



INFINITE INDIA TOURS PRIVATE LIMITED

GENERAL TERMS & CONDITIONS

Domestic & International Travel Services

Thank you for choosing **Infinite India Tours Private Limited** for your travel arrangements.

These Terms & Conditions apply to all tours and travel services arranged by us for individual travellers, families, groups, corporate clients and travel partners, whether the travel is domestic within India or international inbound travel to India.

By accepting our quotation and making a payment, you confirm that you have read and accepted the following Terms & Conditions.

The specific quotation issued for your trip, including the itinerary, inclusions, exclusions, price and payment schedule, will form part of these Terms & Conditions.

1. BOOKING CONFIRMATION

A quotation provided by Infinite India Tours is based on the requirements and availability at the time it is prepared. It becomes a confirmed booking only after you accept the quotation and make the required advance payment.

Hotels, vehicles, flights, trains, houseboats, activities and other services are subject to availability until the booking is confirmed.

If you are travelling as a family or group, we require the correct names, ages of children and infants, room requirements and other necessary details before making the final reservations.

Any special requirements should be informed to us at the time of booking.

2. PAYMENT TERMS

A **50% advance payment** is required to confirm the booking and proceed with the necessary reservations.

The remaining **50% balance payment must be paid at least 30 days before the start of the tour**, unless a different payment schedule is mentioned in your quotation.

For bookings made **more than three months before the travel date**, we may offer a three-installment payment option, depending on the booking and supplier requirements. The payment dates and amounts will be agreed at the time of booking.

Some hotels, airlines, houseboats or other suppliers may require payment earlier than the normal payment schedule to secure a reservation. In such cases, we may request the required amount from you in advance.



If an agreed payment is not received on time, we may have to release the reserved services. Any resulting cancellation charges, rate differences or other costs will be payable by the customer.

3. PACKAGE PRICE & RATE VALIDITY

The package price is based on the travel dates, number of passengers, hotels, room categories, vehicle and services mentioned in the quotation.

Unless otherwise stated, the quotation is valid only for the period mentioned in it.

Hotel rates, transport charges, taxes, entrance fees and other supplier rates can change before a booking is confirmed.

Once the booking is confirmed, the agreed package price will remain applicable. However, additional charges may arise if you request changes, add services, change the number of travellers, or if a new government tax or mandatory charge is introduced.

Any such additional cost will be informed to you before it is applied wherever reasonably possible.

4. HOTELS & ACCOMMODATION

All hotel bookings are subject to availability at the time of confirmation.

If the selected hotel is unavailable, we will try to provide a suitable hotel of the same or similar category. If the alternative involves an additional cost, the difference will be payable by the customer.

Hotel check-in and check-out times are as per the hotel's standard policy.

Early check-in and late check-out are subject to availability and may involve additional charges.

Room preferences such as connecting rooms, adjoining rooms, specific views or particular floors are requests only and cannot be guaranteed unless specifically confirmed by the hotel.

Hotel facilities may occasionally be unavailable because of maintenance, weather conditions, operational reasons or other circumstances beyond our control.

5. TRANSPORTATION

Transportation will be provided according to the vehicle type and itinerary mentioned in the confirmed quotation.

The exact vehicle model may be changed to another vehicle of suitable capacity if required, depending on availability.

The vehicle will be used for the routes and services included in the confirmed itinerary.

Additional kilometres, extra hours, additional sightseeing, route changes, extra transfers or extended waiting time outside the agreed itinerary may be charged separately.



Actual travel time may vary because of traffic, road conditions, weather, diversions, road closures and local restrictions.

Where a destination has local transport restrictions, a specific vehicle or local transportation may be required. Any applicable additional cost will be informed to the customer.

6. ITINERARY & SIGHTSEEING

We prepare itineraries based on the information and requirements provided by the customer.

Distances and driving times shown in the itinerary are approximate. Actual travel time may vary depending on traffic, road conditions, weather, diversions and other local conditions.

The order of sightseeing may occasionally be changed for practical reasons such as opening hours, traffic, weather, local restrictions or operational requirements.

Temples, monuments, museums, wildlife parks and other attractions may have their own opening hours, entry rules, dress codes and booking requirements.

Entry to an attraction cannot be guaranteed where access is controlled by the respective authority.

7. OPTIONAL ACTIVITIES

Activities described as **optional, suggested, recommended or available at additional cost** are not included in the package unless specifically mentioned as included in the quotation.

Optional activities are subject to availability, weather conditions and the policies of the service provider.

Any additional cost for optional activities will be payable separately.

Some activities may be non-refundable once booked.

8. CHILDREN & INFANTS

The correct age of every child and infant must be provided at the time of booking.

Hotel accommodation, meals, extra beds, vehicle arrangements and child rates are based on the policies of the respective service providers.

If an incorrect age is provided and an additional charge is later applied by a supplier, the additional amount will be payable by the customer.

Parents or accompanying adults are responsible for the safety and supervision of children and infants throughout the journey.



9. CANCELLATION POLICY

Cancellation requests must be made in writing.

Cancellation charges depend on the cancellation date and the policies of the hotels, airlines, transport operators, houseboats, activity providers and other suppliers involved in the booking.

Unless a specific cancellation policy is mentioned in the quotation, the actual cancellation charges imposed by the respective suppliers will apply.

Some services may become partly or fully non-refundable immediately after confirmation. This is particularly common with:

- Peak-season and special-event hotel bookings
- Christmas and New Year bookings
- Flight tickets
- Railway tickets
- Houseboats
- Special activities
- Permits and entrance tickets
- Advance-purchased services

If the amount already paid does not cover the applicable cancellation charges, the customer will be responsible for the balance amount.

If a customer chooses not to use a service after the tour has started, no automatic refund will be available for the unused service.

Where a refund is due, it will be processed after the applicable amount is received from the relevant supplier, after deducting any applicable charges.

10. CHANGES OR REDUCTION IN GROUP SIZE

If one or more members of a group cancel or the number of travellers is reduced after confirmation, the total package cost may change.

Some costs, such as transportation, guides, rooms and other group services, are based on the original number of travellers. A reduction in group size may therefore increase the cost applicable to the remaining travellers.

Cancellation charges for the members who cancel will be applied according to the relevant supplier policies.



11. NO-SHOW & EARLY DEPARTURE

If a traveller does not arrive for a confirmed service without prior notice, it may be treated as a **no-show** and the service may become non-refundable.

If a traveller arrives late and misses a scheduled service, any additional cost required to arrange an alternative service will be payable by the traveller.

If a traveller decides to shorten the trip or leave the tour early, unused services will not automatically be refundable.

12. CHANGES REQUESTED BY THE CUSTOMER

After confirmation, any request to change the travel dates, hotels, room categories, vehicle, itinerary, sightseeing, activities or number of passengers will be subject to availability.

Additional charges may apply for such changes.

Any cancellation or amendment charges imposed by suppliers because of a requested change will also be payable by the customer.

Changes requested close to the travel date may not always be possible, particularly during peak seasons.

13. INTERNATIONAL TRAVELLERS – PASSPORT & VISA

International travellers are responsible for having a valid passport, visa and all other documents required for travel to India and onward travel.

Visa and immigration requirements can vary according to nationality and travel circumstances.

Infinite India Tours can provide general travel information, but visa approval and immigration clearance are the responsibility of the traveller and the relevant authorities.

Any loss or cancellation cost arising from visa refusal, incorrect documents, insufficient passport validity or failure to meet entry requirements will be the responsibility of the traveller.

Travellers should always verify the latest requirements with the appropriate embassy, consulate or government authority before travelling.

14. TRAVEL INSURANCE

We strongly recommend that all international travellers purchase suitable travel insurance as soon as their travel arrangements are confirmed.



Where appropriate, the policy should provide coverage for medical emergencies, medical evacuation and repatriation, trip cancellation, trip interruption, travel delays, baggage loss or delay and other relevant travel risks.

If you require coverage for trip cancellation or other time-sensitive benefits, we recommend purchasing the insurance **as early as possible after making the first non-refundable travel payment, preferably within 48 hours**, subject to the conditions of the insurance policy.

The 48-hour recommendation does not guarantee that any particular benefit will be available. Each insurance company has its own eligibility requirements, time limits, exclusions and conditions.

Travel insurance does not automatically cover flight cancellation, visa refusal, hotel cancellation or other prepaid travel expenses. Such costs are covered only when the selected insurance policy specifically provides for them and the circumstances meet the policy conditions.

The traveller is responsible for checking the insurance policy and ensuring that it provides adequate coverage for their individual needs.

Infinite India Tours is not responsible for the approval or settlement of an insurance claim.

Domestic travellers are also encouraged to obtain suitable travel insurance, particularly for long-distance or high-value trips.

15. FLIGHTS & AIR TICKETS

Where flights are arranged by Infinite India Tours, they are subject to the fare rules and conditions of the respective airline.

Cancellation, refund, date change, amendment and no-show charges are determined by the airline and the applicable fare conditions.

Flight schedules may change because of weather, technical issues, operational reasons, government restrictions or other circumstances beyond our control.

We will provide reasonable assistance in dealing with the airline or relevant supplier when required, but any refund or compensation will depend on the airline's rules and applicable regulations.

Any airline cancellation or amendment charges will be payable by the customer.

16. THIRD-PARTY SERVICE PROVIDERS

Hotels, airlines, transport companies, houseboats, guides, activity operators and other services included in a package may be operated by independent third-party suppliers.

We carefully select and coordinate these suppliers, but their services are subject to their own operating policies and conditions.



If a supplier fails to provide a confirmed service, we will make reasonable efforts to assist the customer and find a suitable solution.

17. UNFORESEEN CIRCUMSTANCES

Sometimes circumstances beyond anyone's control may affect a journey. These may include severe weather, floods, landslides, natural disasters, strikes, civil unrest, government restrictions, road closures, transport disruptions, unexpected closure of attractions, epidemics, pandemics or other similar events.

In such situations, we will do our best to assist the customer and make suitable changes to the itinerary wherever reasonably possible.

If additional costs arise because of such circumstances and these costs cannot be recovered from the relevant supplier, they may have to be paid by the customer.

Any refund or credit will depend on what can be recovered from the respective suppliers.

18. CUSTOMER RESPONSIBILITIES

Customers and all members of the travelling party are expected to:

- Provide correct passenger and travel information.
 - Follow hotel, transport and attraction rules.
 - Follow local laws and regulations.
 - Take reasonable care of personal belongings.
 - Maintain appropriate behaviour towards drivers, guides, hotel staff and other guests.
 - Follow dress codes and other requirements at religious and cultural sites.
 - Pay for personal expenses and services not included in the package.
 - Ensure appropriate supervision of children and infants.
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19. PERSONAL BELONGINGS

Travellers are responsible for their passports, money, jewellery, electronic items, luggage and other personal belongings.

Infinite India Tours, hotels, drivers and other service providers cannot be held responsible for loss, theft or damage to personal belongings except where responsibility is established under applicable law.



20. SPECIAL REQUESTS

Special requests such as vegetarian meals, dietary requirements, honeymoon or birthday arrangements, room preferences, accessibility requirements or other special arrangements should be informed to us at the time of booking.

We will pass such requests to the relevant service provider and do our best to arrange them, but they cannot be guaranteed unless specifically confirmed.

Any additional cost for a special request will be payable by the customer.

21. COMPLAINTS & SERVICE ISSUES

If you experience any problem during the tour, please inform us or the designated local contact as soon as possible.

This gives us an opportunity to speak with the relevant hotel, driver or service provider and try to resolve the matter while you are still travelling.

Complaints raised only after completion of the tour may make it difficult for us to investigate the matter or obtain a solution from the supplier.

22. PHOTOGRAPHS & SERVICE REPRESENTATION

Photographs shown in our quotations, brochures, website and other promotional materials are for general representation.

Actual hotel rooms, vehicles, facilities, views and other services may differ from the photographs.

Where a specific room category, vehicle or service has been confirmed in writing, the confirmed description will take priority over promotional images.

23. TAXES & GOVERNMENT CHARGES

Applicable taxes will be charged as mentioned in the quotation or invoice.

If a new government tax, statutory levy, permit fee, entrance fee or other mandatory charge is introduced after confirmation, the additional amount may be payable by the customer where applicable.

24. PASSENGER INFORMATION

Information provided by travellers may need to be shared with hotels, airlines, transport operators, activity providers, guides, government authorities or other service providers in order to arrange and provide the booked services.



Such information will be used only as reasonably required for booking, travel arrangements, communication, documentation, payment and legal or regulatory purposes.

25. OUR RESPONSIBILITY

Infinite India Tours will take reasonable care in arranging the services confirmed for your trip.

However, many services are provided by independent suppliers, and we cannot be responsible for circumstances directly caused by the acts, omissions or operational decisions of those suppliers, except where applicable law provides otherwise.

Where a problem occurs with a third-party service, we will make reasonable efforts to assist the traveller and communicate with the relevant supplier.

Nothing in these Terms & Conditions is intended to remove or limit any legal responsibility that cannot lawfully be excluded.

26. GOVERNING LAW

These Terms & Conditions are governed by the applicable laws of India.

If any issue arises, we will first try to resolve it through friendly discussion and mutual understanding.

If the matter cannot be resolved amicably, the courts having appropriate jurisdiction in **Kerala, India** shall have jurisdiction, subject to applicable law.

27. SPECIFIC CONDITIONS IN THE QUOTATION

These General Terms & Conditions apply to all bookings made with Infinite India Tours.

However, certain trips may have special payment, cancellation or service conditions because of the particular hotels, airlines, events, seasons or other suppliers involved.

Where a specific condition is clearly mentioned in the confirmed quotation or booking confirmation, **that specific condition will apply to that particular booking.**

28. ACCEPTANCE OF TERMS

By accepting the quotation and/or making any payment towards the travel arrangements, the customer confirms that they have read, understood and accepted the **General Terms & Conditions of Infinite India Tours Private Limited.**



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Discover India, Beyond Limits.

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