

## BOOKING CONDITIONS

There is no contract between “Purple Voyages” and the client till the time we have received the payment in full & in accordance with the terms and conditions along with a completed personal information form. Please read the following booking conditions and general information on tours, passed on with the itinerary / brochure carefully. The booking conditions set out our respective rights and obligations and the general information states what you should expect on our tour.

## BOOKINGS & DEPOSITS

The tour booking will be confirmed only upon receipt of a Non Refundable amount of 25% of the tour price, along with completed personal information form. 25% of the tour price to be paid 45 days prior to the date of departure.

Balance 50% of the tour price to be paid 15 days prior to the departure.

All extra services and charges such as rail and air fares, transfers and transport, hotel and any other similar services which are not included in the tour cost will be confirmed only on receipt of 100% advance.

The tour will be considered confirmed only if there is no default in the above payment procedure.

## LATE BOOKINGS:

Bookings made within 15 days of the departure date will be processed only on receipt of 100% payment.

## REMITTANCE AND PAYMENT:

The payment can be made either by cash, cheque or through a Demand Draft In favour of PURPLE VOYAGES. Payable at Mumbai, to be Dispatched on the following address:

Purple Voyages: 626 - Mastermind IV, Royal Palms, Goregaon (E) , Mumbai - 400065 , Maharashtra. INDIA. +91 22 68726574.

**Payment can also be made to directly to our HDFC Bank account**

- Purple Voyages
- A/c No: 00602020005793
- RTGS / NEFT IFSC: HDFC0000060
- HDFC Bank, Fort Branch, Mumbai
- Manekji Wadia Building, Ground Floor, Nanik Motwani Marg,
- Fort, Mumbai - 400001

## ALTERATION BY YOU

If you wish to alter your tour booking and/or other accommodation and travel arrangements, you need to inform us in writing via email / fax / letter. We will try our best to comply with your request. However there will be an additional charge incurred as a result of cancellation charges payable to the hotel, transport, and other travel arrangements. In addition, we may charge at our discretion an additional fee for changes made to cover our administration cost.

If you wish to alter your booking after commencement of your trip, we accept no liability for any loss, damage or additional expense and cannot guarantee any refund or reimbursement of any expenses paid by you.

## CANCELLATION BY YOU

In the event of any cancellation by you, we would need a notification from you in writing. If we receive the cancellation notification from you before 45 days prior to the date of departure, the initial non refundable 25% deposit amount shall be forfeited in addition to the cancellation charges for other services. If we receive the notification in 1-45 days prior to the date of departure further cancellation charges shall be levied as per the following terms:

Cancellation upto 31 days before date of departure:	: 25% of tour price + cancellation charges for other services.
Cancellation between 30 to 16 days before date of departure:	: 50% of tour price + cancellation charges for other services.
Cancellation between 15 to 8 days before date of departure	: 80% of tour cost + cancellation charges for other services.
Cancellation between 7 to the day of departure:	: 100% of tour cost + cancellation charges for other services.

### CANCELLATIONS IN CASE OF CUSTOMIZED AND PACKAGE TOUR:

In case of change in the group size due to cancellations revised cost will be quoted for the revised group size and the cancellation charges if any for any confirmed arrangements and services will also be charged in addition. Our standard cancellation policy will not be applicable. But if the entire group cancels the tour, the standard cancellation policy will be applicable.

### ALTERATION BY 'PURPLE VOYAGES'

It is unlikely that "PURPLE VOYAGES" will make alterations in the tour. However, we plan the arrangements many months in advance and may have to occasionally make alterations. If we need to make any major alterations in the scheduled itinerary before departure due to unavoidable circumstances, we will try and notify you as soon as possible. You will have a choice of either accepting or canceling your booking in which case we shall refund you in full.

In case of any extensions / changes in tour itinerary, after commencement of your tour, due to unforeseen circumstances beyond our control, extra expenses at actuals will be payable to us.

### CANCELLATION BY PURPLE VOYAGES

"PURPLE VOYAGES" reserves the right to cancel a Fix Departure Tour if the minimum numbers of persons as specified, do not book on that tour. We strongly suggest you not to book any of your travel and other arrangements, till you receive a final confirmation from us minimum 30 days in advance.

"PURPLE VOYAGES" reserves the right to refuse or cancel any booking if we consider it necessary. In such cases, we shall refund all the money that you have paid. Upon commencement of your trip, "PURPLE VOYAGES." reserves the right to refuse a member from continuing the tour in case of misconduct or bad health or unfit to travel. In such cases, we shall not refund any money that you have paid.

If cancellation or alteration by PURPLE VOYAGES. is caused by events including war or threat of war, strikes, civil strife, natural disaster, technical or political difficulties affecting air or ground transport, or events amounting to force majeure, this will naturally limit our liability. If such events occur before the departure date, we will do our best to make alternative arrangements. If these are not acceptable, then we will make a refund, after charging any reasonable expenses that we may have incurred.

### SPECIAL REQUEST:

We will try and fulfill your special requests, if any and will pass on the information to our associates and other service providers but do not guarantee that the requests will be carried out.

### PHOTOGRAPHY AND FEEDBACKS:

“PURPLE VOYAGES” escorts / representative may take photographs and films of the clients while on tour. “PURPLE VOYAGES” reserves the right to use this material for advertising and promotions without obtaining further consent. Any written feedback or testimonial or comments may be used by “PURPLE VOYAGES” for promotion, advertisement or on website or on any promotional material. In any case, if any member has any reservations on the same, he or she must intimate the tour leader in advance.

### HEALTH REQUIREMENTS:

We will be able to advise on mandatory health requirements; however we are not medical experts. It would be your responsibility to obtain a proper medical advice. Where you do not do so and either are not allowed to enter any country, or suffer personal injury or death, we have no liability to you for any cost, loss or damage which you suffer nor will we refund you the cost of any unused portion of your travel arrangements. If you are suffering from any health issues or if you are on any medication or have any allergies you need to keep us informed via written communication and also need to specify the same on the personal information form.

### COMPLAINTS

In the unlikely event of you being dissatisfied with your tour, you must inform both your group leader and the relevant Purple Voyages associates of the service immediately. In case of any grievance not being suitably addressed during your tour, complaints must be made in writing within 15 days of the end of your holiday to our office in writing. Disputes or claims, if any, will be settled only under the jurisdiction of the courts of Mumbai in the state of Maharashtra - India.