in cash. 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.**

For more information [askus@thewanderers.co.in](mailto:askus@thewanderers.co.in)

Send your query to: [info@thewanderers.co.in](mailto:info@thewanderers.co.in)