

# Terms and Conditions

Your contract is with **CHALO CHALTE HAIN DMC** Car Rental Siliguri. A contract exists between us when we have confirmed you on our tour / hotel booking / or any other travel related services of your choice and we have received your booking request and deposits. All correspondence/s in respect of Tours / Travel Service bookings should be addressed **CHALO CHALTE HAIN DMC** Car Rental Siliguri.

## Payments

For the services contracted, 40 % advance payment should be made to hold the booking on a confirmed basis and the balance amount should be paid before commencement of your tour. We hold the right to decide upon the amount to be paid as an advance payment, based on the nature of services and the time left for the commencement of the services.

## Payment Options

Payment can be made by Bank Transfer, Cash payment to our office or by Demand Draft / Cheque. All payments should be free and clear of any withholding tax and deduction. Bank charges, if any, for remittance (by remitting bank or by intermediary bank) would be strictly borne by payer.

## Rights to amend the itinerary if required

Tour once commenced will strictly go as per the itinerary finalised. In case of events and circumstances beyond our control, we reserve the right to change all or parts of the contents of the itinerary for safety and well being of our esteemed passengers.

## Policy Regarding Cancellation / No Show / Early Departure

In case of cancellation of tour/travel services due to any avoidable/unavoidable reason/s we must be informed in writing. Cancellation charges would be effective from the date we receive letter in writing and cancellation charges would be as follows: - 16 days to prior to arrival – 50% of the tour/service cost. - 15 days to 01 days prior to arrival or no show – 100% of the tour/service cost. Please note – Irrespective of above mentioned cancellations slabs – in case of cancellation of tour services after the booking is made with us – a minimum 10% service charges would be applicable. In case you cancel the trip after commencement refund would be restricted to a limited amount that too would depend on the amount that we would be able to recover from the hoteliers we patronize. For unused hotel accommodation, chartered transportation and missed meals etc. we do not bear any responsibility to refund.

## Refund

In regard to refund of unused / unutilized services (which are paid for and cancelled in advance) the refund amount would be worked out on the basis of cancellation policy as described above and the money would be accordingly refunded to the

person who has made the payment to us. Please note that the refund process may take 2 – 4 weeks due to banking procedures. If the refund is made to the credit card account OR to Bank account, the bank charges would be debited from the refund amount.

### **Our Liabilities & Limitations**

Please note that after the finalization of the tour/service cost, if there are any hikes in entrance fees of monuments/museums, taxes, fuel cost or guide charges by the Govt. of India, the same would be charged as extra. **CHALO CHALTE HAIN DMC** Car Rental Siliguri act only in the capacity of agent for the hotels, airlines, transporters, railways & contractors providing other services & all exchange orders, receipts, contracts & tickets issued by us are issued subject to terms & conditions under which these services are provided by them. All itineraries are sample itineraries, intended to give you a general idea of the likely trip schedule. Numerous factors such as weather, road conditions, the physical ability of the participants etc. may dictate itinerary changes either before the tour or while on the trail. We reserve the right to change any schedule in the interest of the trip participants' safety, comfort & general well being. Our rates are based on the prevailing rates as negotiated by us with the hotels, airlines etc. Hotels and Airlines retain the right to modify the rates without notice. In case of such changes the rates quoted before the modification, can be changed by us according to the modifications by hotels or airlines. All hotel bookings are based on usual check in and checkout time of the hotels until unless indicated in the itinerary. We shall not be responsible for any delays & alterations in the programme or expenses incurred – directly or indirectly – due to natural hazards, flight cancellations, accident, breakdown of machinery or equipments, breakdown of transport, weather, sickness, landslides, political closures or any untoward incidents. We shall not be responsible for any loss, injury or damage to person, property, or otherwise in connection with any accommodation, transportation or other services, resulting – directly or indirectly – from any act of GOD, dangers, fire, accident, breakdown in machinery or equipment, breakdown of transport, wars, civil disturbances, strikes, riots, thefts, pilferages, epidemics, medical or custom department regulations, defaults, or any other causes beyond our control. We do not have any insurance policy covering the expenses for accident, sickness, loss due to theft, or any other reasons. Visitors are advised to seek such insurance arrangements in their home country. All baggage & personal property/s at all times are at the client's risk.

### **Passports & Visas**

To travel to India from overseas countries except for the citizen of Nepal & Bhutan, one needs a 06 months valid passport and a valid Visa. And processing of Passport and Visa are not included in the tour cost.

### **Health**

Any person who has a contagious disease is forbidden to travel, any person found during the tour with such a disease will be asked to leave the tour and will have to make their own arrangements to return home.

## **CAR RENTAL / CAB SERVICE / TAXI SERVICE / CAB USING IN TOUR PACKAGE TERMS:-**

1. \*Parking / entry fee to be paid extra on spot to the driver\*
2. \*Anything beyond the given itinerary will be chargeable\*\*
3. \*Some Point are depending on Police Token Pass / Permit\* ,if pass/token not given concern authorities refund/ adjustment/ next day attempt not possible
4. \*Cab & Driver will be provided basis of point to point only\*, cab / driver will be changed time to time as per Syndicate/State Rules.
5. \*Vehicle Model will be provided as per Availability on Same & Similar Category\*
6. \*Standard Sightseeing /Leaving from hotel timing should be maintain to cover other sightseen otherwise some point might be missed or stuck in huge traffic jam\*

### **Responsibility And Car Rental Terms**

A .Company,Driver & Owner will not responsible for Any Circumtences during travel on road .

B . On Restricted area we cannot enter our car ,any how if any forcefully entry done by customer request ,if any bad circumstances happened customer / party need to pay the challan , penalty & Lawer cost.

C . On Pick & Drop duty we can provide only 25-30 minut for Breakfast/Lunch/Tiffin/Dinner Break,after 30minuts waiting charge 150 will be applicable, Waiting charge or extra charge will be applied on extra requested sightseens , paragliding , ropeway & River Rafting (minimum 1000 ruppees)

D .Toll,Parking & Permit not included in Any Service , We cover the Permit Cost if mentioned in the itinerary.

**E. Cancellation fee 100 % in favour of booking amount in Peak Season(March to June, October to January of Every Year) , Weekend time & Every Holidays, Charges of 50% in favour of booking amount in others time in Lean-Season or Before 30 Days of Trip.**

E1. Postpone/Date Modification/Other Modification than Booked itinerary will be suppose to equal and treated as Full Trip Cancelled without any Refund

F. Modification on booking should be notified before 7 Days & additional fee may be charged in final billing amount

G . Payment Terms :- In Corporate / Vendor Billings,Payment should be clear by 15 Working days from the bill date. Cheque bounce charges is Rs.590 /-

H . In full Lockdown due to Covid 19 only ,we can reschedule the trip within 30 day from opening the spot/city/state

I. Due to Act Of God / Nature Road Blockage like Land Slide & Others issue arise , then extra charge will applicable for taking long / alternative route strictly we unable to do any adjustment on this situation.

Please Visit [WWW.CCHDMC.IN](http://WWW.CCHDMC.IN) OR CALL +91-8101303551