

**Terms & Conditions of booking a Tour/ Holiday package / Hotel /  
Transport / Cruise / Circus / Museums and/or any other service using  
means of online, offline or email  
with  
Russ Information Center LLP**

DEFINITION: "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 Russ Information Center LLP. "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. "Terms and Conditions" means the terms and conditions contained herein below, Brochure, itinerary, promotion booklet and other documents as may be notified from time to time. "Booking Documents" shall mean Booking Form and such other documents as we may deem fit including (without limitation) THE 'TERMS & CONDITIONS', 'HOW TO BOOK' RULES AND 'QUOTE / INVOICE ' "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 shipping company, railway, ferry, cruise, coach etc. who are to provide the services to the Clients. "Quote / Invoice " means a document which incorporates the standard tour package cost as of the date of proposal, the foreign exchange component and INR component along with tour package inclusions, exclusions, departure dates, important notes etc. "Tour cost" means the tour cost mentioned in the quote / Invoice / brochures / online or email and other payments such as taxes, surcharges etc payable by the Clients to the Company. "Brochure" means printed brochure, website, itinerary, leaflets, booklet, quote / Invoice . "Website" means [www.russinfo.center](http://www.russinfo.center) "Web pages" means pages on the website "Cancellation Policy" means and includes all the cancellation charges along with GST of 18% levied by the Company from time to time, third party cancellation charges etc. as more particularly described herein below or any other documents. "Visa Cancellation Policy"? means and includes all the cancellation policies of the concerned Consulate wherein cancellation charges are levied by consulate which also includes 100% cancellation charges of visa fees and any supplementary charges like visa facilitation charges, courier fees, SMS charges, urgent fees charged by the consulate in addition to the administrative fees charged by the Company. "Visa" means a Certificate issued or a stamp marked (on the applicant's passport) by the immigration authorities of a country to indicate that the applicant's credentials have been verified and he or she has been granted permission to enter the country for a temporary stay within a specified period. (Note: The Company does not have any role to play for issuance / rejection of Visa other than being merely a facilitator) "Jurisdiction "means the geographical area over which a court or government body has the power and right to exercise authority. Parties hereto agree to confer exclusive Jurisdiction to Mumbai Courts / Forums.

INTRODUCTION: We make all possible efforts to secure services from reputed suppliers for you so that you can travel safely and securely and you get best value for money. We also sell travel related products designed and operated by Third Parties. All our products are sold subject to the terms and conditions set out in the Booking Documents and the contract between the Client and us shall be governed by the same. In the event of the Client booking through us any third party tours or travel

products or services, the terms and conditions specified by such Third Party / Tour Operator, including their payment schedule, cancellation, refund, rules and regulations etc. shall be applicable, in addition to our Terms and Conditions. In order to avoid any misunderstanding, kindly read the Tour Brochure, the Quote / Invoice , the Booking Form and the Terms and Conditions carefully.

**BROCHURE / WEBSITE INFORMATION - DISCLAIMERS:** We take reasonable care in preparing the brochure, quote / Invoice , web pages and other documents and in describing the services therein. However, we are not liable for any typographical / printing errors. Furthermore, website and brochures may be updated several months in advance and the descriptions of the services mentioned in the Website and Brochure are as normally available and as accurate as possible and content may not always be fully updated. We therefore ask you to confirm the current information by contacting us. Circumstances beyond our control like major road works, traffic congestions, weather conditions, fairs, festivals, sport events, political / religious gatherings, strikes, change of management / closure of hotels / restaurants, over booking of hotels / flights, cancellation / re-routing of flights or railways, closure of / restricted entry at a place of sightseeing may result in changes in the services / itineraries. Therefore, we reserve our absolute right to alter, amend, change or modify the Tour Package, Itineraries, Tour Schedule, Travel Plan, Tour arrangements and sightseeing mentioned in the Brochure. Where we may know of these changes sufficiently in advance we may notify you. There are also very big Fairs and Exhibitions and events lasting up to 2 weeks or even more, where all the hotels are fully booked several years ahead. In such cases, the applicable cancellation charges levied by third party suppliers such as hotels, cruises, airlines are 100%, which are payable by you. Every effort is made to avoid such dates, but in the few instances where it is unavoidable, it may be necessary to stay in hotels in other cities. (This would be advised at the time of booking). We request your co-operation where such changes are made. No complaints or grievances in this regard would be entertained either during the tour or after the tour has concluded. Photos of meals / hotel rooms / transportation / sightseeing / properties published in the Brochure are only for reference and may differ from the actual meal served / sights etc. Distance, Exchange Rate, Visa regulations and temperatures etc. mentioned in the Brochure are approximate or may vary. In case the alternate arrangements made are materially superior as compared to the ones described in the Brochure, we reserve the right to charge extra for the same anytime. We do not take any responsibility / liability of third party products displayed on our Website and cannot give any assurance or warranty regarding contents, quality or safety of the product in any way, nor would we be liable / responsible in any manner whatsoever for any deficiency, loss, damage or injury sustained by you as a result of availing such products and services.

Asia, Middle East and Islands (Table 1) Payment Procedure Minimum Per Person Payment to be made by the client Charges At the time of booking INR 20,000 per person\* (non refundable) Within 31 to 45 days prior to the departure of the Tour 75% of total tour cost Within 30 days prior to departure of the Tour 100% of the total Tour Cost Europe and other destinations (Table 2) Payment Procedure Minimum Per Person Payment to be made by the client Charges At the time of booking INR 30,000 per person\* (non refundable) Within 46 to 60 days prior to the departure of the Tour 75% of total tour cost Within 45 days prior to departure of the Tour 100% of the total Tour Cost Notes for both the above mentioned tables: - Currently GST of 5% is applicable on the total package cost mentioned in the actual invoice and services availed. GST Rates are Subject to Change. A tax invoice

shall be raised as required under the applicable rules of GST with respect to the content and timing of issuance of invoice. The prices quoted are subject to availability at the time of booking and also subject to change. In cases where the tour price, as mentioned in the Quote / Invoice, quoted to you comprises of both foreign currency (i.e. Euro, Sterling Pounds, US Dollar etc) and INR component, then payment made by you in INR for the foreign currency component of the Quote / Invoice shall be subject to the rate of exchange ("ROE") prevailing at the date/time of making such payments. Therefore, please be informed that the total price quote / Invoice stated at the date of booking may vary due to market led currency fluctuations applicable on the date of payment (as per the Payment Schedule). Such fluctuations are not within the control of the Company. The Company shall not be held responsible for any variance in the price quoted at the time of booking and the total amount required to be paid as per the payment schedule.

**CONDITIONS OF OTHER THIRD PARTY OPERATORS & HOTELS:** In the event you are booking through us a tour / travel service of any third party operators such as but not limited to Hotels, Transporters, Cruise companies, Circus, Museums etc., the terms and conditions of such third party operators, including their payment schedule, cancellation, refund etc, shall be applicable to you in addition to our Terms and Conditions.

**PLEASE CAREFULLY CHECK WHAT THE TOUR PRICE INCLUDES AND EXCLUDES** Please refer to the relevant section in the quotation for the tour cost. It is your responsibility to go through the contents of Quote / Invoice carefully and understand the inclusions and exclusions of the tour cost. For RIC, all services will be provided to you as per those specified / confirmed and paid for as per the Invoices and Service Vouchers. If you avail any service such as portage, room service, laundry, excess baggage charge, a la carte meals, alcoholic beverages, soft drinks, mineral water, 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 cleared by you.

**ONLINE or EMAIL BOOKING** You can purchase our services from our sales outlets, agents or franchises. In the alternative, you can register and book your tour / services online or via email through our Website. During the course of online or email booking on our Website, you will have the opportunity to go through our Booking Documents and privacy policy, which are displayed on our Website and which you will need to confirm and accept in the course of booking online or email. Hence, you will have to peruse the Booking Documents online or email and "Accept" the terms and conditions set out in the Booking Documents, post which we shall send you confirmation e-mail towards your acceptance of the Booking Documents forming a valid and legally binding contract between you and us upon simultaneous receipt of the booking amount. We shall share with you the hard copies of the Booking Documents which you have accepted online over email. Please note that the Booking Documents need not be signed physically, your online or email Acceptance of the terms and conditions of the Booking Documents will constitute an enforceable and legally binding contract. Our Website provides the facility of making online or email booking of tours and services. However, we cannot give any guarantee or warranty with respect to the Website booking engine which could malfunction due to well-known reasons including but not limited to software or network errors. We have incorporated all modern protection technologies to ensure that information concerning you or your payments made

are kept secure and confidential on our Website. However, please note that in case of online payment you will be re-directed from our Website to the concerned bank's webpage and the payment gateway where your credit card / debit card / net banking details (such as credit/debit cards numbers, CVV number etc) will be stored by the respective bank and the payment gateway for which we shall not be responsible / liable. It is made clear that the online or email booking shall be effective once you make payment towards the booking amount and confirm the Terms and Conditions. We would also require a copy of the first two pages and last two pages of your passport which show the date of your passport, place and date of issue and expiry, amongst other documentation. Please see under the 'Documentation' section for the list. The Company reserves the right to decline to register any person / s for any tour or to cancel their registration without assigning any reason and without any compensation whatsoever.

**AIRLINES:** We shall in no circumstances whatsoever be liable / responsible to you or any person travelling with you, for loss of baggage by the airline, failure to provide meal 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 accommodate you despite having confirmed tickets, quality or quantity of meals offered by the airlines, flight delays or rescheduling, flight cancellation, changes of flight schedule or routing, change of airline mentioned at the time of booking etc. In these circumstances, we will not be liable / responsible for the injury, loss, cost or inconvenience suffered by you but you will be free to pursue your remedies against the concerned airline.

**BAGGAGE ON AIRLINE:** Airlines have restrictions on the kind of baggage, number and weight of baggage that you can carry and you will need to carefully read and understand the rules and regulations of the airline, in this regard. Hence you must refer to the concerned airline's luggage rules and regulations. It is suggested that you carry one trolley bag and one hand bag for better mobility. Typically, weight restrictions on baggage for Economy Class is 20 Kg, for Business Class 30 kg and for First Class is 40 kg and 1 hand bag (cabin luggage) having dimensions of 115 linear cms. and not exceeding 7 kg per person except for flights to USA and Canada, where the passengers are permitted to carry 2 pieces of checked-in baggage and 1 hand bag. In the case of low cost carriers that are used by the Company during the tour, the permitted baggage allowance may be lower than what is mentioned above. Baggage is not included for internal flights in USA. One needs to pay for every piece of baggage checked in. Please check with your sales staff for correct details. Please note that every airline has a different set of rules and regulations regarding the weight restrictions and furthermore, airlines keep changing the rules quite frequently. Hence, you are requested to please check the updated baggage rules of the individual airlines, with whom the ticket is booked. We are not liable / responsible 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 / responsible to pay all such charges directly to the airline. Also, we are not liable / responsible for any loss or damage to baggage while it is in the custody of the airline. Please be careful to ensure that cameras, binoculars, musical instruments, mobile phones, credit / debit cards, ornaments, traveler's cheques, currency notes, travel documents should never be left unattended in the hotel, restaurant, aircraft, coach or any other mode of transportation, at the place of amusement / sightseeing and / or at the railway station. Similarly the aforesaid items should not be kept in the checked-in baggage. If you misplace or lose any moveable

property we will not be in any way responsible and / or liable. We may not be in a position to assist and / or lodge a complaint with the authorities.

**AIRLINE, AIRPORT OR WEATHER DELAYS:** The Company is not liable / responsible for any additional expenses or loss that may arise from government regulation or order affecting the aircraft, strikes and labour disputes causing cessation, slowdown or interruption of work, meteorological conditions, security risks, or any other causes that are beyond the Company's control but which may affect concerned airline's ability to operate flights on schedule. The Company will not reimburse any additional expenses incurred by you as a result of such events or delays. The Company will not refund any unused portion of air tickets purchased in the event of such delays or due to any reasons beyond its direct control.

**BAGGAGE ON COACH:** Please note that portage 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. Coaches have limited space for luggage and hence we permit only one suitcase and one handbag per person in the coach. The suitcase should be of a size of 158 cms. (width + length + height) preferably with wheels for sake of convenience.

**SAFE DEPOSIT LOCKERS:** It is advisable that the tour participants carry their valuables on their person at all times. If Safe Deposit Lockers are available, the tour participants should avail the facility at their own risks and liability. This facility may be additionally charged by the hotel, which will have to be directly paid by the Client to the hotel. If the Safe Deposit facility is not available, the tour participants must take all necessary precautions in protecting their valuables as the Company / Service Providers / Company's representatives shall not be liable / responsible for any loss of valuables or for making good such loss.

**DOCUMENTATION FOR BOOKING TOURS / BUYING FOREIGN EXCHANGE:** For booking tours / buying foreign exchange for International Travel (other than travel to Nepal and Bhutan), following documentation is required: Physically signed booking form by the traveller. (not required in case of online or email booking) Physically signed terms and conditions form by the traveller. (not required in case of online or email booking) Physically signed LRS cum Form A2 by the traveller [Only for international travel] Signed photocopy of the first 2 pages and last 2 pages of your passport. Valid Visa issued by the country of visit. Air tickets. Cheque / Demand draft has to be in the name of "Russ Information Center LLP" PAN: For tour booking, copy of PAN card self attested is mandatorily required for any tour where in total tour cost per booking / booking ID exceeds Rs. 2 Lacs. For purchase of foreign exchange, copy of PAN card is mandatorily required for purchase of foreign exchange over Rs.50,000/-. In case of minor where PAN Card is not available, the PAN Card details of parent / guardian are required. You will have to provide a declaration in Form 60 in case you do not have PAN Card. Copy of PAN Card / Form 60 is mandatorily required with self attested declaration, if payment of Rs.50,000/- or more is made in cash per booking / booking ID irrespective of the value of tour cost.

**ADDRESS PROOF:** Please note the following requirements for address proof: **FEATURES DOCUMENTS TRANSACTIONS WITH INDIVIDUALS** (Address proof) (i) Passport, (ii) PAN Card, (iii) Voter's Identity Card, (iv) Driving License, (v) Job Card issued by NREGA (vi) Aadhaar Card. In case of LOW risk customers, "simplified measures" can be applied which shall be deemed to be "officially valid

documents". Identity card with applicant's photograph issued by central/state government departments, statutory / regulatory authorities, public sector undertakings, scheduled commercial banks and public financial institutions. Letter issued by a gazette officer with a duly attested photograph of the person. Where "simplified measures" are applied for verifying for the limited purpose of proof of address, the following additional documents are deemed to be Officially Valid Documents (OVD): vii) Utility bill which is not more than two months old of any service providers (electricity, telephone, post paid mobile phone, piped gas, water bill); viii) Property or municipal tax receipt; ix) Bank account or Post office savings bank account statement; x) Pension or family pension payment orders, only if they contain address; xi) Letter of allotment of accommodation. If the proof of address you are providing is in the name of some other member of your family with whom you are living and are closely related, then you would need to provide us such proof of address as mentioned above along with a declaration from the person named in such proof of address stating that you are a relative and are staying with him / her. If the document of identity produced has an address which is the same as that declared by the prospective Client, the said document may be accepted as valid proof of both identity and address. If different or if a valid photo ID does not have address, then a separate address proof should be submitted.

**YOU ARE RESPONSIBLE FOR YOUR DOCUMENTS AND POSSESSIONS:** You will have to take the risk and responsibility of all 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 liable / 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 / liable for any cancellation, curtailment or extension of your tour compelled by any such loss of baggage etc. and we shall pay no compensation or refund to you; Some coverage in respect of baggage loss or damage may be provided by insurance. 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 (which may be charged separately). 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 airlines 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 liability / responsibility to take all appropriate actions to file complaints with the concerned authorities, including police, airline office etc.

**TIPPING:** Tipping is customary (unless otherwise stated in the Brochure; quote / Invoice ) in all parts of the world for services rendered (e.g. porters, coach drivers, guides etc). Unless otherwise communicated, the tip amount is 2 Euro per person per day in Europe for the coach driver, 2 Euro per person per city per guide in Europe and 2 Euro per suitcase per day for a porter in Europe. Everywhere else it is 2 to 4 USD instead of 2 Euros. Please check the Quote / Invoice to ascertain whether such tips

are included within the tour costs or are required to be paid by you separately. Your Sales advisor will guide you in this regard.

**PUNCTUALITY:** This is a measure to ensure your safety and time discipline. Clients will have to strictly adhere to the prescribed timetable for the day. Please adhere to time discipline so that scheduled sightseeing is not missed due to your actions. In case any sightseeing or services are missed due to your default the same will be non-refundable. Tour participants are requested to strictly follow the time schedule given at all times including the departure time from the hotel, sightseeing places, etc.

**MEALS** Please refer to the itinerary in the brochure / Website for details of the meals which would be served to you on the tour. If availed of meal option on an RIC tour, there are pre-set menus provided at standard Indian restaurants. Unlike an airline, we CANNOT process a special meal, nor can we guarantee a special diet, nor can we guarantee the seating arrangement in a particular section of the restaurant. The same is at the sole discretion of the SERVICE PROVIDER. 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. We cannot guarantee quantity of the food as may be provided by the service provider. Please note that meals do not include alcoholic and non-alcoholic drinks. 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 you at our discretion to enable you to have a meal of your own choice.

**CURRENCY AND TRAVELLERS CHEQUES:** We recommend that you take your Foreign Exchange partly in cash and partly in travellers cheque. You can also opt to take a foreign currency debit card which is another safe mode of carrying exchange. Travellers Cheque can be encashed overseas for foreign exchange, for a nominal fee. It is recommended that the client should avail the foreign exchange component of the tour cost from the Company under their LRS entitlement.

**HOTELS:** The Company selects hotels for your stay at locations, which give comfort and value for money. For various reasons, such as reducing the overall travelling time on the coach for the following day, the hotels may be chosen 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 in Europe may / may not have room service facilities. Tea & Coffee making facility may or may not be available in the room. If you seek a change in rooming while on a tour, the same will be subject to availability and you will need to pay any additional charges as may be applicable. Please note that hotels in Europe, Far East, Korea and Japan can have exceptionally small rooms unlike what you may have experienced in other countries. Keeping in mind the individual family traveler, we take great care to select hotels which are chosen both for their location, comfort and great value. Generally hotels charge a higher rate during major events / conventions and trade fairs and where space availability is difficult, there is a possibility of your hotel being located further away. The hotels in the city have mostly twin bedded rooms whereas Holiday Resort accommodation tends to have holiday homes, villas with double bedroom configuration. In certain cities single rooms are much smaller than the twin room. The table below gives you the standard check-in / check-out timings in respective countries along with the maximum number of

occupants in a room. However certain theme based hotels may have different timings and certain rooms may have specific occupancy numbers. It is suggested that you refer to your service voucher for check in and check out time of your hotel(s). Please note: Early check-in and late check-out is subject to availability if requested but cannot be guaranteed unless pre-paid and confirmed in advance. Connecting OR adjoining rooms requested cannot be guaranteed. Triple Rooms are usually no larger than twin rooms in size; a third bed is often a rollaway bed in a twin room. Generally hotels require your Credit / Debit Card / Cash Guarantee for incidental charges, which are adjusted at the time of check-out. Certain cities in Europe have introduced a City Tax of EUR 2 to 3 per person per night which is payable by the consumer at the time of check-out. Few hotels do offer free WIFI facility whereas certain hotels charge a nominal fee. We recommend you study the hotel policy at the time of check-in. Any damage caused to the hotel property by you will have to be paid by you directly to the hotel and we would not be responsible and / or liable for the same.

**TRANSFERS:** All transfers are provided in Seat In Coach ("SIC") basis. SEAT IN COACH TRANSFERS / TOURS: SIC service is based on air conditioned Seat in Coach / Van / Hotel Shuttle. The size of the coach may vary depending upon the number of tourists travelling. Based on a shared vehicle transfer, you share your coach / van seat with other tourists, who may or may not be Indian SIC Transfers / tour operates at a pre-decided time and designated point. The SIC tour may operate from hotel or from a city centre location; cost of transportation to the city centre location is not included. In some destinations the pickup and drop off service from the hotel may cause a time delay and service is slower than private services. SIC Sightseeing tours are conducted by English speaking guides. **PRIVATE TRANSPORTATION:** This add-on service can be availed by making additional payment. This service offers you to have your own privacy and convenience to travel at a pre-decided time. Depending upon your budget, we may offer an air-conditioned vehicle. The class of the vehicle offered may vary depending on your needs and budget. In certain destinations, the driver acts like guide whereas in other destinations, we have a separate licensed English speaking guide for sightseeing services. It cannot be assumed that the vehicle is at disposal throughout the day and may only cover transfers.

**CAUTION:** For all transfers and tours please wait at the Bell Captain or Concierge Counter at least 10 minutes before the scheduled pick-up time. DO NOT WAIT IN YOUR ROOM OR IN HOTEL'S COFFEE SHOPS. Please be punctual as most of the hotels do not allow waiting in the driveway area for security reasons.

**ACCOMMODATION FOR CHILD BELOW 12 YEARS OF AGE:** It is expressed and given to understand that a child below 12 years of age who is booked on the tour paying the special rate without a bed will not be provided with a bed in the hotel while on the tour under any circumstances unless a supplement cost is paid and subject to availability. In case the Client decides to make any change in the rooming while on the tour then they shall be bound to pay additional amount charged to them by the concerned Hotel directly to the Hotel.

**CONDITIONS OF PASSAGE:** These conditions are applicable to every Client of the Company, who books a Brochure Tour or any Special Tour or travel arrangement. In the event of a Client booking through us a Tour or Tour Arrangement of any other Tour Operators like Hotels, Airlines, Cruise etc., the



'Terms and Conditions' specified by such Tour Operator, including their payment schedule, cancellation, refund, rules and regulations etc. shall be applicable, in addition to our 'Terms and Conditions' while determining the contractual relation between the Client, the Tour Operator and us.

**SCOPE OF ACTIVITY:** We are travel and tour organisers only. We do not control or operate any airline, nor do we own or control any shipping company, coach or coach company, hotel, transport, restaurant, railways, cruise or any other facility or service mentioned in this Brochure. Though we take care in selecting all the ingredients in your tour, we can only select and inspect them. As we have no control in running them, we cannot be held responsible / liable for any deficiency in service, delays, improper services provided by any agency, airline, transport, hotel, cruise or any provider of services, for any injury, death, loss or damage which is caused by the act or default of the management or employees of any hotel, airlines, shipping companies, cruise, coach owners / coach operators / tour operators who are the Company's independent contractors. We are also not responsible / liable for the delay or deficiency in services provided by agency, airline, transport, hotel, cruise or any provider of services, and / or any act or actions of co-travellers, co-passengers which may result in injury, damage to the life / limb or property of the Clients or interfere with enjoying or availing the services to be provided on the tour.

**REGISTRATION:** The Client has been supplied with details for the tour arrangements and the Tour Brochure / Itinerary for the relevant year and season. The Client shall read the same as well as the Booking Form, Terms & Conditions, How to Book, Tour Brochure / Itinerary, Payment receipt carefully before filling and signing the same, which shall be binding on the parties and shall constitute a contract between the parties, on the Client signing the Booking Form and making payment towards the prescribed non- amount. In case of one or more but not all Clients signing the 'Booking Form', it shall be deemed and construed that the others have duly authorised the concerned signing Client/s assuming full responsibility. In cases where the Travel Agent through whom the Clients have booked the tour signs the Booking Form for and on behalf of the persons named in the Booking Form, it shall be deemed and construed that the Clients have duly authorized the said Travel Agent to sign on their behalf assuming full responsibility. The signing of the Booking Form by the Client or by their Travel Agent shall mean acceptance in totality of the Terms and Conditions contained herein by the Client/s. The Company reserves the right to decline to register any person/s as Client/s for any Tour or to cancel their registration without assigning any reason.

**BINDING CONTRACT:** In case of offline booking, there is no contract between the Company and the Client until the Booking Documents are signed and received by the Company. In case of online or email booking, the contract between the Company and the tour participants is effectuated upon you accepting the Terms and Conditions of the Booking Documents and payment of the booking amount. Irrespective of your booking made offline and / or online or email, the Company will not be under any legal obligation to start your tour booking process unless and until you have made payment towards booking amount as per the payment table set out in "How To Book" and the Company has received the same. . The full payment must be received in accordance with the procedure laid down in the Brochure under the heading "HOW TO BOOK". If not paid in that time, the Company reserves the right to cancel the booking with the consequent loss of advance and apply the scale of cancellation charges along with

GST of 18% as mentioned in the "HOW TO BOOK" section. The Company has the right at any time and for any reason: To terminate the Contract after acceptance of advance but prior to the commencement of the Tour without assigning any reason whatsoever. In the event the Company terminates the Contract, the Company may refund the amount of advance to the Client without payment of any interest after deducting actual expenses incurred on the booking like visa charges, travel insurance, retention charges of overseas suppliers, ticket voiding charge etc. To amend, alter, vary or withdraw any tour, tour excursion or facility it has advertised or published or to substitute an independent contractor of similar class, if it is deemed advisable or necessary. In either case, the Company shall not be liable / responsible for any demand, additional expense or consequential loss suffered by the Client or for any compensation claim

**TRAVEL DOCUMENTS AND CLEARANCES:** It shall be solely your responsibility / liability to hold valid and genuine travel documents and statutory clearance such as passports, visa, confirmed air-tickets, insurance and medical insurance certificates and other statutory certificates including immigration clearance etc. If you cancel the tour due to non-availability of the passport etc, you will be liable / responsible to pay cancellation charges along with GST of 18%. Your passport should be valid for six months from the date of return of the tour and you must have current visa and travel insurance to cover your entire stay. Any overstay OR wrong information supplied by you may lead to deportation from the foreign country you are visiting for which we are not liable. It is your responsibility / liability to furnish all documents required by the Company for application of visa etc. We are mere facilitators for providing visa guidance services. In the event the application for the visa made by you or the Company on your behalf is rejected or delayed by the concerned Embassy or Authorities due to inadequate documents furnished by the applicant or due to any other reason whatsoever, the Company shall not be liable or responsible for the same. Such charges may or may not include the actual visa charge and costs incurred but will include our service charge. However, it excludes any supplementary charges like courier fees, urgent fees charged by the Consulate. All costs, charges in respect of the said application for the visa shall be borne by you and the non-refundable advance paid by you shall be forfeited and no claim whatsoever shall be made for the same. UK and USA visa will have to be obtained by you directly; however the Company can only facilitate and assist in submitting the visa application based on documents provided by you. Certain Consulates / Embassies may call for personal interviews and / or biometrics. As granting or rejecting visa and immigration clearance is the sole prerogative of the concerned sovereign governments and the Company is merely a facilitator. The Company shall neither be responsible in case of non-granting of such documents nor liable for any delay, denial or other related act / omission or for any loss, expense, damage or cost resulting there from. The position in respect of cancellation of the tour by you due to non-availability of travel documents would not change only by virtue of the Client having applied for such documents through the Company. Even if the visa is rejected, the stipulated fees of the Company shall be payable by you. There will be no refund, if you, or any member of your party, is unable to travel due to the said reasons. In fact, many a time, due to such cancellations, the Company suffers losses because, sometimes, the cancellation is made at a time of tour rush and the third party suppliers such as hotels, airlines and cruises levy 100% cancellation charges. In such cases, cancellation charges along with GST of 18% as applicable by the Company will apply and the decision of the Company will be final and

binding upon you. Under the circumstances, you agree not to proceed legally against us unless there is a manifest error from our end. The Company would not be responsible / liable in any manner whatsoever for any clerical error made by the concerned Embassy / Consulate regarding 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 Client in various cities. We would not be responsible / liable for any loss or damage whether direct, incidental or consequential caused due to transmission delays or loss of passport whether in transit or otherwise. The documents forwarded by you for visa purpose are sent by us to the concerned Embassy / Consulate through third parties and hence we would not be liable / responsible for loss of your documents. We would however, make best attempts to trace your documents or assist you in obtaining new passport / alternative / certified copies of the lost documents. In the event that you are unable to travel on the tour date originally booked by you, due to rejection of visa by the concerned Embassy, you shall have the option to postpone your tour to any other future date or choose any other tour destination subject to cancellation charges of the previous tour along with GST of 18% of the previous tour. However, if you book and pay within the cancellation period and are unable to travel due to any reason whatsoever including non-availability of visa or any travel documents, the Cancellation Policy shall apply.

**HEALTH:** Please note that your health is entirely your risk and responsibility. 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 writing 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. Under such conditions we may decline to accept you or continue you on that tour. We reserve the right (without obligation) 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. 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 responsible / liable to compensate you nor to refund any amount to you nor to pay your medical expenses. If any adventure sports are included in the tour package, you shall avail of the same at your own risk having regard to your medical condition. We shall not be liable for any death, injury or other loss due to your participation in such adventure sports and any release form that you may be required to sign for such person / service provider / club / association / organization / hobbyist / institution will be binding. 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 / liable for the consequences that you may suffer. To some extent, your losses on account of trip cancellation attributable to hospitalization as also your expenses of hospitalization due to accident may be covered by insurance.

**TRAWELLTAG COVER-MORE ASSISTANCE AND INSURANCE:** Your Travel insurance which is underwritten by Bharati Axa General Insurance Ltd. is an add-on benefit provided by TrawellTag

Cover-More along with its assistance services and ancillary products, which is included in our tour package (excluding ad hoc group tours , third party products and individual tours) that entitles you to travel insurance cover during the duration of the tour. An additional charge is payable in case you wish to extend the duration of your tour. The cover is provided for all the passengers only up to 70 years of age. All passengers travelling overseas and above the age of 70 years should undergo the required medical tests post which the insurance company will issue travel insurance at an extra premium paid by the passenger. We shall not be liable for any consequences arising due to a pre-existing medical condition or participation in adventure sports even if you have opted for an additional adventure sports cover. It must be noted that pre-existing diseases are not covered under this insurance policy. Please take note that, in case of demise of the tourist (s) all the arrangements for transportation of the deceased body including procuring the death certificate, post mortem, re - patriation of deceased body and all personal effects / property and insurance claims etc. shall be made by accompanying relative and / or accompanying known acquaintances of the deceased. Company shall not be responsible for extending any help for the same. The entire expenses shall be borne by the accompanying relative / or accompanying known acquaintances of the tourist. The Company shall not be responsible for the same. In case any of immediate or distant relatives or friends wants to visit the country where the tourist has expired for taking over of the deceased body, all the necessary arrangements shall be made by the said relative/friends only at their cost. Please note that you would have a direct contractual relation with the insurance company and we are not in any manner responsible for the decisions taken by the insurance company. 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 settled by you directly with the insurance company. For details on risk factors, terms and conditions, please read the policy terms and conditions carefully.

**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 / responsible 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 etc incurred by you or for any direct, indirect, consequential loss and / or damage of any kind suffered by you howsoever caused arising 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 etc. 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 airline to accommodate passengers (despite having confirmed tickets) or cancellation, change of route, delay of flights etc. If in the event that you are booked on a particular airline and the said flight is over booked / cancelled for whatever reason and you are not allowed / able to board the flight, you shall not hold the Company responsible / liable for the same and no claim whatsoever can be made by you against the Company for refund or compensation. 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 or any other cause whatsoever. Overbooking of seats / rooms by the airline / hotel.

Loss of / delay of baggage by airline / coach / cruise / train / hotel. Any death, personal injury, sickness, accident, loss, delay, discomfort, increased expenses, consequential loss and / or damage or any kind of theft howsoever caused; Any act, omission, default of any independent contractor or other person or by any servant or agent employed by them who may be engaged or concerned in the provision of accommodation, refreshment, meals, carriage facility or service for you or for any person travelling with you howsoever caused. The temporary or permanent loss of or damage to baggage or personal effects howsoever caused including wilful negligence on the part of any person. Rudeness or unprofessional behaviour of co-passenger/ staff of airline / hotel etc., quality / quantity of meals, facilities given etc. 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 / DAMAGES / COMPENSATION WHATSOEVER. As earlier stated, any loss or damage to your baggage will be borne entirely by you and we shall not be liable / responsible for the same in any manner. We shall not be responsible and / or liable for any damages caused to you due to reasons beyond the control of the Company (Force Majeure / Vis Majeure). Any overstay expenses due to delay or changes in bus / flights / ships / trains / hotels or cancellation of special bogie or other services due to sickness, weather conditions, war, threat of war, strikes, rebellions, disturbances, unrest, curfew etc. or any other cause whatsoever, shall be borne entirely by you and we shall not be liable for the same. We are not liable / responsible 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. The immunities provided under this contract to the Company shall be available to the Company's managers, including 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 payment of all amounts that are due to us in relation to your booking / travel. In the event of the Company exercising its rights to amend or alter any Tour or tour advertised in their Brochure / Itinerary after such Tour or Tour has been booked, you shall have the right to continue with the Tour or Tour as amended or altered. or to accept any alternative Tour or Tour, which the Company may offer. In either of these above cases you shall not be entitled to or the Company shall not be liable/ responsible to you for any damage, additional expenses, consequential loss etc suffered by you or to pay any amount as refund. In the event that the Company is unable to conduct a particular Tour, the Company may at its own discretion, refund the amount of the cost of the said Tour to you (after deducting the applicable taxes and the actual expenses incurred by us on the booking like visa, insurance charges, ticket voiding charges, and other overheads as applicable etc on a case to case basis) without any interest on the same. You will not be entitled to make any grievance thereafter in respect of the same. Refund, if any would be paid to you as per the prevalent rate of exchange in INR as per the RBI regulations at the time of making the refund.

**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, cruises etc. You are responsible / liable to register with our 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 and the consequences shall be yours entirely. 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 transport / sightseeing / meals etc. We will not be responsible / liable in any way in such situations. 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, service providers or any other persons. If you misbehave or disturb the decorum of the tour, we may have to terminate your tour. In such an event, no refund or compensation will be paid to you and you will have to bear and pay the expenses for your return travel at your risks and consequences. You shall not carry any item or object, the possession of which is forbidden by any law, rules or regulations. Nor shall you violate any other law, rules or regulations of the country in which you are travelling. Should any tour participant misbehave or violate any laws, rules or regulations, we shall have the right to discontinue his / her participation and exclude him / her from the tour at his / her risk, cost and expense. Should we suffer any damage or liability on account of a tour participant's misbehaviour and / or for losses caused to property of third party service providers, we shall be free to separately charge and recover our losses and expenses from him / her. For any visit which has religious significance (example: cathedrals / temples / mosques etc) you will need to follow the rules and regulations set by them. Examples could be: Clothes not meeting with the required standards. Wherever required, you should cover your head with scarf; sleeveless clothes / shorts should not be worn. You must respect the place of worship. Photography which may be forbidden. Prohibition on eating or consumption of beverages. Maintaining silence during religious ceremony etc. Obscene CDs, DVDs, books or such other media that may not be permitted in keeping with the spirit of the place;

**PRICES, SURCHARGES AND TAXES:** The Company reserves the right to impose surcharges on any tour(s), but only for reasons arising from increases in transportation costs, fuel costs, dues, taxes or fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports and airport charges, local operator costs, currency and exchange fluctuations, increases in taxes, or government action which impacts the price of the applicable tour(s). Tours are priced and advertised exclusive of applicable taxes and such taxes will be advised to you at the time of booking and itemized on subsequent invoicing.

**VALIDITY:** The prices of tour / s advertised in the brochures and on the Company's Website are based on costs in effect at the time of printing the brochure or hosting on the Website. The Company reserves the right to alter prices of any tour at any time prior and /or post receipt of payment in full for such tour. All dates, itineraries and prices are indicative only and the price quoted at the time of Booking shall be the applicable price, subject to the surcharges that may be levied. Rate of Exchange will be as per the day of payment.

**EMPLOYEES / AGENTS NOT AUTHORIZED TO CHANGE TERMS** No person including the Employee/s and the Agent/s of the Company other than the Company, in writing, has the authority to vary, add, amplify or waive any stipulation, representation, Term or Condition set forth in this Brochure. Any assurance given by any person shall be void and will have no consequence.

**FORCE MAJEURE:** The Company shall not be liable / responsible in any way to you for death, bodily injury, illness, damage, deficiency, delay or other loss or detriment to person or property, or financial costs both direct and indirect incurred, or for the Company failure to commence, perform and/or complete any duty owed to you if such death, delay, bodily injury (including emotional distress or injury), illness, damage or other loss or detriment to person or property is caused by act of god, war or threat of war, declared war, war riots, mechanical breakdowns, acts of the public enemy, actual or threatened terrorist activity, acts of terrorism, terrorism, hostilities civil disturbances, insurrections, industrial dispute, strikes, financial/economic slowdown and / or meltdown, accidents, explosions, implosions, fires, earthquakes, volcanic ashes, floods, transportation embargoes, epidemics, interference by authorities, political disturbance, howsoever and where so ever any of the same may arise or be caused, riot, insurrection and government restraint, extreme weather or any other cause whatsoever beyond the reasonable control of the Company; or an event in which the supplier of services, even with all due care, could not foresee.

**GRIEVANCE:** If the Client has any grievance in respect of any services provided by any of the independent contractors, the Client shall immediately inform the Company and the independent contractor, so that the Company can take up the matter with the independent contractor and the Company has the chance to rectify the problems then and there, if the grievance is genuine. If you fail to do this, any right to compensation or refund which you may have, will be extinguished or reduced. In case of Client/s grievance concerning services of any independent contractor the same should be communicated on the emergency telephone number given to you immediately, followed by written communication mailed to the Registered office address at Russ Information Center LLP, or email us at [info@russinfo.center](mailto:info@russinfo.center) as soon as possible and a copy thereof should be marked to the independent contractor, whereby the Company has the chance to rectify any problems, if the grievance is genuine. Failure to do so will result in the Client losing any right as to compensation or refund. Any complaint by the Client must be notified to the Company in writing before the end of the tour. No claim notified to the Company outside this period will be entertained and the Company shall incur no liability / responsibility whatsoever in respect thereof.

**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 you service 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 under any law, rules or regulations, such disclosure becomes necessary. You agree to let us photograph and / or videograph the tour and specifically you agree to let us photograph and / or videograph you in the course of the tour. You agree to let us publish such photographs / videographs through all media including print media, Websites, letters, emails etc. You also agree to let us track usage statistics. You agree and accept that all such photographs and / or videographs and statistics are our absolute property and we have the unrestricted right to use them for any legitimate purposes including advertisement and commercial purposes. Further, you agree that if you share with us any photographs and / or videographs taken by you during the tour, we would be free to publish such photographs and / or

videographs through all media including print media, Websites, letters, emails etc. We recommend that you register online so that we can send you updates and information on travel destinations.

AMENDMENT OF TOUR: RIC does not allow any modifications in the tour itinerary and hence you can make no amendments in the tour itinerary booked by you.

CANCELLATION OF THE TOUR BY CLIENT: As the services to be provided to the tour participants are booked several months in advance, cancellation of such services earmarked for a particular departure results in the Company losing money depending upon the time of cancellation to the supplier. Therefore any cancellation of tour / services booked by a tour participant will attract cancellation charges along with GST of 18%, as specified by the Company. If the Tour participant books a third party product or service, the Terms and Conditions and Cancellation Policy of such third party would be applicable in addition to the Company's Terms and Conditions. Any cancellation of tour / services has to be in writing clearly stating the reasons for cancellation. If circumstances make you cancel your tour, the cancellation must be intimated to us in writing duly signed by each of the Clients seeking cancellation at the Registered Office address at Russ Information Center LLP, or email us at [info@russinfo.center](mailto:info@russinfo.center). If you wish to cancel your tour, you must intimate the Company as follows provided that such intimation should be in writing duly signed by each of the Clients seeking cancellation and given on a working day within working hours: By email to [info@russinfo.center](mailto:info@russinfo.center) followed by a written communication to our Registered Office listed below OR In writing on working days within working hours at the Registered Office of the Company. If the Booking Form has been signed by one or more persons for themselves and for others mentioned in the 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 assuming full responsibility. Similarly if your Travel Agent cancels, it will be deemed and construed that all the clients and you are in agreement with the same. The computation of the period of notice of cancellation shall commence only from the time the written request reaches the Company at its office in Mumbai on working days within office time at the details listed above. In case of cancellation the following cancellation shall apply: FOR ASIA, MIDDLE EAST AND ISLANDS (TABLE 1) WHEN A CANCELLATION IS MADE CANCELLATION CHARGES Prior to 31 days from date of departure Non-Refundable booking amount Between 30 - 22 days from date of departure 75% of the holiday cost plus GST of 18% 21 days or below from date of departure 100% of the holiday cost plus GST of 18% FOR EUROPE AND REST OF THE WORLD (TABLE 2) WHEN A CANCELLATION IS MADE CANCELLATION CHARGES Prior to 60 days from date of departure Non-Refundable booking amount Between 60 - 46 days from date of departure 75% of the holiday cost plus GST of 18% Between 45 days or below from date of departure 100% of the holiday cost plus GST of 18% Please note: GST of 18% shall be levied on all cancellation charges. In case of third party products such as but not limited to cruise holiday, bus and train tickets, 5 Star hotels, the rules relating to payment terms, cancellation and the cancellation schedule prescribed by the concerned third party service provider would be applicable and in addition the Company shall have the right to claim service and communication charges of INR 5,000/- per person. There will be a GST of 18% presently applicable over and above all mentioned charges. Post deduction of cancellation charges along with GST of 18%, your balance amount will be refunded. Booking Form signed by one or more person / communication signed by such signatories would be treated as valid communication for cancellation



for all such person mentioned in the form assuming full responsibility. The computation of the period of notice of cancellation shall commence only from the time the written request reaches the Company at its office in Mumbai on working days within office time. It is clear understanding between the parties that for the purpose of this clause cancellation can be due to any reason whatsoever including the reason of inability to participate due to any reason including illness, death, court orders, non-availability of travel documents etc. The Company shall not be liable / responsible to pay any compensation, interest or damages to you. The company reserves the right to cancel any tour prior to departure without assigning any reason and all monies paid by you will be refunded forthwith in Indian Rupees without any interest only after deducting the actual expenses incurred by us on your booking like visa, insurance premium, ticket cancellation charges, administrative charges and other overheads expenses etc. as applicable from time to time and case to case, but no compensation and / or interest are payable. Cancellation shall take effect only from the time the written request reaches the Company at its office on working days within office time at the details listed above. In the following cases you shall be deemed to have cancelled the tour even if no cancellation notice is issued by you: In case of visa rejection, you would be deemed to have cancelled on the date of intimation of such rejection. If you fail to pay the tour cost 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 by you. In such case, the cancellation charges along with GST of 18% shall be computed with reference to the date on which we issue you a notice of cancellation; If on your failure of payment or other default, no notice of cancellation is issued by us but your payment or default remains outstanding on the date of departure, the booking shall be deemed to have been cancelled by you without any advance notice, inviting the applicable cancellation charge along with GST of 18%. It is your duty to make payments on time regardless whether we have followed up for the same or not. You expressly agree to abide by the foregoing terms and conditions.

**REFUND:** The Company reserves the right to determine the quantum of refund payable in case of cancellation of a Tour due to Force Majeure or Vis Majeure. Such refund would be based on various factors like the number of participants, the Cancellation Policies of suppliers like hoteliers, airlines, coach operators, etc. and the decision of the Company on the quantum of refund shall be final. Even for payments made in foreign currency with or without part payment in Indian rupees, the said refund shall be made only in Indian Rupees at the prevailing buying rate of exchange on the date of refund as per existing Rules & Regulations without interest. Refunds (if any) for cancellations will be made directly to Clients by the Company after deducting applicable GST. In case of refund in foreign currency component, the said refund shall be made in INR only at the prevailing buying rate on the date of refund as per existing statutes, rules and regulations. It would take at least 60 days depending upon the refund policy of suppliers to process such refunds. In case of the Company exercising its discretionary rights to alter, amend or cancel any Tour or tour advertised, the Client who has booked for such Tour can exercise the option: To continue with the Tour as altered or amended; or To accept any alternative Tour, which the Company may offer; or To unconditionally accept the return of the tour cost charges (after deduction of the actual expenses incurred by us on your booking like visa, insurance premium, ticket voiding charges, POE charges and other overheads as applicable from case to case) in full and final settlement and the Company shall not be liable / responsible to pay the Client,

compensation, consequential loss, damages, additional expenses or interest charges over and above as is computed by the Company as per these 'Terms & Conditions'. The Client will not be entitled to make any grievance thereafter in respect of the same. In case of the Client travelling on an amended Tour, the legal relation between the parties shall not change only by virtue of the amendment. The Client opting to continue with the tour arrangements as altered or amended shall pay additional charges if any levied by the Company.

**NO REFUND FOR UNUTILIZED SERVICES:** It is clearly understood 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. As a consequence of the above rule, please note that no refund will be admissible in the following circumstances (amongst others). If you fail to join the tour at the commencement of the tour or join later or leave before culmination of the tour for any reasons whatsoever. 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 such as late reporting, ill-health etc. If you terminate your participation in the tour due to your own fault, negligence or breach of these Terms. In the case of multi-country package tour wherein there may be requirement for Visa of multiple jurisdictions, there will be no refund if Visa is rejected or delayed post your departure for a specific destination in your tour package and because of which you are unable to travel to that specific destination for which the Visa has been rejected or delayed.

**YOUR SUGGESTIONS:** If you have any tips, which you might want to share with us, do write to us at our Registered Office as listed above or email us at [info@russinfo.center](mailto:info@russinfo.center) or fax to us at 91 22 2270 9161.

**SPECIAL REQUEST:** Where special requests for room allocation, diet consideration, handicap assistance on tour / hotel / transportation / cruise etc. are made in writing at the time of booking, every effort will be made to try and deliver. However the Company will not be held liable / responsible for claims of damages or consequential loss if such requests are not honoured. In case of persons with special needs, it is necessary that a qualified companion accompanies such a person. Regrettably, the Company cannot endow any aid for walking, dining, getting on and off from vehicles and for other personal needs etc. to such persons.

**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, not orally. Where 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. Where you have booked through Preferred Agent (PA) / Travel Agent (TA), we will address communications to your PA / TA who made the booking on your behalf and the PA / TA would be fully responsible / liable for transmitting such communication to you. All monies paid to the Travel Agent shall not constitute payment to us unless deposited by your agent with the Company. The Company shall not be responsible / liable for any non - communication, miscommunication or delayed communication.

**ADDITIONAL CONDITIONS APPLY IN CASE OF PROMOTIONS / OFFERS / SCHEMES:** Please note that in case of special offers, promotions or schemes, additional terms and conditions of these offers, promotions or schemes will be applicable in addition to 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 benefits under such offers, promotions or schemes. If you fail to make the payment by 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 under any circumstances and these Terms and Conditions shall supersede any offer, promotion or scheme terms. We shall have the absolute right to withdraw any scheme or discount at any time after such scheme or discount is published.

**TRAVEL NOW PAY LATER SCHEMES:** We may assist you in obtaining bank finance to enable you to pay in easy installments. However, please note that the loan relationship is entirely between you and the bank and you will submit the finance application to the bank entirely at your own risk. If you fail to provide the required documentation to the bank; hence the loan cannot be availed of in time or if the bank in its sole discretion rejects your loan application, you shall be liable to pay the entire price to us upfront, failing which your booking shall stand cancelled and cancellation charges along with GST of 18% shall apply.

**SAVE NOW TRAVEL LATER (SNTL) SCHEME:** We may assist you in the "SNTL" scheme which is governed by Special Terms. Please liaise with our executive to obtain these Special Terms, which are in addition to these Terms & Conditions.

**CONDITIONS OF TRAVEL:** The Client will have to strictly follow the tour program and return to India as per the validity of the air ticket. There shall be no refund, if the Client is not present at the commencement of the tour. It should be noted that for all purposes, it shall be the responsibility / liability of the Client to reach the place of commencement of the Tour and register with the representative of the Company at the appointed place, date and time. If a Client along with his family is compelled to discontinue the tour due to any reason whatsoever including illness, death or loss of passport or any travel documents, no claim whatsoever shall be entertained for refund of unutilized services. Even if a Client is unable to reach the place of commencement of the tour due to any reason whatsoever including loss of baggage or loss of travel documents, his booking shall be treated as 'no show' on the tour and 100% cancellation charges will be levied. The Company reserves the right to withdraw tour membership from anyone whose behaviour is deemed likely to affect the smooth operation of the tour or adversely affect the enjoyment or safety of other passengers and the Company, shall be under no liability to any such person. It is hereby declared that the immunities provided under this contract shall be available to the Company's managers, including tour managers, employees, servants and agents but not to the independent contractors selected by the Company. Each of these conditions shall be severable from the other and if any provision be invalid, illegal or unenforceable, the remaining provisions shall nevertheless have full force and effect. If no suit / action is brought against the Company within 5 days of the last day of the RIC Tour, the Company shall be discharged from all liabilities, responsibilities under / or arising out of this Contract and the Client shall be deemed to have relinquished / abandoned all his rights under or arising from this Contract. If you

book with a Travel Agent and your booking with that agent includes, but is not limited to the Company's arrangements, your contract is with your Travel Agent and the Company is simply a supplier to your Travel Agent.

**AMENDMENTS AND SEVERABILITY:** The latest Terms, as amended, may be accessed any time on the Company's Website at [www.russinfo.center](http://www.russinfo.center) or will be sent to you upon your written request to the Company. If any provision of these Terms is found to be so broad as to be unenforceable, such provision shall be interpreted to be only so broad as is enforceable. The invalidity or unenforceability of any provision hereof shall in no way affect the validity or enforceability of any other provision.

**LAW & JURISDICTION:** In the event of a dispute arising out of or relating to this contract, including any question regarding its existence, validity or termination, the parties shall first seek settlement of that dispute by mediation in accordance with the applicable rules. The Mediator shall be appointed by the Company. If the dispute is not settled by mediation within 30 [thirty] days of the appointment of the mediator, or such further period as the parties shall agree in writing, then the dispute may be settled in accordance with the Arbitration and Conciliation Act, 1996 by a sole arbitrator appointed by the Company. The arbitration proceedings will be in Mumbai. The arbitrator's decision shall be final and binding on both parties. In case of any dispute concerning the award, the courts in Mumbai alone shall have exclusive jurisdiction. This contract will be governed by Indian laws. You agree that in the event of a dispute or difference between the parties the exclusive jurisdiction shall vest in the competent court / forum / tribunal in Mumbai only.

**INTERPRETATION:** As to the interpretation of the aforesaid terms and conditions, the decision of Russ Information Center LLP shall be final and binding upon you. We reserve the right to change the Terms & Conditions any time without any prior notice and without assigning any reasons thereof.