

Terms & Conditions

1. Booking & Payment

- All bookings are only confirmed after full payment is received before the stated date. Bookings remain subject to availability until full payment is received.
- Prices are quoted in the stated currency and are subject to currency fluctuations, government taxes, and operator surcharges.

2. Cancellation Policy

- The cancellation policy applicable to your booking is as defined in the itinerary document and/or confirmation email.
- Refunds, if any, will be processed strictly according to those terms.

3. Responsibilities

- The agency acts as a facilitator for hotels, ferries, and local tour operators.
- We are not the principal provider of these services and are not liable for delays, cancellations, or changes caused by airlines, ferries, weather, or local authorities
- Travelers are responsible for holding valid passports, visas, and travel insurance.
- Guests are strongly advised to purchase comprehensive travel insurance covering medical emergencies, cancellations, baggage loss, and other contingencies.

4. Punctuality & Service Participation

- Guests must be on time for all scheduled services, including transfers, ferries, and tours.
- If a guest is delayed or fails to join a service, no refund or rescheduling will be provided.
- Services will operate as per schedule regardless of individual delays.

5. Hotel Rooms & Changes

- The hotel and room category booked only after the guests approval.
- If, dissatisfied upon arrival with your room, please request a change directly at the hotel reception.
- Special requests (e.g., bed type, view) are subject to hotel discretion and cannot be guaranteed.
- Changing hotels at the last moment is nearly impossible. We highly recommend researching your hotel and room category in advance by looking them up online or going through the online reviews to ensure you're fully satisfied before your trip.

6. Force Majeure

- The agency shall not be liable or responsible for any failure or delay in performance arising out of or caused by circumstances beyond its reasonable control, including but not limited to acts of God, natural disasters, strikes, civil disturbances, government actions, epidemics, or transport disruptions.
- In such cases, services may be modified, rescheduled, or cancelled without liability, and refunds will be subject to third-party operator policies.

7. Health & Safety

- Guests must ensure they are medically fit to travel and comply with local laws and safety regulations during the trip.
- The agency is not liable for accidents, injuries, or medical expenses incurred during the trip.

8. Governing Law

- These terms are governed by the laws of India.
- Any disputes will be subject to the jurisdiction of courts in Gurugram, Haryana.
- Parties may mutually agree to arbitration before litigation.