

Beyond Voyages Pvt. Ltd.: Terms And Conditions

Definitions

In the terms and conditions set out in this document, the following terms shall, unless contrary to the context, have the meaning specified.

- "You" means the person/s in whose name and/or whose behalf the Booking is made. Alternatively, the reference may be made in the third person as "Tour Participant"/ "They" / "Client" / "Them" / "His" / "Her".
- "We" / "Us" / "Company" means BEYOND VOYAGES PVT LTD.
- "Infant" / "Child" mean respectively a person below the age of two years and a person more than the age of two and below the age of twelve years.
- "Contractor" / "Supplier" means supplier of any infrastructural facility and shall include hotel managements, airlines, caterers, restaurants, places of entertainment like theme parks, museums, art galleries etc. shipping company, railway, ferry, cruise, coach who are to provide the services to the Client.
- "Tour Cost" means the tour cost mentioned in the Quotation and other payments such as taxes, surcharges etc. payable by the client to the Company
- "Brochure" means printed brochure, Website, itinerary, leaflets, booklet, Price Grid.
- "Website" means www.beyondvoyages.com
- "Web pages" means pages on the Website www.beyondvoyages.com

Website Information – Disclaimers

BEYOND VOYAGES has taken reasonable care to ensure that the information posted on the website is accurate. However, BEYOND VOYAGES does not warrant or guarantee the accuracy or completeness of the information provided on this Website. Under no circumstances will BEYOND VOYAGES be liable for any loss or direct, indirect, incidental, special or consequential damages caused by reliance on this information. The information on this Website / terms and conditions may be changed or updated without notice. Users are deemed to be apprised of and bound by such changes. BEYOND VOYAGES may also make improvements and/or changes in the products, services and/or programs described on this site at any time without notice. BEYOND VOYAGES hereby disclaims all warranties and conditions with regard to this information, software, products, services and related graphics, including all implied warranties and conditions of merchantability, fitness for a particular purpose, title and non-infringement.

Itinerary May Change At Any Time

We reserve the right to alter, amend, change or modify the tour package and itineraries before or during the tour. We will make reasonable efforts to notify you promptly of such changes as and when they are made.

Such changes may be necessitated due to factors beyond our control such as Force Majeure events, strikes, fairs, festivals, sport events, weather conditions, traffic problems, overbooking of



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hotels/flights, cancellation/ re-routing of flights or railway, closure of / restricted entry at a place of sightseeing. Generally, we try to avoid dates when big Fairs, Exhibitions 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.

Due to airline's requirements the points of entry and exit in a country may change. We will make reasonable efforts to keep the overall package of services unchanged. However, we shall not be liable to refund any amount or pay any compensation on account of any change in itinerary.

In case the alternate arrangements made are materially superior as compared to the ones described to you earlier, we may impose additional charges for the same at the time of booking or in the course of the tour.

General Notice Regarding Booking

Please read the Itinerary carefully and understand its content, the 'Terms and Conditions', and other requisite documents, as all these will form a part of your contract with BEYOND VOYAGES, once you effect the booking with us. To effect the booking, we may require you to sign the Booking Form and such other documents as we may deem fit including (without limitation) the 'Terms & Conditions'. Upon executing the Booking Documents and on payment of the prescribed non-refundable interest-free booking amount, a contract binding on both the Parties shall become effective.

We advise that before you make a booking, ensure that you have and / or you will be able to provide all the required documents and qualifications to enable you to apply for visa, foreign exchange etc.

Conditions of Other Third Party Operators

In the event you are booking a tour/travel service of any third party operators through BEYOND VOYAGES, you shall be subject to the Terms and Conditions of BEYOND VOYAGES, and the terms and conditions of such third party operators, including their payment schedule, cancellation, refund etc shall also be applicable to you.

One or more Tour Participant(s) may Sign Booking Documents on Behalf of a Group

The Booking Form mentions the name /s of all the tourist participants. If the Booking Documents are signed by any of them on behalf of all the other tourist participants, it will be considered that all such other tourist participants have also given their consent and shall be bound by the terms and conditions therein.

Contract Subject To Signature and Payments

Please note that there is no contract between the Company and the tour participants until the Booking Documents are signed and the Company has received the specified non-refundable interest free booking amount. The full payment must be received in accordance with the prescribed payment schedule. If it is not paid in accordance with the payment schedule, the company reserves the right to

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cancel the booking with consequent forfeiture of booking amount and apply the scale of cancellation charges as mentioned in the brochure.

Cancellation / Amendment by Company

We reserve a right to amend or cancel a 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 after deducting the visa, and any other costs incurred by us on your behalf, and such refund shall be made within a period of forty five days from the date of amendment or cancellation. However, we shall not be responsible or liable to pay any compensation/damages/ consequential loss / refund and any other expense incurred by you. The company cannot assume responsibility for any additional cost or any fees relating to the issuance and / or cancellation of air tickets or other arrangements not done through the company.

Cancellation of Booking by You

Should you wish to cancel 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.

The following cancellation charges shall apply irrespective of the reason for cancellation.

<u>When a cancellation is made</u>	<u>Cancellation charges per person</u>
60 days or more prior to the departure of the Tour or for non-payment of the balance Tour Cost within the stipulated time frame	Booking Amount
59-40 days prior to the departure of the Tour	30% of the Tour Cost
39-31 days prior to the departure of the Tour	50% of the Tour Cost
30 days or less prior to departure of the Tour	100% of Tour Cost

** In case of cruises, 100% of the cruise cost paid will be forfeited in case of any cancellations, irrespective of time of cancellation.

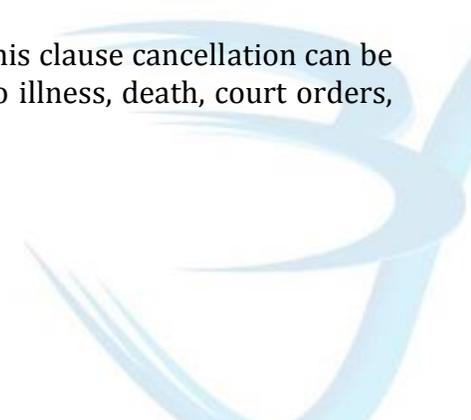
** In case of Non Refundable Flight Tickets, 100% of the Flight Ticket cost paid will be forfeited in case of any cancellations, irrespective of time of cancellation.

It is a clear understanding between the parties that for the purpose of this clause cancellation can be due to any reason including the reason of inability to participate due to illness, death, court orders, non-availability of travel documents etc.

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As per the booking conditions, we are constrained to impose the aforesaid Cancellation Charges in addition to the actual administrative / service expenditure incurred towards visa / permits retention charges by overseas supplier etc.

If you wish to cancel your booking, you need to inform us by email (support@beyondvoyages.com), provided that such information should be given on a working day and during office working hours.

If the Booking Documents have been signed by one or more persons for themselves and for others mentioned in the Booking Form, then the communication signed by such signatory/s would be treated as a valid communication for cancellation for all such persons mentioned in the form. Cancellation shall take effect only from the time the written request is sent on working days within office working hours. However, in the following cases you shall be deemed to have cancelled the tour even if no cancellation notice is issued by you: (i) In case of visa rejection, you would be deemed to have cancelled on the date of intimation of such rejection. Please see our Visa Guidance section for further details (ii) If you fail to pay the tour costs in time or if you commit any other default in relation to your booking, we may treat such failure or default as a cancellation of the booking. In such case, the cancellation charges shall be computed with reference to the date on which we issue a notice of cancellation; (iii) If you fail to make the payment or commit any other default, and no notice of cancellation is issued by us and your payment or default also remains outstanding on the date of departure, the booking shall be deemed to have been cancelled by you without any advance notice, inviting the highest cancellation charge.

Amendment of Booking by You

If you wish to amend or change your booking, you have to communicate your request in writing. Such requests for change or amendment will be accepted subject to availability.

Please note that: (1) The amended or changed booking will be regarded as a new booking; (2) An amendment fee of INR 5,000 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 note the cancellation charges specified in the preceding section.

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 that is engaged to provide 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. For instance, you will need to check the baggage rules of the airline to understand what kind of baggage and how much baggage you can carry. You need to check the hotel rules for meal timings. BEYOND VOYAGES shall not be responsible for the breach of such rules and regulations and the consequences thereafter ;

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- If you cause any injury or damage to the service provider, you may become liable for such injury/damage and if the service provider recovers any monies from us for the said such injury or damages, we shall be entitled to recover the same from you.
- We cannot be held responsible for any delay, deficiency, injury, death, loss or damage occasioned due to act or default of such service providers, their employees or agents.

Meals

Please refer to the itinerary for 'Meal Details' which would be served to you on the tour. Unlike an airline, we cannot process a special meal, nor can we guarantee a special diet. We do not assure special meals or special timings or extra halts for infants, children, or passengers with diabetes, cholesterol, high blood pressure or any other condition. If you have any such special requirements arising from medical conditions or needs of your children or otherwise, it would be advisable to travel on a customized tour and coach tours are not recommended.

We, however, reserve the right to change the meal arrangement, where circumstances compel us to do so. At some places a meal allowance may be paid to enable you to have a meal of your own choice.

Hotels

The Company selects hotels for your stay at your holiday destinations, which give comfort and value for money. For various reasons, such as reducing the overall traveling time on the coach for the following day, we may select hotels which are far away from the city centre. Unlike other countries, most hotels in Europe do not have air conditioners or fans. Modern facilities such as attached toilets with showers / bathtubs are provided. We cannot guarantee the availability of adjoining rooms / interconnecting rooms / non-smoking room / rooms on the same floor etc.

Hotels at different Destinations have their own Check In / Check Out Timings. You will have to abide by them.

If you seek a change in the room configuration/room category during the tour, it will be subject to availability and you may have to pay additional charges as applicable.

Please note that hotels in Europe can have exceptionally small rooms unlike the hotels in other countries.

Single Accommodation

In case you book on a single occupancy basis, you will have to pay a single room supplement. You shall also be liable to pay the single room supplement if you had booked on a shared room basis earlier, but later on you have to take the room on single occupancy basis since your intended room partner has either dropped out of the tour for any reason or since you and / or your room partner are no longer willing to share a room.

Double / Twin Accommodation

A double room has either a single queen-size bed or two separate beds. If you request for a room with a queen-size bed, the same would be provided subject to availability as most of the hotel rooms in

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Europe are twin-bedded. In case of non-availability of a room with a queen-size bed, a twin bedded-room would be given.

Triple Accommodation

We recommend a maximum of three persons in one room. Triple rooms are usually no larger than twin rooms and the third bed is often a rollaway bed or cot placed in a twin room.

Children Accommodation

A child for whom a 'without a bed' charge has been paid would not be entitled to a separate bed in the hotel. In case 'with bed' charge has been paid for the child and you decide not to avail such facility whilst on the tour, you would not be entitled to any refund. In case you decide to seek an extra bed for the child booked on 'without bed' basis on the tour, this will be provided subject to availability and you shall be bound to directly pay any additional amount as charged by the concerned hotel. Adjoining rooms / interconnecting rooms / non-smoking room / rooms on the same floor etc., are subject to availability.

Hotel standards vary dramatically throughout India. In larger cities like Delhi and Mumbai, hotels are fully modernized with excellent facilities, whilst in other cities and towns the hotels are smaller but quite often have good facilities. In the desert cities of Rajasthan, areas of southern India, small hill towns and recently opened areas, many hotels are small, privately owned properties or converted palaces, retaining much of their original ambience, but the room size, shape and design can vary enormously (even in the same price bracket). Although palace hotels often have simple facilities and service can be slow, we suggest you to maintain patience as this is more than compensated by their atmosphere and charm. Hotels in India continuously try to upgrade their services and there can be building constructions and renovation works throughout the year. We will endeavor to obtain rooms as far away from any construction work as possible but please bear in mind that hotels run on full capacity during peak season and specific rooms can rarely be pre-booked. Even when you travel off beaten track with Beyond Voyages, you can be sure that your accommodation in game lodges, smaller hotels and tented camps is the best available in their category. Sometimes the best accommodation we can offer to you can be modest hotels which are the only option in remote locations.. In these cases we feel that the simplicity of such accommodation is outweighed by the rich travel experience of these remote areas. Accommodation will often be in tents or lodges.

Economy hotels are budget hotels and they may not have any star category classification obtained from the relevant authorities of Government of India. Even 2 star properties approved by the India Tourism, Government of India, can be considered as economy hotels. These hotels may only provide basic amenities.

Standard hotels are mainly 3 star category hotels approved by the India Tourism, Government of India. They may include Heritage hotels, Lodges and Resorts.

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Deluxe hotels can be categorized with ratings of 4 star or 5 star approved by the HRACC, India Tourism, Government of India. They may also include Heritage hotels, Lodges and Resorts.

Please note:

- Heritage hotels are set in old or historic style buildings and are categorized into grand, classic and heritage.
- Rooms in Economy, Standard, Deluxe hotels, heritage hotels, lodges and resorts would vary in layout and size.
- Room services and features in Hotels, Resorts, Heritages, Lodges may vary from place to place.

If you would like to stay in any hotels other than those featured in the tour itinerary, or you would like to upgrade the standard of your room, this can be arranged and you will be informed of the difference in price and would be subject to availability.

Any damage caused to the hotel property by you will have to be paid by you and the Company would not be liable for the same.

Vehicles for Transportation

We arrange for the best air conditioned vehicles for our clients, but we shall not be responsible if the air-conditioning equipment malfunctions for any reason. Normally, the air conditioning will not function during hill drives. We request you to avoid smoking, consumption of alcoholic beverages and snacks as this is strictly prohibited. Kindly keep the vehicle clean to avoid discomfort for yourself and your co-passengers.

The drivers are bound by restrictions concerning maximum driving hours per day and per week and the itineraries are planned with regard to the same. It is therefore essential that the itineraries, schedules and timings are strictly adhered to. If you or any of your co-passenger miss any service due to non conformity to the scheduled timings, we shall not be liable to refund any amount. Further, we shall not be liable to refund any amount or pay any compensation for any change in itinerary or for missing any service due to the delay caused by you or the actions of your co-passengers.

Please ensure that you do not leave behind any property in the vehicle while disembarking. BEYOND VOYAGES would not be responsible or liable in case of loss of such property under any circumstances.

Porterage

Please note that porterage is not included in the tour price. It is often difficult to get porters to assist as hotels may or may not provide this service and it is therefore advisable to use bags with wheels.

Airlines

We shall in no circumstances whatsoever be liable to your or any person travelling with you, for loss of baggage by the airline, failure to provide meals of your choice by the airline, denied boarding or down-gradation due to overbooking or any other reason, failure on the part of the airline to

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accommodate you despite having confirmed tickets, quality or quantity of meals offered by the airlines, flight delay or rescheduling, flight cancellation, changes of flight schedule or routing, change of airline mentioned at the time of booking. In these circumstances, we will not be liable for the injury, loss or inconvenience suffered by you but you will be free to pursue your remedies against the concerned airline. Please note that it shall be the clients' responsibility to confirm their flight details, 48 (forty eight) hours before the departure, Beyond Voyages shall not be liable for the same.

If you are travelling to a SAARC country, it is absolutely necessary to have your return air seats to India confirmed prior to your departure from India.

Baggage on Airline

Airlines have restrictions on the kind of baggage, number and weight of baggage that you can carry and you need to carefully read and understand the rules and regulations of the airline, in this regard. You are requested to please refer to the baggage rules of the individual airlines, as the same are updated from time to time.

We are not liable, in any manner, if you are unable to carry any baggage or if you have to pay any extra-charges due to restrictions imposed by the airline. You shall be liable to pay all such charges directly to the airline. Also, we are not liable for any loss or damage to baggage while it is in the custody of the airline.

Airline Date Change Before Departure

If you wish to travel in advance or return at a later date after the tour ends, then you must pay the applicable difference in Airfare for the changed sector. The same will be quoted to you on request. Over and above this you will also be liable to pay an 'Airline Seat Rebooking and Reservation Fee' as applicable per person per sector, per change depending on the airline (subject to availability of seats and ticket validity).

Please note that you will not be able to avail of transfers in case of Airline Date change. We shall not be liable to refund any amount to you in this regard.

Airline Date Change After Departure

It is absolutely necessary to have your return air seats to India confirmed prior to your departure from India.

If you wish to change the date of your return journey after departure from India, you will have to pay a "Change in Reservation Fee" if any, directly to the airline, subject to availability of seats in the same booking class and we will not be responsible for the same.

Airline Confirmation and Re-confirmation

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Though you may receive a confirmed air ticket for a particular sector, airlines often overbook seats, due to which the airline may offload even confirmed passengers and may accommodate them on a subsequent flight. We will not be responsible for any such offloading nor for any consequence of such offloading including delay, inconvenience or loss of tour services.

You Are Responsible For Your Documents and Possessions

You will be solely responsible for all of your baggage, belongings, currency, valuables, documents and personal effects (collectively "baggage") at all times during the tour, whether during travel on the airline or during your stay in hotel or during your travel in coaches, while on excursions or otherwise.

If you forget to carry or if you lose essential travel documents such as passport, visa, tickets etc., you may be compelled to curtail the tour and you may have to incur extra expenses, for which you alone shall be responsible.

In view of what is stated above, please carefully note that:

- We shall not be responsible or liable for any loss or damage in respect of your baggage etc. or their contents whether due to theft, accident, negligence or otherwise;
- We shall not be responsible for any cancellation or curtailment of your tour compelled by any such loss of baggage etc. and we shall not be liable to pay any compensation or refund to you;
- Some coverage in respect of baggage loss or damage may be provided by insurance (For more details refer the Insurance section).

It is advisable that you do not carry valuables on the tour. However, if you carry any valuables, we recommend that you use all available facilities to keep them secure during your tour. In this regard, some hotels provide Safe Deposit Lockers. In case of airlines, we recommend that you declare your valuables to the airline at the time of check-in and pay an additional charge, as may be stipulated by the airline, to make the airline responsible for valuables. Without such declaration, airlines can invoke limitation of liability protections provided in international conventions and laws.

If your baggage is lost or misplaced at any time during the course of your tour, it is your responsibility to take all appropriate actions to file complaints with the concerned authorities, including police, airline office etc. Please understand that as the Tour Manager is responsible for the whole group of tour participants, he may not be in a position to escort you to lodge a complaint with the authorities, as it could compromise the convenience and time of the group.

Travel Documents and Clearances

It shall be your responsibility to hold valid travel documents and statutory clearances, to enable you to travel on the tour such as passports, visas, confirmed air-tickets, insurance and medical insurance certificates and other statutory certificates including immigration clearance. Please note that your Passport must be valid for at least six months subsequent to the scheduled departure date of the tour.

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If you cancel the tour due to non-availability of the passport etc., you will be liable to pay cancellation charges.

For SAARC countries, please note that your passport must be valid for at least six months subsequent to the scheduled departure date of the tour. If you cancel the tour due to non-availability of the passport etc, you will be liable to pay cancellation charges.

Visa Guidance Services

It is your responsibility to ensure that you have the appropriate passport, which is valid for at least six months after the date of departure of your tour. Furthermore, you will be required to take the appropriate visas for going on the tour.

We provide paid 'visa guidance services'.. Such charges may not only include the actual visa charge and costs incurred but also our service charge. Please note that UK and USA visa will have to be obtained by you directly; however we may assist you in preparing and submitting the visa application based on documents provided by you. Even if you do not get your visa, you will be liable to pay the applicable charges. If you already possess a visa or wish to do the visa/s on your own, you would be entitled only for the refund of actual visa/s cost and the charges attributable to our services for the same will still have to be paid by you.

It is your responsibility to promptly furnish all the documents required for application of your visas etc. latest by 45 days before the departure date. Given the security concerns and the over-cautious approach adopted by embassies and consulates, visa processing can take quite long. Please note that we may receive documents submitted late but we are not responsible for rejection or non-receipt of visas due to inadequate or late submissions.

Grant / rejection of visas is the sole discretion of embassy/consulate. We only act as a facilitator for obtaining visas. You may be required to appear personally before embassy / consulate for any interview(s) / providing biometrics. BEYOND VOYAGES cannot be held liable for rejection of visas and any other incidental or consequential loss, damage, cost or expense.

We would not be responsible in any manner whatsoever for any clerical error done by the concerned embassy / consulate regarding the name, attachment of wrong photograph, duration and type of visa (single/ multiple entry) or passport number. We always use services of reputed courier companies for the purpose of transmission of passports to the embassies / consulates and to our clients in various cities. We will not be responsible for any loss or damage whether direct, indirect, incidental or consequential caused due to transmission delays or loss of passport or documents in the course of transmission of documents by BEYOND VOYAGES to the embassy or to you or in the course of transmission of documents by the embassy / consulate to us. We would however, make best attempts to trace your documents or assist you in obtaining alternative / certified copies of the lost documents.

If you are unable to travel on the tour originally booked by you because either you could not get your

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visa in time or due to an error on the part of the embassy / consulate, an incorrect visa is issued to you, you shall have the option to postpone your tour to any other future date or transfer your tour to any other tour and in such case the amendment fee shall be applicable, in addition to cancellation charges.

Please note that if the rejection of visa is intimated by the embassy / consulate within the cancellation period specified in the section titled CANCELLATION OF BOOKING BY YOU then the cancellation charges as appearing in that section would apply. Please further note that for the purpose of ascertaining the applicable cancellation rates, the cancellation would be deemed to have been made on the date we receive intimation of visa rejection from the consulate / embassy. If you choose to re-apply after visa rejection, then you shall do so at your own risk and cost. If the visa is rejected a second time, the applicable cancellation rates will be based on the date of receipt of intimation of the rejection of second visa application and so the charges may be much higher than the rates which would have been applied on the first rejection. If we do not receive any intimation from the consulate / embassy either accepting or rejecting a visa application before the departure date of your tour, the maximum cancellation charges shall apply. It is made clear that the cancellation charges shall apply in addition to the retention of visa service charges.

Health

Please note that you are solely responsible for maintaining good health. Our tours are suitable for persons of reasonable fitness. They may not suit persons who are medically infirm or who have special needs or requirements whether due to age, medical conditions or otherwise.

It shall be your duty to inform us in case you have any medical condition that may affect your ability to fully enjoy our tour arrangements or where the interests of other tour participants may be adversely affected by such condition.

We reserve the right 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.

However, it is not our obligation to check your medical condition and if you suffer any injury or aggravation on the tour or if you are unable to enjoy / complete the whole or any part of the tour due to your medical conditions, we shall not be liable to compensate you or to refund any amount and also to pay for your medical expenses.

In this regard, please note that service providers such as Airlines may decline to accept you on medical grounds. Please carefully read and understand the rules and regulations of the service providers, because we shall not be responsible for the consequences that you may suffer.

To some extent, your losses on account of cancellation or curtailment attributable to hospitalization as also your expenses of hospitalization may be covered by insurance Please see Insurance section below.

Insurance

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Please note that you would have a direct contractual relation with the insurer and we are not in any manner concerned 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 directly dealt with the Insurance Company.

Liabilities

Please go through the terms and conditions carefully to understand your rights, responsibilities, risks and the extent of our liabilities.

As earlier stated, being tour organizers, we will not be liable to you for any loss, injury or damage in respect of life, limb or property, sickness, delay, discomfort, anxiety, service denial, service deficiency, additional expenses incurred by you or for any direct, indirect, consequential loss and / or damage of any kind suffered by you and which may arise out of any act, omission, default of any contractor / supplier or of any servant or agent employed by the contractor / supplier or of any third person who may be engaged or concerned in the provision of accommodation, meals, transportation, entertainment, refreshment or any other service comprising the tour package. In view of this, please note that we shall have no liability in the following circumstances (amongst others):

- Failure on the part of the airline to accommodate passengers (despite having confirmed tickets) or cancellation, change of route, delay of flights.
- Overbooking of seats / rooms by the airline / hotel.
- Loss / delay in receipt of baggage by airline / coach / cruise / train.
- Any death, personal injury, sickness, accident, loss, delay, discomfort, increased expenses, consequential loss and / or damage or any kind of theft howsoever caused;
- Any kind of service denial or deficiency by any contractor / supplier

Further, please note that in any case, our liability arising from this contract shall not exceed the total amount paid for the tour holiday. Further, under no circumstances shall we have any liability in respect of any indirect, special or consequential losses whatsoever.

As stated earlier, any loss or damage to your baggage will be borne entirely by you and we shall not be liable for the same in any manner whatsoever.

We shall not be responsible and / or liable for any damages caused to you due to reasons beyond the control of the BEYOND VOYAGES (Force Majeure / Vis Majeure). Any overstay expenses due to delay or changes in bus / flights / ships / trains or cancellation of special bogie or other services due to sickness, weather conditions, war, threat of war, strikes, rebellions, disturbances, unrest, curfew or any other cause whatsoever, shall be borne entirely by you and we shall not be liable for the same.

We are not liable for any acts, omissions or defaults of other tour participants which may result in injury, damage to your life / limb or property or interfere with enjoying any services to be provided on the tour.

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601, Corporate Centre, Nirmal Lifestyle, L.B.S. Marg, Mulund (W), Mumbai - 400080
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The immunities provided under this contract to BEYOND VOYAGES shall extend to its Managers, including Tour Managers, Employees, Servants and Agents but not to the contractors / suppliers selected by the Company.

Please note that we will be entitled to retain custody of your documents or properties entrusted to us till we receive all the payments in relation to your booking / travel.

You Will Need To Comply With Tour Conditions

You will have to strictly follow the tour program and comply with the terms and conditions of the various contractors / service providers such as hotels, airlines etc.

You are responsible to register with the representative of the Company at the appointed date, place and time for departure and you would be treated as a no-show if you fail to do so.

You are required to be punctual and adhere to the time-lines of the tour and of the contractors / service providers. If you are not punctual, you could miss your flight, your coach, your meals etc.

You shall not behave in a manner which may cause distress or annoyance to other tour participants or to any other person or which may create the risk of danger or damage to property belonging to us or other tour participants or any other persons. You shall neither carry any item or object, the possession of which is forbidden by any law, rules or regulations nor violate any other law, rules or regulations. If any tour participant misbehave or violate any law, rules or regulations, we shall have the right to discontinue his participation and exclude him from the tour at his risk, cost and expense. If we suffer any damage or liability on account of a tour participant's misbehavior, we shall be free to recover our losses and expenses from him.

No Refund for Unutilized Services

Please note that there shall be no refund or compensation whatsoever for unutilized services. This general rule applies to all kinds of non-utilization or under-utilization of tour services, whether of the whole or part of the tour and whether as a matter of your choice, or caused by your fault or compelled by circumstances such as ill-health, weather, external factors etc.

There would be no refund if you fail to join the group at the commencement of the tour or join the group later or leave the group before culmination of the tour for any reasons whatsoever.

There will be no refund if you fail to or are unable to utilize any of the services on the tour like airline travel, hotels, sightseeing, rides, cruises, meals, entrance fees, optional tours etc due to any reason whatsoever.

Carefully Check the inclusions and the exclusions in the Tour Cost

Please refer to the relevant section of the Price Grid for the tour cost. All services provided to you will be as per those specified / confirmed in the Invoices and for which we have received payments. If you

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avail any service such as portorage, room service, laundry, excess baggage charge, a la carte meals, alcoholic beverages, soft drinks, paid toilets or anything that is not specifically shown as included in the Tour Cost, then you shall be liable to make separate payments for the same.

Tipping

Tipping is customary (unless otherwise stated) in all parts of the world for services rendered (e.g. porters, coach drivers, tour leaders, guides etc). Please check the Price Grid to ascertain whether such tips are included within the tour costs or are required to be paid by you separately.

Currency and Travelers Cheques

We recommend that you take your Foreign Exchange partly in Cash and partly in the form of Travelers Cheque. You can also opt to take a Foreign Currency Debit Card which is another safe mode of carrying exchange. Travelers Cheque can be encashed for foreign exchange, and for a nominal fee.

Privacy of Information

We try to maintain the privacy of the personal information provided by you. However, it would be necessary for us to share this information with Consulates, Embassies, Airlines, Hotels and other service providers who would be providing services during the tour. We would also be constrained to disclose such information if we receive an order of the court, a requisition from any government or statutory authority, subpoena, or where under any laws, rules or regulations, such disclosure becomes necessary.

We assume that we have your absolute permission to do the following:-

1. To photograph and / or videograph the tour
2. To publish such photographs / videographs through all media including print media, websites, letters, emails etc.
3. To track usage statistics
4. To have an absolute right over such photographs, videographs and statistics and to use them for any legitimate purpose including marketing and promotion activities

Communication

Communications transmitted to your mailing address / email address on record shall be deemed to have been communicated to you even if returned as undeliverable for any reason. All communication from you to the Company has to be in writing. We do not confirm verbal communications.

When you book directly with us, we will address communications to you at your mailing address and/or e-mail address given in the Booking Form.

Additional Conditions Apply In Case Of Promotions / Offers / Schemes

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Please note that in case of special offers, promotions or schemes, the terms and conditions of these offers, promotions or schemes will be applicable over and above these 'Terms and Conditions'. You might have to adhere to the payment schedule prescribed under such offers, promotions or schemes in order to be eligible to avail the benefits offered by them. If you fail to make the payment on or before the due date and/or do not comply with all the terms and conditions of the offer, promotion or scheme, you shall not be entitled to receive the benefit under such offer, promotion or scheme.

We shall have the absolute right to withdraw any scheme or discount at any time after such scheme or discount is published.

Balance Payment

Please check your Invoice for the due date of your balance payments of the tour cost. This balance payment has to be made **45 days prior to the departure date of your tour**. If the booking is accepted within 45 days of the date of departure of the tour, the entire tour cost has to be paid up front. A delay in payment of your tour cost (part payment or full payment) can result in a delay in issuing your air tickets, processing your visas and we may treat it as a cancellation of booking, and impose applicable cancellation charges as per the cancellation schedule.

We reserve the right to amend the prices 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 before the date of departure. All such increases in price must be paid in full before your departure.

Force Majeure

Upon the occurrence of any of the Force Majeure events including but not limited to fire, accident, riots, flood, earthquake, storm, terrorist activities, war, Act of God, which results in closure of business or affect any of our tour then we shall not be bound or liable to pay the loss occurred due to such Force Majeure event. Reasonable time shall be given to us to refund the amount payable due to such even in case of cancellation of tour subject to conditions prevailing at that time. We would require reasonable period to process your refund for cancellation of the tour and such period shall depend on the conditions prevailing at that time.

On Tour Assistance

Please promptly inform our representative about your grievances during the tour and immediately follow this up by writing to us. This will enable us to promptly rectify all genuine grievances in real time.

If you fail to do this, you will be deemed to have acknowledged and accepted the services of BEYOND VOYAGES in full satisfaction and you shall be deemed to have no grievance or complaint in that regard.

Any complaint must be notified to us in writing within 15 days of the end of the tour. No claim notified

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outside this period will be entertained and BEYOND VOYAGES shall incur no liability whatsoever in respect thereof.

ARBITRATION AND GOVERNING LAW

All legal disputes will be settled under the laws of Indian courts subject to laws of Republic of India. In the event of any dispute of whatever nature, arising under this Agreement, such dispute shall be settled through mediation and conciliation. In case such dispute cannot be resolved by negotiation within 30 days, such dispute shall be referred to arbitration in accordance with the provisions of the Arbitration and Conciliation Act 1996. The place of arbitration shall be Mumbai, India. The parties to the dispute shall appoint an Arbitrator on mutual agreement. The decision of the Arbitrator shall be final and binding upon the parties. In case of the dispute requiring intervention of courts, courts in Mumbai alone shall have exclusive jurisdiction.

Your Suggestions:

If you have any suggestion, please write to us at the following address:
601, Corporate Centre, Nirmal Lifestyle, LBS Marg, Mulund (W), Mumbai – 400 080

You can also write an email at support@beyondvoyages.com

ACKNOWLEDGMENT

I/We have read, understood and accepted the Terms and Conditions and Itinerary

Signed by _____ on behalf of _____, _____, _____ and _____.

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