



# BANGALORE TOUR AND TRAVEL

One stop for all your travel desires

Dear Sir/Madam,  
Greeting from Bangalore Tour and Travel

## Terms and Conditions for Bangalore Tour and Travel – Holiday Tour Packages

By booking a holiday tour package through Bangalore Tour and Travel, you agree to the following terms and conditions. These terms govern your relationship with Bangalore Tour and Travel and set out the rights and obligations of both parties.

### 1. Booking and Confirmation

- 1 All bookings for holiday tour packages are subject to availability and are confirmed only after full or partial payment (as per the package terms) is received and a confirmation is sent by Bangalore Tour and Travel.
- 2 The prices and availability of services are subject to change without prior notice until a booking is confirmed.
- 3 A detailed itinerary will be provided upon confirmation of the booking, and any changes to the itinerary must be approved by Bangalore Tour and Travel.

### 2. Inclusions and Exclusions

- 1 The inclusions and exclusions for each tour package will be clearly outlined in the itinerary provided at the time of booking. These may include transportation, accommodation, meals, guided tours, and entry fees, depending on the package.
- 2 Items not explicitly mentioned as part of the package, such as personal expenses, optional tours, travel insurance, and visa fees, are excluded and must be borne by the customer.

### 3. Payment Terms

- 1 A deposit or full payment is required at the time of booking, depending on the terms specified for the particular tour package.
- 2 The balance payment must be made as per the deadline provided during the booking process. Failure to make timely payments may result in cancellation of the booking.
- 3 We accept payment through credit/debit cards, net banking, UPI, and other methods available at the time of booking.

### 4. Cancellation and Refunds

- 1 **Customer-Initiated Cancellations:** Cancellations made by the customer are subject to the following conditions:
- 2 Cancellations made more than 30 days prior to departure may be eligible for a full refund, minus any administrative fees.
- 3 Cancellations made between 15-30 days prior to departure will incur a cancellation fee, as per the package terms.
- 4 Cancellations made within 15 days of departure may result in a partial or no refund, depending on the specific package and vendor policies (hotels, airlines, etc.).
- 5 **Refund Processing:** Refunds, if applicable, will be processed according to the original mode of payment and may take several business days to reflect.



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- 6 Force Majeure Cancellations: If a trip is canceled due to unforeseen circumstances such as natural disasters, strikes, or government restrictions, refunds will be handled according to the policies of the service providers (hotels, airlines, etc.). Bangalore Tour and Travel will not be liable for any non-refundable amounts.

### **5. Amendments and Changes**

- 1 Changes to the confirmed booking, such as travel dates, destinations, or package components, are subject to availability and approval by Bangalore Tour and Travel.
- 2 Any amendments may result in additional charges, which will be communicated at the time of the request.

### **6. Travel Documentation**

- 1 It is the customer's responsibility to ensure that they have valid identification, passports, visas, and any other necessary travel documentation for the trip.
- 2 Bangalore Tour and Travel will not be responsible for delays or missed services due to incomplete or invalid travel documents.

### **7. Accommodation**

- 1 Accommodation is provided as per the package details. Room allocation will be as per the hotel policy, and any specific requests such as room types, views, or bedding preferences are subject to availability.
- 2 Any incidental charges such as room service, mini-bar, or additional amenities must be paid directly to the hotel by the customer.

### **8. Transportation**

- 1 The mode of transportation provided as part of the package (flight, train, bus, etc.) will be clearly mentioned in the itinerary.
- 2 Flight and train schedules are subject to change by the respective carriers. Bangalore Tour and Travel is not responsible for any delays, cancellations, or missed connections due to changes in transportation schedules.
- 3 Any special requests for seats, meals, or upgrades in transportation must be communicated in advance and will be subject to availability.

### **9. Travel Insurance**

- 1 Travel insurance is not included in the holiday packages unless explicitly mentioned.
- 2 Bangalore Tour and Travel strongly recommends that all customers obtain travel insurance to cover unforeseen circumstances such as trip cancellations, medical emergencies, and loss of luggage or personal items.

### **10. Itinerary Changes**

- 1 While we strive to adhere to the itinerary as confirmed, Bangalore Tour and Travel reserves the right to modify the itinerary or substitute services in case of unavoidable circumstances such as weather conditions, road closures, or operational constraints.
- 2 Any such changes will be communicated to the customer as early as possible, and we will make reasonable efforts to ensure that alternative arrangements are of similar quality.





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### 11. Liability

- 1 Bangalore Tour and Travel acts as an agent in arranging services provided by airlines, hotels, transport operators, and other suppliers, and is not liable for any loss, damage, injury, or delay resulting from their actions or negligence.
- 2 We are not responsible for any loss of personal belongings, injury, or illness during the trip.
- 3 Customers are expected to follow the instructions and guidance provided by tour guides or operators, and any deviation from the planned itinerary is at the customer's own risk.

### 12. Force Majeure

- 1 Bangalore Tour and Travel will not be liable for failure to perform any obligations under these terms due to events beyond its control, including but not limited to natural disasters, strikes, wars, pandemics, or government regulations.
- 2 In such events, we will make reasonable efforts to assist with alternative arrangements or rescheduling, subject to the policies of the service providers.

### 13. Customer Conduct

- 1 Customers are expected to behave respectfully and responsibly during the trip. Any disruptive, illegal, or unsafe behavior may result in termination of the trip without refund.
- 2 Any damages caused by the customer to property or persons during the trip will be the responsibility of the customer, and they may be liable for repair or compensation costs.

### 14. Dispute Resolution

- 1 Any disputes arising from the booking or execution of the holiday package will be governed by the laws of India, and the courts in Bangalore shall have exclusive jurisdiction to resolve any such disputes.

### 15. Governing Law

- 1 These terms and conditions are governed by the laws of India. Any disputes will be handled in accordance with Indian law, and the customer agrees to submit to the jurisdiction of the courts in Bangalore.

By booking a holiday package with Bangalore Tour and Travel, you acknowledge that you have read, understood, and agree to the above terms and conditions.

