



DPauls.com
it's all about holidays

**BOOKING FORM
&
TERMS & CONDITIONS**

BOOKING FORM

(To be filled and signed at the time of booking by tourist /tour group leader.)

To

The Manager
D Pauls.Com Holidays Pvt. Ltd.
B-40 Shivalik Malviya Nagar, New Delhi-110017.

I/We would appreciate if you will kindly confirm my/our seats/booking, on a definite basis, as per the details enclosed in this form & other details given in the enclosed annexures. I/We am/are forwarding an amount of Rs./US \$ _____ per person, as Non-refundable Deposit / NO-SHOW Deposit / Tour Cost I/We am/are also forwarding additional amount of Rs. _____ as part payment against the total charges. The details required have been completed below. I/we fully understand non-refundable deposit will be adjusted towards the tour cost, payment for which in Indian Rupees is permissible. In case the tour is not undertaken due to whatsoever reasons including denial of Visa / Sickness, etc. this deposit amount will be forfeited at the rate of cancellation charges as indicated in the terms and conditions. All cheques / drafts /Banker Cheques / RTGS will be made payable to D Pauls.Com Holidays Pvt. Ltd. (hereinafter referred to as D Pauls.Com). I/We accept the terms and conditions of D Pauls.Com which are printed on the back/in continuation of this page/form.

Name of Tour: Departure Date:

No. of Room SGL DBL TRPL Child with Bed Child without Bed

Sl. No.	Mr./Mrs./ Ms./Mst.	Full Name (as per your passport & Address	Passport No.	Expiry	Diet Veg. / Non. veg.	PAN NO.	Relation with Group Leader
1							
2							
3							
4							
5							

BILLING NAME AIRLINE\$

No. of adults (ADT) X(INR) = =
 No. of children with bed (CWB) X(INR) = =
 No. of children without bed (CNB) X(INR) = =
 Additional Services : X(INR) = =
 TOTAL

PLEASE ATTACH VISITING CARD OR GIVE COMPANY NAME / DESIGNATION / OCCUPATION

Hotel Booking :-

NAME	IN	OUT	NO. OF ROOMS	CWB	CNB

Undertaking to pay:-

1. Non-Refundable booking deposit as mentioned above at the time of booking of tour.
2. Balance payment immediately before the start of visa process and/or at the time of issuance of tickets or as & when demanded.
3. I understand that the company officials have full right to cancel the package at any point of time at my cost & peril if I indulge into any activity of misbehaving, harassing or insulting the staff of the company.
I understand that I have purchased a budgeted package & not individual travel tour components. I will provide the VISA or REFUSAL of VISA copy to the company before taking delivery of travel tour package.

I/We undertake to abide by all the terms and conditions mentioned above and also overleaf which have been explained to me & are fully and properly understood by me. I/We understand that this is a package where no guide or escort would accompany the tourist/s from India or from abroad back home. On behalf of the above named person(s) I have read and accept the terms and conditions indicated in this form. And I have explained these to all tour members, I take full responsibility to arrange payment, documents, all other formalities in regard with the tour, cancellation if any, for all the members in this Booking.

Signature: Date: Address:.....

Tel. (O): (R): Mobile: Fax

E mail id : Whatsapp :

To

D Pauls.com Holidays Pvt. Ltd.
B-40, Shivalik
Malviya Nagar
New Delhi-110017

UNDERTAKING

I _____ am the group leader and I undertake to pass on all the necessary information to other members of the group.

I say and submit that the list of passengers being annexed along with the booking form is duly filled by me and I undertake that the names of the passengers are filled after verifying the same from passports of the respects passengers. If in any case the names provided by me are not correct I shall be solely held responsible for the same. I undertake full responsibility of any error in the spelling, if found, in the list here under and shall also indemnify company and its staff for any loss or damage or expense whatsoever that may arise on account of said error.

I say and submit that I have been communicated about the requirement of valid Passport for my outbound country travel.

I say and submit I have valid passports for 9 months from date of return; there should be sufficient pages blank 2-3 minimum; it should not be torn, soiled, mutilated, discolored, bear water marks or smudged, stapled, or written something on pages etc. or any such defect.

I also say and submit that I have passports with validity more than 10 years or handwritten or bearing observation is not totally valid.

In this regard, I declare that these passports are valid without these or any other defect & undertake if anything is surfaced to contrary and cancellation of booking is to be done, the applicable cancellation charges will be payable besides the consequences of such are on me.

I am giving these undertaking on behalf of myself and other group passengers also undertake that I have valid passport and shall supply the same as and when asked.

Regards,

Signature

(_____)

Address with contact No.: _____

Passenger List

To,

D Pauls.Com Holidays Pvt. Ltd.
B-40, Shivalik, Malviya Nagar,
New Delhi-110017

**UNDERTAKING FOR BOOKING DONE FOR ONE
TRAVELER REPRESENTING FOR FAMILIES/FRIENDS
WHEREIN BOOKING IS DONE SEPARATELY IN OTHER
FILES WITH REFERENCE DPT...../ DPT.....**

I _____ s/o _____ r/o _____ undertake
to represent all families booking the tour package alongwith me. I undertake:

- 1) responsibility of all payments pertaining to the tour and also cancellation charges, in case any member of the families backs out from availing the tour package
- 2) to coordinate for documentation from all the members who take booking through me/ with me
- 3) to explain and make understand them all the details of the package & booking related documents as per the terms of the booking.

I am aware that this undertaking does not absolve other families or members of families of their sever responsibility of booking payments/cancellation charges on its accrual due to reasons whatsoever including but not limited to a situation undersigned becomes insolvent.

Furthermore, in case payment of booking advance is made by 1 person on behalf of all these co-passengers, the details :

Payment of Rs..... through Cash/Cheque/Online reference

Made as below:

Rs..... for

Rs..... for

Rs..... for

(Tour Leader/Representative)

Countersigned by the other Co-passengers/family heads being booked by the above stated representative :

No.	Name	Phone No.	Email id	Signature
1.				
2.				
3.				

Date :

Place:

D Pauls.Com Holidays Pvt. Ltd.

UNDERTAKING

(by Senior Citizen - age 60 years & above)

I, _____ s/o,d/o,w/o _____ senior citizen aged about _____ is physically as well as medically fit , suffer from no phobia about flight, height, pool edvwater, speed etc. & undetake to be fully fit to go for the tour/package booked my me/ by _____ through your company. I also undetake I need no attendant or special attention and I will not venture in any such activities during the tour which shall be detrimental or unsutable for my age group. Any risk involved during my tour shall be my sole responsibility. I have been explained all risks involved in the tour/package. I shall carry all the necessary daily prescribed medicines/mediocal kit required for my well being alongwith doctor's prescription.

I undertake that the tour taken by me inspite of being senior citizen is at my responsibility & risk. I further undertake that I am aware that I need to be cautious while visiting the sightseeing, water sports (such as speed boat, parasailing etc.). I am also aware that there will be considerable walking during the tour and some activities will be stressful.

Further Travel Insurance with medical cover shall be taken for entire period. I shall furnish its copy to the company. And also I shall produce medical fitness certificate from Registered medical practitioner for my fitness to undertake this travel tour.

Name & Signature of Senior citizen

Date :

Place:

Declaration

(by son/relative of the senior citizen referred herein above)

I declare that in case there is any breach of undedrtaking mentioned herein above, I or any of our family member shall not claim any compensation from the company.

Name & Signature

Date :

Relation with traveller:

Place:

FOREIGN EXCHANGE DETAILS FORM/ RECEIPT

I) PASSPORT DETAILS

Passenger Name			
Date of Birth		Place of Birth	
Permanent Address			
Passport No.		Date of Issue	
Place of Issue		Date of Expiry	
Nationality			

II) TOUR DETAILS

Tour Company			
Tour Name			
Tour Number		Date of Travel	

III) DECLARATION (✓) WHICHEVER APPLICABLE

- I / we have collected US\$: _____ . We understand this foreign exchange is part of the tour package and shall be handed over to the overseas travel component supplier or hotelier as per instruction given on service voucher failure to do so may result in cancellation of arrangements/ services by the tour operator/ travel component supplier or any other action which the overseas travel component supplier may deem fit as per circumstances of the case.
- I / we have paid US\$: _____ to M/s D Pauls.Com Holidays Pvt. Ltd. (hereinafter referred to as "company") out of foreign exchange drawn by Mr./ Mrs. _____ as specified under the Liberalized Remittance Scheme (LRS)
- I / we authorize you to remit _____ through your bank out of my/ our tour Quota (i.e. LRS) to overseas agent for tour hotel accommodation and tour management. I / we are Enclosing here with the list of passengers alongwith the other documents required for the same.
- Declaration for individual under LRS**
I declare that the information given above by me are true and correct to my knowledge I declare that the exchange applied for together with the exchange already availed does not exceed US\$ 2,50,000/- in this financial year. I further confirm, that I am a Resident Indian Citizen and intend to return to India. I further undertake that the transaction is not designed to contravene or evade the provisions of the Foreign Exchange Management Act, 1999 (42 of 1999) or any of the Rules/ Notification/ Directions issued under the Act.
- Declaration for Business Travel (Under LRS)**
It is certified that the expenses for the above trip are being met by the company/ firm. We undertake that the foreign exchange withdrawn will be used for the purpose stated above. We further undertake that the transaction is not design to contravene or evade the provisions of the Foreign Exchange Management Act, 1999 or any of the Rules/ Notification/ Directions issued under the Act.

Remarks : _____

Yours Sincerely,

Mr./ Mrs./ Ms. _____ Signature _____
Mr./ Mrs./ Ms. _____ Signature _____

IV) RECEIPT

Received with Thanks the sum of US\$: _____ as stated above.

For D Pauls.Com Holidays Pvt. Ltd.

Authorized Signatory

Date: ____/ ____/ _____

DETACHABLE FOR USE OF REMITTANCE

Paste Photo Here

Paste Photo Here

Paste Photo Here

Paste Photo Here

Paste Photo Here

Name: _____	Name: _____	Name: _____	Name: _____
Contact No.: _____	Contact No.: _____	Contact No.: _____	Contact No.: _____
Email Id: _____	Email Id: _____	Email Id: _____	Email Id: _____
S/o / D/o / W/o : _____	S/o / D/o / W/o : _____	S/o / D/o / W/o : _____	S/o / D/o / W/o : _____
Address : _____	Address : _____	Address : _____	Address : _____
Relation with tour leader _____	Relation with tour leader _____	Relation with tour leader _____	Relation with tour leader _____

Emergency Contact (Whom to Contact, When you are abroad)

Name: _____ Contact No.: _____

Email Id: _____ Mobile: _____

Address: _____

Emergency Contact (Whom to Contact, When you are abroad)

Name: _____ Contact No.: _____

Email Id: _____ Mobile: _____

Address: _____

Signature: _____

We recommend TRAVEL INSURANCE

DPT No.: _____

If same is not availed then please provide emergency contact number of any person who will be responsible for your care in foreign land to meet any eventually were necessary medical care is required.

Name of the Person _____ 6 months valid passport no. _____

contact number _____ Address _____ mail id _____

The person designated for the purpose for providing help assistance in case of any need shall be responsible for his air fare boarding lodging and to meet expenses of care for you and your co travelling person.

ACCEPTED

(Signature of contact person)

Tourists Representative/tourist

GENERAL TERMS AND CONDITIONS GOVERNING OUTBOUND TOUR AND TRAVEL

In the terms and conditions set out in this document, the following terms shall, unless contrary to the context, shall mean "You/Your, Client means the person(s) in whose names and/or on whose behalf the Booking is made" and "We/Us/Company/Our Company means **"M/s D. Pauls.Com Holidays Pvt. Ltd."**

Company is a travel and holiday organizer only we do not own, operate or control any Airlines, Shipping Company, Coach Company, Hotel, Transport Company, Restaurants or any other allied services provided to you during the course of the tour. These General Terms are to be read along with the itinerary specific terms handed over to you along with itinerary/handout.

By giving an advance deposit or by signing the Terms & Conditions or even by accepting the itinerary a contract is formulated between the Client and the Company, authorizing Company to hold space for you in groups which are schedule to travel on a specific date and a space is also reserved for you in Airlines, Hotels and Coaches. If there is any change in your plan and your request for cancellation, shall be subject to our cancellation policy.

GENERAL NOTICE REGARDING BOOKING:

We request you to read carefully and understand the contents of the tour brochure/itinerary, and the Terms and Conditions which are provided along with the booking form, with the itinerary and other contents provided by our staff and also available online, on our website, as all these will form part of the contract between you and company once the booking is confirmed.

In order to confirm the booking, you are required to sign the acknowledge itinerary and booking form and sign such other documents as we may deem fit and as provided by the company and make payment in terms of the booking. By giving an advance deposit or by signing the terms & conditions or even by accepting the itinerary a contract is formulated and on getting payment(s) of the prescribed non-refundable interest-free booking amount, it is binding & comes into existence. We recommend you to ensure, before signing and executing the booking form that you have and further you will be able to provide all the required valid and genuine documents, personal particulars and professional qualifications in order to enable you to apply for VISA, Insurance etc. You are further requested to please go through the same carefully and also cross-check the same with our staff in order to ascertain any required documentation.

Our company offers both customized and budget tour package/Low Cost Budget Package. If you wish to avail the high ended luxury package we would recommend you to opt for the tailored tour packages as per the needs, luxuries of the passenger which shall cost you on the higher side and may include private transfers, superior grade Hotels and personal guide as desired and requested by you. Please be further informed that the private transfers generally means point to point transfers, it shall not mean that there is a vehicle at your disposal 24*7. It specifically means that a vehicle shall be made available to you from point to point as specified in the itinerary. However, if you choose the option for car at disposal the same shall be available at your request and subject to confirmation from the Destination Management Company.

If you wish to avail the high ended luxury package we would recommend you to opt for the tailored tour packages as per the needs, luxuries of the passenger which shall cost you on the higher side and may include private transfers, superior grade Hotels and personal guide as desired and requested by you. Please be further informed that the private transfers generally means point to point transfers, it shall not mean that there is a vehicle at your disposal 24*7. It specifically means that a vehicle shall be made available to you from point to point as specified in the itinerary. However, if you choose the option for car at disposal the same shall be available at your request and subject to confirmation from the Destination Management Company.

In budgeted packages all the transfers shall be coach transfers/sharing transfers and seating capacity of the coaches shall depend upon the number of passengers traveling in the tour. In some places air cooled coaches are used.

If you are booking your tour package for Europe, USA or Australia there are may be long drives that may stretch 7-8 hours or more depending upon the itinerary you choose. In the interest of the fellow passenger smoking or consuming alcoholic beverage shall not be allowed. In budgeted group package, choice of airlines and Hotels may not be available, unless opted by you for the same, subject to availability of the same at the prevailing price. Sightseeing tours are organized as drive through panoramic city tour with a few photo stops. In countries such as Europe, USA there are orientation city tour where passengers can see the monuments from outside at places drop to shop is also allowed for a strict time interval as defined in the itinerary.

We request you to carry your original passport at the time of booking, else if booking is done at your instance, any change required due to spelling etc. or renewal of passport required due to any defect or change required, amendment in booking shall attract alteration charges or cancellation of booking and re-booking charges to be borne by you independently.

For groups traveling to Europe and USA our company holds and reserves its rights to re-assess its capacity to operate the tour group thirty days before the travel date to ensure formation of adequate number of passengers traveling in the group.

Company reserves its rights to cancel the group package being booked by you, if in case they are not having adequate number of passenger for traveling/operating the group. In such a case Company may offer an alternative tour package or shall make refund of the entire tour cost component being paid by you after deducting the VISA charges and facilitation charges However, such cancellation of the group tour by the company shall not give you any right to claim damages on account of loss of time or any other ground.

By way of signing the present terms and conditions and all ancillary documents it is understood that you have carried out the independent market survey and you are availing the said tour service from Company after carrying your independent market survey and after your full satisfaction that the services provided by Company is at the best possible rates and you are not being induced by our officials, representative to buy the particular package, further you are free to compare the rates and services being offered by our company with other travel agents. If at any point of time before signing the terms and conditions or paying the advance you feel that the package being bought by you is not appropriate as per your needs and requirements, you shall be free to cancel the same after paying appropriate charges, if any.

Further after initiating the booking process, the cancellation request if any is made shall be subject to terms and conditions of the cancellation policy. We request you to take all clarifications with respect to the package booked by you in writing as our company shall not be recognizing any to oral understanding arrived between you and the employee of the company.

You understand and accept that company cannot be saddened with the responsibility and liability of any of the Third Party vendors. Further if any claim is to be filed with respect to any of the services which are directly being provided by the third party is to be filed directly with the concerned party not with our company.

By signing the booking form and & itinerary handout you give your consent to adhere the terms and conditions, rules thereof and further understand that we cannot be held responsible/liable for any delay, deficiency, injury, death, and loss or damage etc. occurrence

due to act or default of such service provider(s), their employees or their agent(s).

PLEASE CAREFULLY CHECK WHAT THE TOUR COST INCLUDES AND EXCLUDES:

All services to be provided to you shall be as per those specified/confirmed and paid by you as detailed in the itinerary and travel voucher being handed over to you. Example if you avail any service such as portage, room service, laundry, 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 made by you.

NO LIABILITY OF THE COMPANY FOR THE SERVICES PROVIDED BY THE THIRD PARTY:

In the event, if any booking is being made by you for travel service also including but not limited to the insurance policy, international SIM card which is controlled and operated through any third party operators like adventure sports etc. the terms and conditions of such third party operators, including their payment schedules, cancellation policies, refunds etc. shall be applicable to you in addition to these terms and conditions and we cannot be fastened with any kind of liability for the same.

INTERNATIONAL SIM CARD:

We in order to facilitate our customer's outbound travel make available SIM cards for international use which is a third party product and is introduced directly by the seller company. Before buying the same from our company we request you to read the terms and condition of the company as the same are the subject matter of solicitation. You are free to purchase any such article from market. In case it is purchased by you one introduced through our company we request you to make enquiries from the company directly and buy the same after being satisfied.

Our Company shall not be held responsible or liable for any sort of defect in the product; in services; billing or any other complaint for any such query you will have to directly write to the seller company.

COMPANY RESERVES THE RIGHT TO CHANGE THE ITINERARY WITHOUT ANY PRIOR NOTICE TO YOU:

We reserve the right to alter, amend, change or modify the tour package and itineraries before or during the tour. We will make all reasonable efforts to notify you promptly of such changes/ events sufficiently in advance during booking or prior to departure of the tour, and we will solicit your full co-operation in accepting such circumstantial changes. Therefore, no grievance with respect to change in itinerary/ service change which we are constrained to make, will be entertained from you during or after the tour. Such changes may be necessitated due to factors beyond our control such as force majeure events, strikes, fairs, festival(s), sport event(s), weather condition(s), traffic problem(s), overbooking of Hotel(s) flight(s), cancellation, re-routing of flight(s) or railway, closure of/ restricted entry at a place of sightseeing etc.

HOTEL:

Company selects Hotels for your stay at locations, as provided by its Destination Management Company (DMC) for various reasons, in countries such as Europe and USA the Hotel/Hotels chosen are away from the city center as they are comparatively cheaper in comparison to the Hotels situated in the downtown or main city center area, which at times leads to long drives between the Hotel and the main city. At the time of check-in of the Hotel we request you to follow instructions of coordinator and Hotel staff.

Please note that at times it may take some extra time, for the Hotel staff to allot you the room during the peak season or if in case the Hotel is having maximum occupancy. In such case, we would request you to cooperate with the staff and wait patiently for the room allocation.

Also note that the Hotels in Europe may not have air conditions and fans due to climatic conditions, for which our company shall not entertain any complaint in near future.

Please carry sufficient funds with you as the Hotel may ask for security deposit, at the time of check-in which otherwise is refundable and if there is any damage in the property of the Hotel by you, the cost of the same shall be adjusted from your security deposit Hotel.

If you have a request for the rooms which are adjacent, interconnecting, king bed size, no smoke cabins the same shall be informed to the company before booking and shall be provided to you subject to availability and subject to additional payment charges payable by you.

Our company at the time of booking has informed you about the actual distance of each Hotel from the city center and the is disclosed to you with the help of Hotel website by our staff.

We have also informed you that in case of non-availability of rooms in Hotels, due to any reason whatsoever, the company shall arrange alternate accommodation in a "similar type" or "similar category" Hotel. Notwithstanding, anything similar herein means similar Hotel accommodation costing almost similar rates. It does not here mean or imply that the location of similar Hotel shall be in the same vicinity of the Hotel tentatively mentioned.

Our Company in its best endeavor Hotel shall try to provide you the best possible Hotel of a "like" or "similar category" or at times shall even upgrade your Hotel. In case despite of our best efforts there is degradation of the Hotel, in comparison to one which was earlier booked, the differential amount shall be returned to you. It will be calculated by comparing on-line rates of both properties as on particular date. The liability of the company in such a case shall be limited only to the differential amount, if any. However for any increased tariff paid the Company shall shoulder the additional burden as goodwill gesture.

Also note that most of the Hotels worldwide and also the Cruise vendors may request you to give a security deposit at the time of check-in which can be either in the form of local currency or by way of charging the credit card, which is refundable/ returnable at the time of check out, after adjusting the dues, if any. It is implicit that the security amount to be deposited at the time of check in of the Hotel is not included in the package cost for which you have to make your own arrangements. It is further informed that in case you wish to enquire the exact security amount to be deposited, we would request you to check Hotel website or speak directly with the concerned Hotel.

Our Company shall not be held liable for the room conditions or any of its amenities. If there is any issue with any of the amenities in the Hotel rooms with respect to Wi-Fi, Air Conditioning, Security or any other such facilities, the same shall be brought to the knowledge of the Hotel management, who shall in its best effort and endeavor try to resolve the problem, if any.

COACHES FOR TRANSPORTATION INTERNALLY WITHIN THE CITY:

In our best endeavors our company engages only air-conditioned coaches for transfers within the city and from city to airport and vice-versa. However, Our Company takes no responsibility for breakdown of the same due to any reason. The coaches provided by the Destination Management Company (DMC) are generally 5-7 years old.

Also be informed that in group tours seat numbers are allocated on rotation basis. In countries such as Europe & USA the maximum traveling time by coach is 8 to 10 hours or more in a day under normal road and traffic conditions. If you or any of your co-passengers misses any service due to unpunctuality, our Company shall not be liable to refund any amount. Neither shall we be liable to refund any amount or pay any compensation/damages for any change in itinerary nor for missing any service due to the unpunctuality or actions of your co-passengers for any delays due to any reasons. The transfers being provided are generally Seat in Coach (SIC) on sharing basis. In case of sharing transfers one may

have to wait for longer duration, in case of coach transfer from airport to Hotel as all the passengers need to clear the immigration check and assemble at the airport meeting point.

You are requested to cooperate with tour coordinator working on behalf of the Destination Management Company (DMC) to enable him hassle free coordination.

BAGGAGE POLICY FOR COACH TRANSFERS:

Coaches have a limited space for luggage it is advisable that you travel lightweight and preferably carry only one suit case and one soft hand bag per person as it can be easily accommodated inside the coach.. The ideal size of the baggage which we recommend is 158 cms. (width +length +height).

We cannot be held liable for loss or any damage of the baggage during your transfers. It shall be the sole responsibility of passenger to lodge complaint with local authorities, police, Hotel/ airline/DMC regarding loss or damages to the property. Since tour coordinator is to lead the group activities he will be unable to extend any personal assistance. Neither our company nor DMC can be held liable in this regard. It may be noted that insurance company, as the case may be, settle claims directly with the passenger of course in terms of insurance policy only.

AIR LINES:

Under no circumstances whatsoever shall the Company be held liable to you or any person traveling with you for any loss of baggage being caused by the airlines, failure to provide meals of your choice by the airlines, and the Company is also not liable for any damage being caused to you by the airlines by way denying boarding of the flight due to any reason whatsoever or because of downgrading due to over booking or if in case the airlines fails to accommodate you despite you having the confirmed ticket. The Company shall also not be responsible for quality or quantity of meals offered by the airlines and nor for flight rescheduling, flight cancellation, change of flight schedule or routing. Under all such circumstances, our company shall not be held liable for any loss/inconvenience suffered by you or by the people accompanying you. However, you shall be free to pursue your remedies against the concerned airlines at the appropriate forum at your cost and peril without making our company a party. The distance mentioned in hours is indicative of approximate time of travel which may vary as per the prevailing air traffic and weather conditions. In group tickets web-check-in may not be available. Seat allocation is not undertaken at our end as it is at discretion of airlines.

Also, please be informed, well in advance, that if there is any unusual delay or cancellation of flights or delay in landing of the Air Carrier which results into curtailment of days/nights in the tour package being booked by company, we cannot be held liable to compensate you for the said loss as the same is not in the hands of the company.

GENERAL ADVISORY FOR FIRST TIME INTERNATIONAL TRAVELER WITH RESPECT TO THE AIRLINE CARRIERS:

Our Company in the best of interest of its passengers traveling has detailed here under the general advisory with respect to the Airlines Carrier however the same is not exhaustive and we request you to go through the detail terms and conditions of the Airline Carrier with whom you are flying with.

We request you to ensure at the time of making booking and at the time of handing over the tour package to you please note that your passport, VISA and tickets is carrying the same name in the same format as printed on the passport. If in case there is any discrepancy in the name as printed on the passport in comparison to the name printed on the VISA and ticket your VISA and ticket shall be canceled at your cost and expenses.

Also be informed that in International Travel, if in case you miss any flight then all subsequent flight tickets shall be automatically canceled including all your return flights for which there shall be no

refund even by the airlines. This auto cancellation is done by airlines believing that the person who has missed his flight is not traveling with airline carrier and to ensure that onward journey flight tickets and return journey flight ticket shall made available to other potential passengers.

If is further advised that you must visit the concerned airline's website and contact airline booking office or their respective call centers in India one day before departure and take an update of the flight timings. (Also note that at times there is an option given on the airline carriers websites wherein you can give your personal contact number and email id for the entire itinerary for receiving an update of your flight status. Further there is also an option of providing your contact details over the phone by calling the airline contact number listed on their website. You may do so for regular updates of the

status of flight. At times you may be able to select your meal preference or seat preference, the same is to be intimated to the airline carrier well in advance through facilities such as web check-in for which you may be charged separately by the airlines.- This may vary from various airlines, group or customized ticket, destination wise and type of booking.)

It is further advisable to reach the airport a minimum of three hours prior to the scheduled departure time mentioned in the itinerary as at times there is heavy congestion on roads and it may also take some extra time for you to check-in, get security clearance and immigration clearance etc. and reach the boarding gate at the earliest as the aircraft shall not wait for the passenger to come and neither is it mandatory for the airline carrier to give personal call to the passenger who has already checked-in but has not boarded the flight. The boarding gate generally closes 30 - 40 minutes prior to the departure of the aircraft. You are further advised to check your boarding card and keep an eye on the airport display board, and to be alert for any gate change announcements by the airline. If in case there is any doubt with respect to the flight arrival or departure, you are advised to check the same from the airline staff at the boarding gate on the airport.

Our company further advises you to do advance web-check-in on airline website, or kiosk check-in at Indian and overseas airports, as there are separate baggage drop counters both in Delhi and Mumbai airports for passengers who have checked-in in advance through the online or kiosk mode.

Any excess baggage more than prescribed by airlines shall be charged by them approximately 150% of normal fares. You should visit airlines site for latest baggage policies.

We suggest not to put valuables etc in checking luggage - you should carry valuable, medicines with prescriptions and drug generic name listed as brand name differ in countries.

Traveler may carry limited quantities of liquids, gels or paste in containers not exceeding 3 oz or 90 ml. As liquids in excess of 100ml are not permitted in hand bag at check-in or transit city, and same should be carried in a clear, transparent zip pouch. For further do's and don't with respect to baggage you are requested to go through the website of the concerned airline carrier for your comfortable journey.

It is also advisable that you should affix name tags along with your contact number and proper address for easy identification of your luggage.

You are also advised not to carry liquor in hand baggage if transiting in Mumbai or Delhi to another domestic station or domestic flight as it may result in forced disposal of liquor at transit security points. However, you may buy liquor in transit shopping area within Indian cities such Delhi & Mumbai or in places where duty free is available at the time of arrival destination.

Do not carry power banks or lighters in check-in baggage, as such baggage will undergo extra security check and it may result in holding up of such bags at origin. It may also result in such items

being impounded by the security agencies. It is advisable to carry power bank in hand bags only, which are subject to security screening. For further clarification and better understanding it is advisable that you go through airline website and terms and condition mentioned therein.

You are further advised to listen carefully to the announcement being made and not to create a situation of panic if in case there is any delay in departure or arrival of your flight due to weather conditions, or occasional equipment malfunctions, as it may create more trouble for other co-passengers traveling in the group. You are requested to directly coordinate with the Airline Carrier in such cases.

It is further advised that you should not misbehave or manhandle the airport ground staff or the airline crew as it shall amount to a criminal offence for which you may be detained by the airport authorities.

We advise you to buy adequate travel insurance for valuables which you are carrying before hand and also take adequate measures to secure your valuables by ensuring safety locks on board as there are occasional incident reported in few countries.

For the few who suffer from travel sickness, we advise you to consult a doctor before traveling and take all appropriate measure and medicines to overcome the same.

BAGGAGE TERMS AND POLICY IN CASE OF AIRLINE AND SURFACE TRANSFERS:

There are restrictions on the kind of baggage, number and weight of baggage. We recommend you to travel lightweight and, if you are availing Coach Transfers or sharing transfers only one luggage bag per person is allowed in coach transfers the same is done in order to ensure that no inconvenience is being caused to other fellow passengers and group inmates, as there is limited luggage space. Our company shall not be held liable, in any manner, if you are unable to carry any baggage both in Airline Carrier or Surface Carrier or if you have to pay any extra charges for the excess baggage due to the restrictions being imposed. In such a case you shall be directly held liable to pay all such charges.

LOSS OF BAGGAGE DURING AIR TRAVEL AND SURFACE TRAVEL COACH/VAN:

Our company shall, in no circumstances whatsoever, be liable to you or any other person traveling with you, for loss of baggage by the airline or during coach transfers within city or otherwise. We shall not be liable for the loss or any inconvenience suffered by you in this regard. However, you shall be free to pursue your remedies independently against the concerned service provider and to lodge a claim with the insurance company for loss and damages.

MEALS:

In outbound country travel we cannot assure you special Indian meals of the same taste which is available in India. You need to understand that the meals available in foreign land shall be different in taste and variety, neither our company can assure a special meal, as the menus are pre-set by the DMC nor can we guarantee a special diet as the same is provided at the complete discretion of the service provider.

However, we do take the request of meal preference and convey the same to our service provider who tries to provide you the same, subject to its availability and the same is to be informed at the time of booking itself. Also note that number of meals including breakfast provided by the Hotels is always corresponding to the number of nights booked by you. As it's a standard practice that Hotels do not provide breakfast on date of check-in. Our Company further reserves the right to change the meal arrangement, where circumstances compel us to do so. Company at its sole discretion may give a 10 GBP, 10 Euro or 10 USD (as the case may be) per person for dinner, if you are not choosing optional tour activity this is applicable only on specific tour destinations such as Europe, USA

and UK . However, the same needs to be informed at least one day prior (1) day in advance.

VALID PASSPORT AND VALID VISA:

It is entirely your responsibility to ensure that you have the appropriate passport, which is valid for at least nine months beyond your proposed return date to India with necessary VISAs and immigration clearances (whichever is applicable). Our Company reserves its right to refuse to apply your VISA after its initial screening of the documents, if it finds that the documents being supplied by you are not credible or upon any reason which the company deems fit.

Please ensure that your passport is valid as described above and there are sufficient number of blank pages, should not be tempered/damage/soiled/ torn/missing pages or any other type of damage. Further adequate care should be taken if passport has any observation, validity more than 10 years, ECR required or any other mismatch. Handwritten passports or passports with validity of more than 10 years or thumb impression are not accepted and in such cases the passport needs to be renewed.

Our Company shall take an appointment with the concerned embassy or with the VFS as the case may be. However, it is advisable that before you go for your bio metric there should be no cut, wound or mehandi applied on your hands.

Further if you being accompanied with your Children who fall in age bracket of 5-16 years there is a compliance for which, we request you to please visit the VFS or Embassy site and get the requisite information before hand.

The final right of entry in any country is vested with the immigration authorities at the destination country. At times there may be deportation despite of granting VISA and/or boarding pass at destination port or VISA with-holding, refusal or delay by the Embassy Concerned due to the reasons best known to them for which the company cannot be held liable for any loss/damage being suffered by you.

Further, we have also contracted with M/s HRG Legal who on your request may assist you in submitting your VISA application for which you shall be charged separately. Such charges may include not only VISA charges but also cost inured for the service charge. The assistance provided by the experts and professional would be with respect to preparing of documents and submitting of the VISA application based on documents provided by you. It is understood that there is no guarantee or assurance being provided by the Company, or our service provider that, if applied through them you shall get the VISA as granting or non-granting of VISA is the sole prerogative of the Embassy. Its only that the professionals shall assist you to put your case in best possible manner on the basis of the documents provided by you. Even if you do not get your VISA, you will be liable to pay both the VISA fees and services charges as applicable which are non-refundable. Further the amount due in respect of the VISA fees shall be paid by you separately to M/s HRG Legal. Please note that granting or rejecting VISAs and immigration clearance is the sole prerogative of the concerned Sovereign Government, and the company shall not be responsible for non-granting of VISA or any consequential loss being suffered by you. You should ensure that you submit all the relevant documents and photographs within the prescribed time limit as mentioned in the documentation check list as given to at the time of booking of the tour.

It is your prerogative to provide company all the additional information details and documents which you possess to support the VISA application. The company cannot be held liable for any clerical error regarding names, attachment of wrong photograph, duration, types of VISA (Single/multiple entry) occurs in the embassy. It is your duty and responsibility to check VISA, their validity, details and the correctness thereof. All the consequences of refusal of grant of VISA is on you including the corresponding cancellation charges.

In the event the application for VISA being made by you or the Company on your behalf is rejected by the concerned Embassy or Authorities due to inadequate supply of documents furnished by the applicant or due to any other reason whatsoever, the Company shall not be liable or responsible for the same.

You further give your consent that if in case the passports are required to be mailed for VISAs/POE to different cities, Company has the right to courier the same by a reputed courier and in case of loss or delay of the passport arising out of such transmission, Company shall not be held responsible or liable to compensate the holder for any loss whatsoever.

The position in respect of cancellation of tour by you due to non-availability of travel documents would not change only by virtue of you having applied for such documents through the Company.

In case VISA is being applied by you, it is your responsibility to check & re-check all the documents, application submitted by you in person. You must send copy thereof immediately to us through whatsapp, mail, physically handing copy thereof to us or through any such means.

FOREIGN EXCHANGE:

Our company recommends you to take foreign exchange partly in foreign currency and partly in traveler's cheque / traveler's card. It is advisable to arrange for the same at least one week prior to the date of departure. Traveler's cheque can be encashed overseas for normal fee and can be further replace/reissued, in case stolen. However, our company owes no responsibility for any such services. The terms and conditions of such traveler's card/cheque issuer shall be applicable.

The prices quoted by the company in its brochure, website, advertisements are in US\$ or in equivalent foreign currency or in equivalent INR taken at a notional rate. Company further reserves its right to change these prices in case of increase in rate of foreign exchange or due increase in surface transportation prior to date of departure. Our company reserves its right to increase the tour price without prior notice you.

The package cost being offered by our company is based on the prevailing foreign currency rate at the time of designing the said package which may differ at the time when you book the package or make the final payment. Accordingly, the difference in the foreign currency is payable by you as and when demanded by the company.

TOUR COST COMPONENT:

As per the guidelines issued by the Reserve Bank of India, all residents holding Indian passport are entitled to avail an amount not exceeding USD 250000 or an amount to its equivalent in one calendar year for one or more private/leisure visit under the Liberalized Remittance Scheme. You have to submit your request on pre-printed LRS/Basic Travel Quota forms, which has to be completed by you and is to bear your signature. The company shall forward the said form to the authorized money changer, so as to get the required amount of the foreign exchange for meeting the tour cost component which is to be paid in foreign currency.

TRAVEL INSURANCE: Our company is merely providing facilitation to get cover insured at the instance of Client with no other role or liability which means you have a direct contractual relation with the insurance company and You have to directly submit claim to insurance company and further the insurance company shall directly pay the settlement amounts to you and if in case there is any dispute between you and the insurance company in regard of the amount of compensation or any other dispute the same shall settled by you at your own expense with the insurance company and at no point of time you should ask the company to bear any cost whatsoever in case of any arrangements to be made for the transportation of the dead body inter-alia including the expenses incurred for procuring of the death certificate, post mortem etc. For which we cannot be held responsible for not extending any help for

the same neither our company shall be held responsible in case any of the relatives wishes to visit the country where the tourist has expired, all the necessary arrangements shall be made by the said relative only at its cost.

You have to check the terms of the insurance policy in case of any discrepancy it's the sole responsibility of the insured to put the same in the knowledge of the insurance company and get the same rectified as the company would not be responsible for the loss if any caused to the insured due to any such discrepancy.

For countries such as Europe & UK the cover of overseas medical insurance is mandatory for all the travelers irrespective of their age.

However we recommend that every outbound traveler must buy travel insurance policy for the period traveling.

(Insurance is a subject matter of solicitation. For details of risk factors, terms and conditions, please read the policy terms and conditions carefully before concluding a purchase)

PAYMENT TERMS:

Please note that all services rendered and facilitated by the company are subject to full realization of payment by you prior to the date of departure. In case the payment for the services availed by you is made by cheque the package shall only be delivered to you after the realization of cheque.

Note:

- ❖ Please note that company in its complete discretion shall refuse to accept the cheque if there are less than five working days available (from the date of presentation of the cheque by you) till the date of your departure.

MODE OF PAYMENT:

The payment of the entire tour package has to be made before the scheduled delivery date either in form of Draft or by way of a cheque. Our company discourages payment to be made by cash deposit which are above Rs.1,99,000/- (Rupees One Lakh Ninety Nine Thousand only) whether in installment or otherwise as it is in violation of the norms of the country and shall attract penalty. You can also make payment through your credit card by clicking on the link <http://dpauls.com/makepayment.aspx>

Note:

- ❖ Please inform the company official prior making any payment through credit card or link so as to allow us to authenticate the transaction and to avoid any kind of phishing activity.
- ❖ Extra 01% charge shall be deducted for cash deposit being made by you as the same is charged by the banks for their services.

CANCELLATION POLICY:

Company reserves its right to cancel the booking being made by you or even amend the same, if necessary without assigning any reasons thereof. Such amendment or cancellation may be due to circumstances beyond the control of the company. As per the policy of the company, the company in its best endeavors shall book alternate Hotels for you, after confirming the dates with you. However, at no point of time shall Our Company be responsible or liable to pay any compensation or damage or any other expense or business loss suffered by you due to the cancellation or amendment of the tour package booked by you.

On your booking request Our Company holds space for you in its groups which are schedule to travel on a specific date and a space is also reserved for you in Airlines, Hotels and Coaches needless to mention that these spaces are being hold subject to the bank guarantees (or any form of deposit) issued by Our Company in favor of the Third Party service provider. If there is any change in your plan and you request for cancellation, due to any reason whatsoever the same shall be subject to the cancellation policy.

CANCELLATION OF BOOKING BY YOU:

In case if you wish to cancel the tour package booked, you must notify us in writing through email. Only after the receipt of the same by our company staff, it shall be deemed that the said communication has been received by our company.

The cancellation charges shall apply, irrespective of the reason for cancellation whatsoever, including medical emergency or pregnancy. You understand and acknowledge that these charges are genuine and are the pre-estimate of the damages that our Company will suffer on account of cancellation being made by you. Further in group bookings, if the cancellations are being made due to any reasons, it shall increase the cost of the entire group which cost cannot be burdened upon other group members traveling, so the cancellation charges are on higher side in order to mitigate that loss which the company has to bear on account of you not traveling. However, our company in its best endeavor tries to mitigate the loss as minimum as possible on you in terms of the cancellation policy. You further unequivocally understand that the said cancellation charges shall be paid by you without any dispute and the same are explained to you at the time of finalization of the itinerary. If the tour is 100% confirmed and delivered there shall be 100% Cancellation charges.

CANCELLATION DUE TO REFUSAL OF VISAS BY THE EMBASSY:
Granting and rejection of VISAS is the sole discretion of embassy. Our Company only acts as a facilitator for obtaining the VISA. The company shall, under no circumstances, be held liable or responsible for rejection of VISAS and any other related incidental or consequential loss, damage, cost or expense.

If the rejection of VISA is intimated by the embassy within the cancellation period specified above, then the cancellation charges as appearing shall be applicable. For the purpose of ascertaining the applicable cancellation rates, the cancellation under this head will be deemed to have been made only when we receive the intimation of VISA rejection from the embassy. Subsequently, if you choose to re-apply for the VISA, then in that case the cancellation charges if any, shall be borne by you from the date of second refusal, if any. If in case we have received no intimation from the embassy of accepting of VISA application before the departure date of the tour, then in that case the maximum cancellation charges shall apply.

CANCELLATION FOR WANT OF BALANCE PAYMENT:

The tour package booked by you, can be canceled for want of balance payment of tour package, wherein after subsequent request you have failed to deposit the balance payment. In such a case we reserve the rights to cancel the tour package and shall recover the balance amount, if any from you after adjusting the advance received.

PROCESSING CHARGES:

We hold our right to charge a processing fee which shall be 5% of package cost, if booking is withdrawn by you even 5 minutes after confirmation of booking reference number being communicated to you from our end. Once confirmation is conveyed normal cancellation charges shall be applied.

TRAVEL DOCUMENTS/ OTHER BELONGINGS AND GENERAL ADVISORY:

You are responsible for your documents and you have taken the risk and responsibility of your baggage, belongings currency and valuable documents at all times during the tour whether during the travel on airline, coach transfers or during the stay in Hotel. If any case due to any of the foregoing reason or otherwise you lose essential documents such as passport, VISA, tickets etc. you shall be solely responsible for such loss. It is also submitted that our company cannot be held liable for any loss or damage caused to you because of theft, accident, and negligence due to any reason whatsoever. Notwithstanding the above if in case said loss is covered by the insurance company you may be free to file your claim directly with the insurance company and take independent remedies with respect to the same. It is reiterated that your contract with the

insurance company is independent and the terms and conditions of such contract may govern your claim.

It is advised to keep photocopy and also soft copy with you and with your relatives of all travel documents. For carrying foreign exchange, plastic currency, traveler cheques it is advisable to carry purchase receipt also.

You are further advised that if in case your baggage is lost or misplaced at any point of time it is solely your responsibility to take all appropriate measures including lodging of the complaint with the appropriate authorities. It is further expressly being mentioned that in such event the tour operator shall not be in a position to escort you to lodge a complaint, as it would compromise the convenience and time of the group.

It shall be solely your responsibility to hold valid travel documents such as passport, VISA, airline tickets, insurance etc. to enable you to travel on the tour. It is reiterated that in certain countries valid passport shall mean a passport having a validity of at least six to nine months beyond the scheduled departure of your tour. Further also note that in case the cancellation is to be made by you for non-satisfaction of the above conditions, the cancellation charges shall apply as per the cancellation policy of the company. We suggest you to declare valuables to the airlines at time of check-in and pay additional charges, if any to the airline so as to enable holding airlines responsible. Without this airlines may invoke limitation of liability provisions as per international provisions.

HEALTH AND FITNESS:

Our tours are only suitable for travelers/person who are physically fit and able to walk long distances, if need be. Accordingly, it is advisable for those who are not fit to walk; or who have special needs or requirements due to their age; or because of prevailing medical conditions; not to travel, as our company shall not be in a position to provide you an attendant at any point of time during the tour.

It is further understood that the onus shall lie upon you to disclose to the company about any such ailment or medical issue which may affect your ability to fully enjoy the tour services. On such disclosures being made by you, Our Company reserves the right to cancel the bookings being made by you for the entire group. Further, if necessary, our company also reserves right to ask you to undergo medical test and to also provide a medical certificate of fitness for travel, if need be.

However, it is not our obligation to check your medical conditions and if you suffer any injury on the tour or in case you are unable to enjoy any part of the tour due to your medical conditions, we shall not be liable to compensate you or refund any amount to you for non-utilization of service. It shall be deemed that you have yourself chosen to skip the particular service and it is a case of no show wherein the company shall deduct 100% amount on account of the service.

If in case your health is in deteriorating condition at the time of boarding the flight, the airline carrier may even decline to accept you on medical grounds. We request you to go through and understand the terms and conditions of airlines carriers, as we shall not be held responsible for any consequences that you may suffer.

LIABILITIES:

You are advised to read carefully all the terms and conditions in order to understand your duties, responsibilities and risk before signing of the contract. Our company is a tour organizer and we shall not be held liable for any loss, injury or damage with respect of life, limb, property, sickness, discomfort, additional expenses incurred by you or for any direct, indirect, consequential loss or damage of any kinds suffered by you howsoever. In case our liability arises from this contract, it is understood that it shall not exceed the total amount paid for the tour by you. Further in no case or circumstances shall Our Company can be held personally liable for any indirect, special or consequential losses or damages whatsoever.

Our company shall not be liable to you for refund, compensation, claim if the number of days is reduced, postponement or re-routing of any transport service due to any reason whatsoever. Our company is acting as a booking agent for the overseas tour operator/travel component supplier and at best can be described as a holiday organizer. Please note that the information being given on the website and the printed brochures is what company is being briefed about by the Destination Management Companies (DMCs), and if in case any information as being provided in the brochures or website of the company is not accurate, our company shall change the same as soon as it comes to the knowledge of the company. However, Our Company cannot be held liable for loss or damage being suffered due any such information. It is understood that Our Company does not control or operate any Airline, neither does it own any shipping company, coach or coach company or Hotel or Transport Services, and as such if any loss or damage is being caused due to such carriers or Hotel, Our Company cannot be held liable.

TOUR CONDITIONS:

You will have to strictly follow the tour program and comply with the terms and conditions of the various contractors/ third party vendors such as Hotels, Airlines, Destination Management Companies, Cruise, and Insurance etc.

You are further requested to be punctual and adhere to the time-lines of the tour. In case of you not being punctual you may miss your flight, your coach and your meal etc for which you cannot claim any damage from our company..

You understand that you are traveling in the group, and you shall not behave in a manner which causes distress or annoyance to other tour participants. In case you behave in a manner which is rowdy and indecent, you may be asked to leave the group at your cost and peril.

It is understood that there shall be no refund or compensation whatsoever for unutilized services whether as a matter of choice or caused by your fault or compelled by circumstances such as ill-health, weather or any other reason.

GOVERNING LAW & JURISDICTION:

This Agreement and any matter relating thereto shall be governed, construed and interpreted in accordance with the Laws of India`.

You agree that in the event of any dispute on difference between the parties the exclusive jurisdiction of the courts/tribunals shall be of New Delhi only.

DISCLAIMERS:

We take all reasonable care in preparing the brochure(s), web pages and other documents and in describing the services therein. However, we are not liable for any typographical/printing errors. Further, we go strictly by the terms and conditions, and in case our staff has assured you of anything which is contrary to the terms mentioned herein, we shall request you to obtain the same in writing in order to avoid any confusion at a later stage.

DECLARATION:

On behalf of the persons booked, I /we have read, understood the terms and conditions (in my vernacular language) and I /we also accept the Terms and Conditions and other brochures and handouts being handed over by the Company.

I, _____ do hereby state and confirm on behalf of myself and others availing the services booked by me, that I have perused Terms and Conditions, itinerary and I undertake to abide by the same throughout the period of contract.

Further I have been briefed about the **PAYMENT TERMS, FOREIGN EXCHANGE TERMS, VISA GUIDELINES and CANCELLATION POLICY** in detail and all terms and conditions of the contract.

A copy of the same is also furnished to me for my future reference.

Client
Name & Signature

Staff Person
Name & Signature

"Please note that we do not have any Branch or Franchise, neither do we authorize anyone to collect payments on our behalf nor we authorize anyone to use our name, logo, email ids i.e.

@dpaulstravel.com , @dpauls.com or our website.

If in case of any suspicious email or suspicious person contacting you, impersonating to be speaking from our company, please confirm the same by reaching our office.

We request you to visit our office to know in detail about this package & other packages too."