

Terms and Conditions for Domestic Tours

Terms and conditions for Domestic tours:

Unless specified in the inclusions, the cost excludes (for domestic tours):

Train/ airfare & airport tax.

Meals not specified in the itinerary.

Services other than specified.

Entry fees to monuments, guides.

Any expenses of personal nature such as mineral water, drinks, laundry, telephone/fax calls, travel insurance, room service, mini-bar etc.

Any expenses caused by reasons beyond our control such as bad weather, natural calamities (landslides, floods), flight (or any other mode of transport) delays, rescheduling or cancellations, any accidents, medical evacuations, riots, strikes, war, etc.

Any tips to drivers, hotel staff, any meals apart from the ones mentioned above.

Any other tax or service charge that could be enforced during this period will be extra and need to be borne by you.

Important note (Domestic tours):

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.

Gallivant Global retains the right to adjust accommodations or travel arrangements based on availability without bearing any liability for differences in accommodation quality.

Generally check in time at all hotels varies between 12noon to 2pm and check out time between 10am to 12noon (depending on individual hotels). This will be intimated to you at the time of booking. In case you arrive at the hotel well before that time, you will have to wait at the lobby till the official check in time. Normally, we 'request' for an 'early' check in at no extra cost. In case there is room available AND on the complete discretion of the hotel management, you may be allotted a room earlier. If you want an early check in on Guaranteed Basis, then they will charge you 1 night extra cost. Same goes for request for late check out. In the absence of any SPECIFIC written request from the client for guaranteed early or late check in/check out respectively, Gallivant Global

will presume that it is on 'Request Basis'.

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.

For client-requested changes to confirmed bookings, an additional administrative fee applies. Clients accept any increases in rates due to itinerary adjustments.

Payment terms: 100% payment in advance in favour of " GALLIVANT" , payable in Kolkata by local cheque / demand draft / cash.

For payments made by Credit Card (through an link sent to your email id / phone) we will levy a 2% banking charge over & above the total amount payable. (We accept all Master / Visa only).

Clients are responsible for confirming all details and ensuring payment verification within 24 hours of payment. Gallivant Global holds no liability for losses due to unverified payments.

Gallivant Global is not responsible for any failure of digital payment systems or external banking errors. Clients must resolve these issues directly with their financial institutions.

Tour Cancellation: All notice of cancellation must be sent to our Kolkata 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:

30 days prior to Tour departure date: 50 % cancellation.

29 -20 days: 75 % cancellation

19 days and below including no show: 100 % cancellation

However, in certain cases, the cancellation charges could be strict 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: This will be subject to respective airline cancellation rules for the category of ticket purchased. Over and above what is charged by the airline, We will charge an administrative fee of Rs.500 per ticket per person + GST. Refunds, if any, on airfares will be made, through the proper channels, only after we get the refunds from the airlines, which at times can take upto 60 days.

Gallivant Global is not liable for any unforeseen costs arising from flight delays, cancellations, or re-routings caused by the airline.

Refunds on tours: Request for any refund 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. Refunds, if any, on tours will be made by Gallivant Global after 30 days of receipt of such request from the client. All refunds to clients will be made by cheque (INR) in favour of clients in whose name Money Receipts have been made. Under no circumstances will any refund to clients be made in cash even if Gallivant Global 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. Gallivant Global is not responsible for payments made to the passengers travel agent but not received by Gallivant Global, or for the passengers receipt of any refund which Gallivant Global has paid to the passenger's travel agent.

Note on cancellation of tour by the client: We may review our cancellation policy provided a 'WAR' situation arises (as opposed to a 'war-like' situation) forcing you to cancel your tour. 'War' situation will be defined only if the Indian Govt or the Govt of the country you are traveling to imposes an official emergency declaring war. This definition is not open to interpretation. At Gallivant Global, we strongly believe that this is as safe a time to travel as it ever was. People are still traveling to Kashmir, North East India, Chattisgarh etc. (where terrorism/insurgency have been a part of daily life) and enjoying the travel experience.

Airport check in for domestic flights: Due to additional security blankets being thrown at most airports in India, be sure to REACH the airport at least 2hrs prior to actual departure. Please reconfirm all your flight tickets ideally 72 hours prior to the departure.

Extra beds in hotels: Not every hotel allows extra persons or extra beds or extra mattresses in the rooms. 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 3rd person in a room but will not be in a position to provide you with an extra mattress (eg some lodges in Sikkim).

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.

Terms and Conditions for Outbound Tours

Cost Excludes

1. For international clients traveling: Visa, travel/medical insurance.
2. International and domestic airfare.
3. Train fares within the country.
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.

In cases of unavoidable events such as severe weather, natural disasters, transportation delays or cancellations, accidents, or any form of medical emergency, clients are solely responsible for any additional expenses, to be paid directly to local service providers.

1. Any tips/gratuities to drivers, hotel staff.
2. Any other tax or service charge that could be enforced during this period will be extra and needs to be borne by the client.
3. Services other than those specified.

Payment Terms

100% payment in advance in favour of "Gallivant ," payable in Kolkata by local cheque/demand draft/cash.

We accept Master/Visa cards only. We do not accept Amex/Diners cards. A 2% card charges are applicable over and above the total amount payable.

Important Notes

Prices are based on the tentative itinerary provided. Final booking starts upon receiving full payment in advance. Changes in itinerary due to availability will be communicated, and costs will be borne by the client. Sometimes, adjustments to the itinerary may be necessary to accommodate bookings or for logistical reasons. Any resulting costs will be the responsibility of the client, with Gallivant Global assuming no liability for additional expenses.

Check-in time at all hotels is from 3 pm; check-out is between 10 am and 12 noon. Early check-in or late check-out requests are subject to hotel policies and may incur extra costs.

Tour Cancellation

All notice of cancellation must be sent to Gallivant Global's Kolkata office in writing via email or fax. Verbal cancellations will not be processed.

• Cancellation Fees:

- Up to 30 days prior to the tour: 50% cancellation fee.
- 29–20 days: 75% cancellation fee.
- 19 days and below, including no-shows: 100% cancellation fee.

However, in certain cases, the cancellation charges could be strict 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.

Refunds on Tours

Refunds, as per the cancellation policy, must be requested in writing within 14 days of the scheduled tour completion, with documentary evidence. Refunds will be processed within 30 days upon approval but are subject to supplier policies.

- Refunds will only be made to the original client or travel agent.
- No refunds will be issued in cash.

Important Note

1. Gallivant Global is not liable for any unforeseen costs arising from flight delays, cancellations, or re-routings caused by the airline.
2. Clients are responsible for confirming all details and ensuring payment verification within 24 hours of payment. Gallivant Global holds no liability for losses due to unverified payments.
3. For client-requested changes to confirmed bookings, an additional administrative fee applies. Clients accept any increases in rates due to itinerary adjustments.
4. Gallivant Global retains the right to adjust accommodations or travel arrangements based on availability without bearing any liability for differences in accommodation quality.
5. All deposits for tour bookings will be refunded after covering the reservation administration costs ; and cancellation costs where applicable depending on the supplier / vendor policies.
6. Gallivant Global is not responsible for any failure of digital payment systems or external banking errors. Clients must resolve these issues directly with their financial institutions.
7. Gallivant Global processes refunds as quickly as possible but does not guarantee specific timelines due to reliance on third-party service providers. Clients should expect standard processing times and acknowledge that delays may occur.
8. The client is responsible for providing accurate information for bookings, including names, passport details, and contact information. Gallivant Global is not responsible for errors arising from incorrect or incomplete information provided by the client.