



# LAKSHMI TOURS *of* INDIA

*Unique, Creative and Bespoke Adventures.*

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## Terms and Conditions of Booking

(please retain for your records)

### CONTRACT

The following terms and conditions will apply to your booking. The person who signs the booking form will be accepting the booking conditions on behalf of and with the consent of all members of the holiday party. A contract between you and Lakshmi Tours will come into existence when we accept your booking form and deposit payment by issuing written confirmation of your booking. The contract binds you and all the members of your party. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in the terms and conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract and loss of the booking.

### PAYMENT & CANCELLATION PLAN

Payment can be made in full or by deposit to secure your holiday booking. The deposit required to reserve your booking is £200 per person which must be paid at the time of booking your holiday and will reserve your place for 4 weeks and is non-returnable. In the event of cancellation the deposit is non-refundable.

If you have paid your total holiday price, in the event of a cancellation, the remuneration is as follows:

90 days or more > full refund minus deposit  
60 days > 75% holiday cost  
30 days > 50% holiday cost  
14 days or less > no refund given

If any members of your party are prevented from travelling, the person(s) concerned may transfer their place to someone else (introduced by you) providing the following requirements are complied with. We must be notified of the transfer in writing (giving full details of the original and substitute party member(s) not less than two weeks before departure. A transfer will not be possible if there is a waiting list for places in which case the available place must be offered to the next person on that list. Where a transfer to a person of your choice can be made, all costs and charges incurred by us and/or incurred or imposed by any of our suppliers as a result together with an amendment fee of £30 must be paid before the transfer can be effected. For flight inclusive bookings, you must pay the charges levied by the airline concerned. As most airlines do not permit name changes after tickets have been issued for any reason, these charges are likely to be the full cost of the flight.

### CHANGES TO YOUR BOOKING – BY US

Occasionally, we may have to make changes to holiday plans. Whilst we always endeavor to avoid changes and cancellations, we must reserve the right to do so. Most changes are minor. Changes can include: a change of accommodation for the whole or a major part of the time you are away, a change of itinerary or proposed excursions / visits, a change of outward departure time or overall length of time you are away of twelve or more hours, alterations to your confirmed place of departure. If we have to make a significant change or cancel before the trip, we will tell you as soon as possible. You will have the option of: (a) accepting the changed arrangements or (b) cancelling or (c) accepting the cancellation in which case you will receive a full and quick refund of all monies you have paid to us.

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**Lakshmi Tours, Surya Art House, On Fort Jaisalmer 346001, Rajasthan, INDIA**

T: (UK)01985 844183 M: (UK) 07738 932118 E: [india@lakshmitours.com](mailto:india@lakshmitours.com) W: [www.lakshmitours.com](http://www.lakshmitours.com)

## **CHANGES TO YOUR BOOKING – BY YOU**

If you wish to make a change to your confirmed booking, you can do so by telephone or by email. We will try to meet your new requirements but this will be subject to the availability of your chosen accommodation. There is a minimum of 14 days notice required prior to your holiday start date.

## **LIMITATIONS OF LIABILITY**

We accept responsibility for those arrangements of your holiday which are within our control, but we cannot accept liability for any injury, loss or damage suffered by you or any other member of your party.

## **INSURANCE COVER**

All clients must have their own travel insurance including full health and repatriation cover.

## **SPECIAL REQUESTS**

We will endeavor to meet any special requests, but we are very sorry that these cannot be guaranteed.

## **CHILDREN**

Please note that children will remain the responsibility of their parents/guardians at all times. In addition, due to the nature of the holidays, we are unable to accept bookings from young people under the age of 18 years unless accompanied by an adult.

## **TRANSPORT**

Lakshmi Tours is not responsible for transport to and from the airport in the UK, unless it is part of your package deal.

## **HOLIDAY PRICES**

We guarantee that once you have made your booking and paid a deposit we will not increase your holiday price unless you make a change to your booking.

## **COMMENTS & COMPLAINTS**

If you feel that you have any comments or complaints whilst on holiday, you should contact any member of the team during your stay so that we can try to resolve any problems as soon as possible. All team members will aim to be available to you for any assistance you may require. If your complaint is not resolved whilst on holiday, please write to Lakshmi Tours, 3 Park Road, Gare Hill, Frome, Somerset BA11 5EY within 28 days of returning from your holiday.

## **GENERAL**

Please take care. Please treat the property, facilities and accommodation provided for you with respect and care so that other guests may continue to enjoy them. In the event that you notice any damage to any facility please report it immediately so that the appropriate action can be taken. Lakshmi Tours reserves the right to refuse service to any individual at their discretion, if at any stage during the tour/holiday that individual is deemed unfit to travel or participate in the tour/holiday. This includes but is not limited to dismissal.

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