

# **Tiwari Travel Booking Terms & Conditions**

We strongly suggest you print and read these conditions. Please note that it is essential to read and understand the conditions of booking. Please ensure you have read and understood the itinerary. Please also ensure you read the booking conditions on the Tiwari Travel website [www.tiwaritravel.com](http://www.tiwaritravel.com). Tiwari Travel Private Tour bookings are subject to the following conditions:

## **Our contract**

All bookings are made with Tiwari Tours & Travel, Sydney office (us/we). By booking a trip with us you are deemed to have agreed to these Booking Conditions (which constitutes the entire agreement between you and us) and your booking will be accepted by us on this basis. The services to be provided are those referred to in your itinerary.

## **Your details**

Before Tiwari can confirm your booking you must supply us a copy of the front page of your current passport, email & phone address and any pre-existing medical conditions which may affect your ability to participate or complete your travel arrangements.

## **Exchange Rate Increases & surcharges**

Our trip prices are based on current currency exchange rates and are reviewed regularly. We reserve the right to impose surcharges up to 60 days before departure due to unfavorable changes in exchange rates. In such instances we will be responsible for the first 5% of the additional costs and you will be responsible for the balance. If any surcharge results in an increase of more than 10% of the trip price you may cancel the booking within 14 days of notification of the surcharge and obtain a full refund. We will not surcharge any booking for travel within the validity of this itinerary once paid in full.

## **Tour Bookings & Payments**

To book your trip you need to pay a non-refundable deposit of \$300 AUD per person, if less than 60 days before departure date a non-refundable 25% deposit of total tour price is payable. Payments can be made through PayPal, direct bank deposit, cheque or cash. Final payment is due no later than 6 weeks before departure. Full price of any international airline tickets are to be paid at time of booking.

## **Cancellations**

### **1. Cancellation by the traveler:**

If you cancel a trip after making a booking you will lose some or all of the money you have paid for the trip. A cancellation will only be effective when we receive written confirmation of the cancellation.

#### **If you cancel a trip:**

- 60 days or more prior to departure, we will retain the deposit only;
- Between 30 and 59 days prior to departure, we will retain the deposit or 50% of the total booking cost; whichever is greater, and
- Less than 30 days prior to departure, we will retain 100% paid by you in connection with the booking.

Different fees may apply to airline tickets depending on the carrier being used. You are strongly advised to take out cancellation insurance at the time of booking which will cover cancellation penalties in certain circumstances. If you leave a trip for any reason after it has commenced we are not obliged to make any refunds for unused services.

### **2. Cancellation by Tiwari Travel:**

We may cancel a trip at any time up to 60 days before departure. We may cancel a trip at any time prior to departure if, due to terrorism, natural disasters, political instability or other external events it is not viable for us to operate your planned itinerary or tour. If we cancel a trip you may choose between us applying the amounts paid toward an alternative trip or receiving a full refund. (Less 25% deposit) We are not responsible for any incidental expenses that you may have incurred as a result of your booking such as visas, vaccinations or non-refundable flights.

**Complaints**

If there is something that you are not happy with at the end of the tour. Please send information in writing to Tiwari Australia staff within 30days of your return to Australia. Tiwari will not accept any liability for claims received after this period.

**Private Tour Booking Amendments**

If you the passenger wish to change your hotel booking in any way (i.e. which will require us to cancel your current hotel booking and rebook another hotel, a \$50 per change fee will apply. Tiwari Travel is not responsible for hotel changes made by the passengers.

**Responsibility**

You acknowledge that travel in India requires a degree of flexibility and understand that hotels, accommodation, etc are subject to change.

**Passports and Visas**

You must carry a valid passport and have obtained all of the appropriate visas, permits and certificates for the countries in which you will visit during your trip. Your passport must be valid for 6 months beyond the duration of the trip. It is your responsibility to ensure that you are in possession of the correct visas, permits and certificates. Tiwari is not responsible if you are refused entry to a country because you lack the correct passport, visa or other travel documentation.

**Disclaimer**

It is a pre-requisite of acceptance of travelling/booking with Tiwari Tours & Travel, that all passengers remove any form of responsibility from Tiwari Tours & Travel and its staff in the event of personal accident or injury. Please see the "Participation Consent Form" It is also a pre-requisite that all passengers have fully comprehensive travel insurance.

**Travel Insurance**

Travel insurance is 100% compulsory for all Tiwari travellers and must be taken out to be able to travel. At a minimum your travel insurance must provide cover against personal accident, death, medical expenses, emergency repatriation and personal liability, with a minimum coverage of US\$200,000. We also strongly recommend it cover cancellation, curtailment and loss of luggage and personal effects. You must provide proof of your travel insurance; you will not be able to join the trip without it. If you obtain travel insurance through Tiwari you acknowledge that you are satisfied with the level of insurance we have arranged.

**Guarantee**

Tiwari Travel guarantees, once the final payment is made, to provide you with the travel services indicated in the itinerary to the best of our ability. (See Tiwari cancellation terms above) Please read our website for further details.

***Thanks for booking with Tiwari Tours & Travel  
and wish you a safe, enjoyable and happy  
journey!***

**[www.tiwaritravel.com](http://www.tiwaritravel.com)**

***Namaste!***