

# Booking Terms & Conditions

## DEFINITIONS

- "You/ Client means the person / persons in whose name and / or whose behalf the Booking is made.
- "We" / "Us" / "Company" means Quest Tours.
- "Tour Cost" means the tour cost mentioned in the Price Grid / brochures / online and other payments such as taxes, surcharges etc payable by the client to the Company.
- "Brochure" means printed brochure, Website, itinerary, leaflets, and fliers.

## BROCHURE / WEBSITE INFORMATION - DISCLAIMERS

We take reasonable care in preparing the brochure, price grid, web pages and other documents and in describing the services therein. However, we are not liable for any typographical / printing errors. Furthermore, brochures may be printed several months in advance and the content may not always be fully updated. We therefore ask you to confirm the current information by contacting us.

## MEALS AND SPECIAL REQUEST

We reserve the right to change the meal arrangement if circumstances make it necessary to do so. In the event that the client wakes up late and misses his breakfast offered to him, or if the client is out on his own and reaches late or in case of delay of flights or for any other reason whatsoever the misses any meal offered to him including breakfast offered to him by the company, no claim can be made for the breakfast/meal which he has missed or not utilized.

## ITINERARY MAY CHANGE AT ANY TIME

We reserve the right to alter, amend, change, modify or merge the tour package and itineraries before or during the tour. We will make reasonable efforts to notify you promptly of such changes / events sufficiently in advance during booking or prior to departure of the tour. If such changes / events occur during the tour, our tour manager or local representative will inform you of the changes on spot and we solicit your full co-operation in accepting such circumstantial changes. Therefore, no grievance regarding any itinerary / service change which we are constrained to make, will be entertained from the tour participants during or after the tour. Generally, we try to avoid dates when big Fairs, Exhibitions, Olympics etc. and other events are held in certain cities as hotels are fully booked several years ahead. If you have to travel on such dates, you may have to stay in alternate hotels or hotels in other cities. However, we shall not be liable to refund any amount or pay any compensation / damages on account of any change in itinerary.

Quest Tours reserves all rights of increasing the tour cost in the event of hike in the charges for travel by air/ship, increase in Visa or VFS fee, increase in Govt. Service Tax or other taxes, fuel price hike, hike in hotel stay charges, seasonal surcharges etc. If the tour cost is increased, the additional amount has to be paid at the Quest Tours/Lokmanya office by the travelling passengers. It is mandatory to pay at actual the government taxes or taxes imposed by private air travel operators; such costs are not included in the tour cost.

## CONDITIONS OF OTHER THIRD PARTY OPERATORS

In the event you are booking through us a tour / travel service of any third party operators like Insight Vacations, Star Cruise etc, the terms and conditions of such third party operators, including their payment schedule, cancellation, refund etc shall be applicable to you in addition to these Terms and Conditions.

## ASSIST AND TRAVEL INSURANCE

All passengers up to the age of 60 years are covered under the insurance policy. Pre-existing diseases are not covered under this insurance policy. An additional charge will be levied to clients above the age of 60 years. If you wish to extend the tour for longer than the normal tour duration, please note that you would have a direct contractual relation with the insurer and we are not in any manner directly involved with this relationship. You shall directly submit claims to your Insurance Company. The Insurance Company shall directly pay the settlement amounts to you and any dispute in regard to rejection of claim or adequacy of settlement amount shall be settled by you directly by the Insurance Company.

## CANCELLATION DUE TO VISA REJECTION

All the clients travelling on a Quest Tour Holiday must be in possession of a valid Visa. However kindly note that it is entirely at the discretion of the concerned Consulate/ Authorities to grant/reject visa even after submitting all relevant documents and the company will not be held responsible for the same. The role of the company is only to provide necessary guidance to the client for the purpose of applying VISA. Upon rejection or wrong stamping of VISA by the Consulate/Authorities, if the client wishes to re-apply for the visas; he/she is liable to pay again the requisite fees to the consulate and the same will not be borne by Quest Tours. If in case the travelling passenger is not willing to re-apply his/her visa; the refund will be processed only in a genuine case as per the Company Terms & Conditions. Any outstanding transfer cost and courier charges incurred for visa processing will not be borne by Quest Tours. In case of Visa rejections, company is not liable to refund to any travelling passenger for any of the paid or confirmed services.

## CANCELLATION / AMENDMENT BY COMPANY

We reserve our right to amend or cancel the tour booked by you, without assigning any reason. Such amendment or cancellation may be due to circumstances beyond our control. In such cases, we will offer you alternative tour dates / tours or you would have the option of traveling as individual travelers, not as part of the original tours. If the alternative date / tour is not acceptable or you do not wish to travel as individual travelers, we

would refund the money paid by you without interest after deducting any costs incurred by the Company on Visas, Travel Insurance and any other overheads as applicable within forty five days from the date of amendment or cancellation. However, we would not be responsible or liable to pay any compensation or damages or consequential loss or to refund any other expense incurred by you.

## CANCELLATION / AMENDMENT OF BOOKING BY YOU / CLIENT

Should you wish to cancel/amend your booking, you must notify us in writing. Such notification shall be deemed to have been given to us only on the date of the receipt of your letter, since we can act only on receipt. Please note that: (1) The amended or changed booking will be regarded as a new booking; (2) An amendment fee of INR 1500 is payable in case of every amendment or change; and (3) In case the amendment is carried out within the cancellation period, then a cancellation charge shall apply as if a cancellation was made on the date the request for amendment or change is made. Please state the reason for your cancellation/amendments as it may be covered by your insurance policy. Claims must however be made direct to your insurance company. The refund will be processed within forty five days of cancellation received from the client side.

Terms & Conditions shall apply.

## MINIMUM PARTICIPATION

Tours specified in the Brochure are operated subject to a minimum participation of paying adult Participants. If the participation is less than the minimum prescribed, we reserve the right to amend, amalgamate, alter, vary, cancel or merge a tour without incurring any liability to pay any compensation. If the group size is less than 15, there will be no Tour manager provided for them on tour. If we decide to operate the tour with participation below the minimum stipulated or if you are required to travel as individual travelers (not as a group) we reserve the right to collect an additional pro-rata amount. In such cases you may not be provided certain services, which would have been provided in the group tour including the service of a tour manager and you may need to travel on an amended itinerary and services, such as transportation on a 'seat in coach' basis, where the coach departures are at fixed.

## Cancellation Policy.

Cancellation charges per person	Charges applicable
60 days or more prior to the departure of the tour	0% of the tour cost
59-40 days prior to the departure of the tour	25% of the tour cost
39-31 days prior to the departure of the tour	40% of the tour cost
20 days or less prior to the departure of the tour or A "No-Show" on Tour	100% of the tour cost

## R.O.E.

All Tour costs are calculated as per mentioned rate of exchange (R.O.E), however prevailing rate will be applicable at the time of balance payment.

**TRANSFER FROM ONE TOUR TO ANOTHER** A request in writing for transfer from one tour to another 45 days prior (for Europe & Rest of the world) and 60 days prior (for USA, Australia & New Zealand) to the departure will be treated as cancellation on that tour and a fresh booking on another. In these cases, a transfer fee of Rs. 5,000/- per person will be applicable in addition to the costs for re-processing your visas, air tickets etc due to the transfer to another tour. In case you transfer within the cancellation period, then the cancellation policy will apply. Terms & Conditions shall apply.

## REFUNDS

Refunds (if any) for amendments and / or cancellations will be paid directly to you for bookings made directly with the company's office. There is no refund payable for any unutilized or partially utilized services (e.g. Airline tickets, Meals, Entrance Fees, Optional Tours, Sightseeing's, etc.) The refund for the Foreign Exchange component of the Tour will be refunded in INR only and will be at the prevailing days rate of exchange of the Company. Third party refund i.e. airlines, cruises, overseas, suppliers could take between 30- 90 working days provided relevant supporting provided by the Company. Refund (if any) for amendments/ or cancellation will be paid directly by cheque to the client by the company. If the tour is cancelled by the Company, then all monies will be refunded after taking into consideration the actual expenses incurred for Visas, etc. with a period of forty five days from cancellation.

## DEVIATIONS

If you wish to travel on a date other than the Group's Ex-India departure date for your tour and / or wish to return on a date other than the day your tour ends and / or wish to fly in/out of a city other than the start/end city of your tour there will be an additional charge that will be applicable (subject to availability of seats for the given dates and ticket validity) which will be advised to you by our sales staff. Kindly note that the deviation will be actioned only 30 Days prior to the tour departure date.

The request for deviation should be given in writing to the company at the time of booking as these requests are subject to availability and we are not holding any seats for the same.

## SURCHARGE

Seasonal surcharges may apply depending upon the date of travel. The given

Tour cost does not include any Surcharges which might be levied by the respective hotels. Airlines during any special events or Exhibitions taking place during the requested dates.

## DISCOUNTS

Travellers are welcome to avail the benefit of discount announced by Quest Tours; however please note that these discount schemes are limited for a particular tour, on particular seats and are valid for a particular period only. Also the company reserves the right to amend/withdraw the discount scheme without prior notice. Discounted prices does not include any seasonal surcharges.

## OUR SCOPE OF SERVICES

We are travel and holiday organizers only. We inspect and select the services to be provided to you. However, we do not own, operate or control any airline, shipping company, coach or coach company, hotel, transport, restaurant, kitchen caravan or any other facility or provider etc. that is engaged to provide you services during the course of your tour. Therefore, please carefully note that: you will need to adhere to the conditions, rules and regulations of each service provider.

## TRAVEL DOCUMENTS AND CLEARANCES

Please note that your Passport must be valid for at least 6 months subsequent to the scheduled departure date of the tour. If you cancel the tour due to non-availability of the passport etc, the travelling passengers will be liable to pay cancellation charges as per the company terms & Conditions.

## HEALTH

Please note that your health is entirely your risk and responsibility. Our tours are suitable for persons of reasonable fitness which may not suit to persons who are medically unfit. We reserve the right (without obligation) to ask you to undergo medical tests and to provide written certification of your medical fitness before departure or at any time during the tour and if you fail to undergo such tests or fail to provide such certificates, we may decline to accept you or to continue you on the tour. Our actions in this regard may be guided not only by concerns for your health but also the convenience and health of the other tour participants undergo medical tests and to provide written certification of your medical fitness before departure or at any time during the tour and if you fail to undergo such tests or fail to provide such certificates, we may decline to accept you or to continue you on the tour. Our actions in this regard may be guided not only by concerns for your health but also the convenience and health of the other tour participants.

## TOUR COST INCLUDES AND EXCLUDES

Please refer to the relevant section of the Price Inclusions for the tour cost. All services to be provided to you will be as per those specified / confirmed and paid for as per the Invoices. If you avail any service such as portage, room service, laundry, excess baggage charge, a la carte meals, alcoholic beverages, soft drinks, paid toilets etc or anything that is not specifically shown as included in the Tour Cost, then the payment for the same will have to be cleared by you as included in the Tour Cost, then the balance payment will be incurred by you / client.

## BALANCE PAYMENT

We reserve the right to amend the prices published in this brochure and on the website and to adjust our charges based on various factors including currency fluctuations, fuel price rise, travel arrangements, special / high season charge levied by the suppliers, hike in any government taxes or any taxes or visa amounts and / or for any reason etc before the date of departure. All such increases in price must be paid for in full before your departure accepted within 45 days prior of the date of departure of the tour, the entire tour cost has to be paid up front.

## PUNCTUALITY

The drivers are bound by restrictions concerning maximum driving hours per day and per week, and the itineraries are planned having regard to the same. It is therefore essential that the itineraries, schedules and timings are strictly adhered to by the clients so as to ensure that all the services can be duly provided. If the client misses any service due to unpunctuality, there would be no refund for the same.

## LIABILITY

Company shall under no circumstances whatsoever be liable to the travelling clients or his co-traveler for: 1) Personal Injury, sickness, accident, sickness, discomfort, increased expense, consequential loss and/or damage on account of theft whatsoever caused. 2) Temporary or permanent loss/damage to baggage/personal effects however caused. 3) Loss of baggage by Airline/Cruise/Surface transportation. 4) Failure on the part of Airline to accommodate clients despite having confirmed tickets. 5) Damage or loss caused due to reasons beyond the control of the Company (Force Majeure Vis Majeure) 7) Refusal to grant Visa by the consulate/embassy.

## LAW AND JURISDICTION

Law prevalent in India is applicable and as a part of the cause of action arises in Mumbai & the Company has its registered office in Mumbai, it is agreed between the parties that in the event of a dispute or difference between the parties the exclusive jurisdiction shall vest in court/forum/tribunal in Mumbai alone having to decide the matter.

Client Signature: \_\_\_\_\_

Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_



## BOOKING FORM

(Kindly complete one booking form per family per tour.)

<input type="checkbox"/> <b>Group Tours</b>	<input type="checkbox"/> <b>Individual Tours</b>	<input type="checkbox"/> <b>Add-On Tours</b>
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Interest free non – refundable booking amount shall be as per payment schedule mentioned. **Balance Payments:** within 20 days from the Booking Date or 30 days before departure whichever is earlier.

Kindly book and confirm my seat as per the details filled on this form. I / We are forwarding the sum of Rs. \_\_\_\_\_ per person as Non refundable interest free booking amount which shall stand forfeited in the event of cancellation of package tour by me / us being unable to travel due to any reason whatsoever and shall not dispute the forfeiture.

In case I / We are booking less than 20 days before the Tour Departure. I / we are also enclosing the entire cost amounting to Rs. \_\_\_\_\_ INR /USD per tour participant in term of contract.

Tour Name :	Departure Date :	Boarding From :
Total Tour Cost :	Booking Amount :	Special Offer if any :
Balance to be collected Amount :	Balance to be collected by Date :	ROE collected at :

\* Taxes applicable extra

SR. NO	MR. /MRS /MS/MS T.	FULL NAME ( AS PER PASSPORT) Note: The Person signing the form must be mentioned in the list first	DATE OF BIRTH DD/MM/YY	DIET (JAIN/VEG/ NON-VEG)	PASSPORT NUMBER	PLACE OF ISSUE	DATE OF ISSUE	DATE OF EXPIRY
		FIRST NAME      MIDDLE      SURNAME						

Residence Address of 1st Applicant	Office Address	In case you are Travelling in advance please specify departure date from India	Person to be contacted in case of Emergency on tour		
		Departure Date :	Name :		
Tel :	Tel :	C/O Name :	Tel :		
Mobile :	Mobile :	Address:	Mobile :		
E-mail :	E-mail :	Mobile :	E-mail :		
<b>PAYMENT TERMS</b>	<b>Insurance above 60yrs of Age with additional cost (Optional) :</b>  Yes <input type="checkbox"/> No <input type="checkbox"/>	<b>Travel Insurance Details</b>			
		Total Tour Cost in INR :	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Nominee Name</td> <td style="width: 50%;">Relation</td> </tr> <tr> <td> </td> <td> </td> </tr> </table>	Nominee Name	Relation
Nominee Name	Relation				

EURO/USD / AUD / ZAR/ ( ROE applicable as per the current day ) : for office use only

QUEST SALES OFFICER	LOKMANYA CO-OPERATIVE SOCIETY	CLEINT DECLARATION
Booking Date : Branch : Name of the Staff : Signature:	Booking Date : Branch : Name of Lokmanya Staff: Sign & Stamp :	On behalf of all the persons named above, I/We have read and accepted the Booking Terms & Conditions mentioned overleaf and as in Brochure Name of the Client : (In Block Letters) Signature : _____ Date : _____

Client/s attention is drawn to the Booking Conditions& Terms & Conditions which incorporate the Contract entered into by the Company with the Client/s.

Head Office : 1st Floor, Lokmanya Multipurpose Co-Op. Soc. Ltd., Kesari Wada, Narayan Peth,Pune – 411030.

Belgaum Office : CTS No 1663 Shop No 1 Bhavani Chamber, Rasmling Khind road. Belgaum 590001. Contact No +91 9019 394696

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