

# TERMS & CONDITIONS

## Booking Criteria

All bookings made via T3 are based upon the current price as given by the goods and/or service provider at the time the booking is being generated/ confirmed. The customer carrying out a booking shall be deemed to have accepted T3 Terms and Conditions on behalf of all persons named in the booking (including those added at a later date). Any verbal quotes given on call or in person are estimates only that will be subject to a written advice upon confirmation of the reservation. A fee shall apply to every booking made through T3 which will be agreed in advance with the customer.

The Customer must ensure that the names of travelers in any booking are entered as they appear on the individual's passport/ identity proof. It is the responsibility of the Customer to ensure the accuracy of the data. T3 will not be liable for any change or amendment fees resulting from incorrect data input.

T3 reserves the right to place restrictions on the destinations or ticket types that a Customer can book from T3 website or T3 mobile application.

Requests for special assistance, preferred meals, seating preferences and frequent flyer credit will be registered with the airline. Please note that this is on a request basis only. The airline may not offer the service on the selected flights or, for operational reasons, may not be able to fulfill the request. T3 is not liable for any of above requests not being fulfilled by the airlines.

## Pricing

Our quotation system accesses both live pricing and static pricing depending upon the supplier. It is not uncommon for suppliers (e.g. Airlines, Cruise Liners and Hotels) to sell out, alter or withdraw prices including advertised special rates. If prices, rates or inclusions vary from your quotation or from an advertised price, we will advise you of any change prior to your booking request and any transaction being processed. If you do not wish to proceed with the booking at the new price, you may cancel the booking request at no cost to you. Once your booking has been confirmed and payment received, any new specials released cannot be applied to existing bookings.

Prior to full and final payment being received, T3 reserve the right to vary prices and rates in the event of changes in exchange rates or price rises made by wholesalers or other suppliers. If the cost of any service increases due to exchange rate fluctuations, price increases, tax changes or any other reason, you are required to pay the increase when notified by us or you may cancel the booking. We are not liable in any way if any increase occurs due to exchange rate fluctuations, taxes or supplier notifications. Rates quoted are appropriate to the particular product at the time of quoting and these rates may change prior to the travel date. All prices are subject to availability and can be withdrawn or varied without notice.

## Payments

For all the services contracted via T3, an advance payment in form of Token money should be made to hold the booking. Upon confirmation, the balance amount has to be paid 21 days before the commencement of the said services. Management hold the right to decide upon the amount to be paid as advance payment, based on the nature of the service & the time left for the commencement of the service.

For payment of packages shown on T3 website, T3 accepts payments in form of Cheque/Demand Draft favoring "T3 – TAKE OFF TRANSIT & TRAVEL LLP" or directly into T3 bank account via

NEFT/RTGS. The bank details will be shared with the customer along with final quotation for the package.

T3 has tied up with 3rd party payment gateway "CCAvenue" for payment of any bookings made via T3 Mobile application. Customers can complete the payment after being redirected to CCAvenue merchant site by any one of payment modes supported by CCAvenue including Debit Cards, Credit Cards, Net-banking or e-wallets.

## Baggage & Baggage Allowance

Customers are responsible for their own baggage. The baggage at the airport, during any air travel, in coaches, in any train journey, at immigration point's etc., customers have to verify and be responsible for the same. The cost or the tips for services rendered to carry customers baggage to the rooms is customer's responsibility and have to be paid directly to the service provider.

Baggage allowance limits shall be per the respective Airline's terms & conditions. Domestic & International baggage limits may vary and customers are advised to check the baggage weight limits on concerned airline website or booking/confirmation voucher. T3 is not responsible for any extra charges customer/s may incur in case the baggage limit is exceeded.

## Documentation

- **Loss of Passport:** Guests travelling abroad should take care of his/her passport. Loss of the passport on tour involves costs and consequences such as filing FIR, visiting Indian Embassy, getting new passport or landing certificate, expenses on the stay, food, transportation etc. all of which have to be borne and paid by the concerned guests only. Getting the landing certificate or the new passport is the sole responsibility of the guest. The Tour Manager is not responsible or liable or under any obligation for the loss of passport and the consequences thereof. Entire consequential expenses shall be met by the guest(s). Any other guest accompanying the guest who has lost the passport wishes to terminate the tour intermittently, will have to meet the expenses etc. No refund will be given to the guest leaving the tour abruptly. The tour manager won't stay back in any case.
- For packages within India, the customer is required to provide a Valid Identification Proof issued by any govt. authority of India i.e. Aadhaar Card, Driving License, Voter Card or passport. These documents may be required & verified by flight / train /hotel vendors & customer owns the responsibility of providing such documents in case asked for.

For travelling outside India, customer/s must have a Passport which is valid for a minimum of 6 months from its date of commencement.

Customer shall be solely responsible for obtaining all requisite visas and ensuring that the visas are valid for the frequency/period as may be necessary for purposes of the Tour. T3 provides the service of assisting in Visa application for certain locations but it is the responsibility of the Customer to furnish all documents required by the Operator for application of visa etc. UK, USA and any other visa which require the personal presence of the passenger will have to be obtained by customer directly.

## Cancellations & refunds

### Cancellation by Guest

If the guest decides to cancel the tour for any reason whatsoever then she/he shall give a written application to the company within a specified time limit along with the original receipt issued by the Company. Such cancellation will attract the cancellation charges stated hereunder.

Cancellation charges will be calculated on Gross Tour cost and the cancellation charges shall depend on date of departure & the date of cancellation.

Cancellation charges for any mode of transport ticket are applicable as per the rules of the concerned authority.

Air ticket issued on special fare is non-refundable and the guest shall bear cancellation charges.

Any refund payable to the guest will be paid after the company receives refund from the respective authorities. The company deducts processing charges from the refund which is to be paid to the guest.

No of days prior to departure	% of cancellation charges per person	
	India	World
More than 60 days	5% or Rs.1000/-whichever is more	Registration amount
60 to 46 days	15%	15%
45 to 31 days	25%	25%
30 to 15 days	50%	50%
14 to 4 days	60%	60%
3 to 1 day	80%	80%
on the day/on tour	100%	100%

#### Note

Charges are levied on the Gross tour price and not the discounted price. For an Indian tour, cancellation does not include air ticket cancellation and they will be levied separately.

For tailor-made holiday, cancellation charges will defer accordingly as per services booked.

When the Company cancels a tour

In case if any Tour is cancelled from the Company's end, then the full refund of amount paid by the guest will be made within 7 working days of cancellation of the tour by cheque only. Alternatively, the guest can take any other Tour option suggested by the Travel Advisor or can utilize the tour amount paid for any of the company's future tour.

#### Refund

Refunds if any, for variation / modification / amendments / alteration and / or cancellations etc. of any tour will be paid directly to the guest by 'A/C payee' cheque, in Indian Rupees at the prevailing rate of exchange on the date of the cheque, as per Reserve Bank of India Rules and Regulations, irrespective of whether the tour payments in part or whole were made in foreign currency.

No refund will be payable

- For any missed/unused services of the tour including the meals due to whatsoever reason.
- Where full deposit is required to be paid in advance to the concerned authorities to enable the Company to confirm the reservation
- If services of the tour are modified, varied, amended, cancelled or not utilized.
- If any guest decides and / or is required to cancel the tour due to any changes made in the rules by the concerned Government.

- Where airfares are contracted in bulk for I-Fly departures.
- If the tour is indefinitely postponed due to a natural calamity, riots, political calamities or any other unforeseen calamities.
- Refund is not applicable for sectors on Indian/World tours wherein air tickets are non refundable and date change is not allowed.
- For all Card payments - Payment received by Cards and if there is any refund, such refund will be done through the respective cards Financial Institutions and credited to the same card. The charges for transaction to be borne by the guests.

The Company reserves the right to

- Take the booking for the group tour and individual tour.
- Cancel bookings even after the acceptance of the payment without assigning any reason. In this case the company shall refund the money to the guest.
- Dismiss any guest from the tour for misbehaviour especially if it affects the group and Physical or verbal assault to the Tour Manager.
- Withdraw discounts at any point of time.
- Change the routing of Air Travel.
- Change hotel and/tour programme due to unavoidable circumstances.

Guests in need of special assistance

In a group tour, special services cannot be given to any specific person. However, if informed at the time of booking, the company, without being held responsible in any way whatsoever, will make reasonable attempt to accommodate the special needs of disabled guests or senior citizens. Most transportation services are not equipped with wheelchair ramps. A capable companion must accompany the guest who needs assistance.

Transfer of tour

- A transfer from the originally booked tour to another tour is treated as cancellation of earlier tour and hence, a fresh booking of another tour has to be made. All cancellation charges will apply on the gross tour price and not on the discounted tour price of the earlier booked tour. The tour price and discounts available / given for the cancelled tour are not valid for fresh booking. Tour price and discounts prevailing on the date of fresh booking of another tour will be applicable. In case if booking is cancel and alternate booking is given in the same tour in that case whatever at actual air ticket cancel charges will be applicable and for new booking new discount will be applicable.
- **Minimum booking of the tour:** The Tour shall proceed only if the number of guest(s) who have booked the tour exceed 20 and the said booking of 20 guest(s) must be received by T3 at least 30 calendar days prior to the scheduled start of the tour. If the number of guest(s) booked for any tour falls below 20, then tour may operate without Company tour manager and on MAP plan accommodation with breakfast and dinner and/or with an additional surcharge. However, T3 may cancel the tour without assigning any reason and in such an event the guest(s) can claim only the amount paid by him after deducting the taxes. Till the total number of guest(s) reaches 20, the booking of the guest(s) shall be strictly provisional. In the event of T3 deciding to cancel the tour, cancellation of tour shall be communicated at least 30 calendar days prior to the date of commencement of tour via any of the following modes (a) sms (b) telephone (c) email; as per the information given by the guest(s) or by any person for and on behalf of guest(s) at the time of booking of the tour. In case of cancellation of any tour by Company, actual amount paid by the guest(s) shall be refunded to the guest(s) and cancellation of air / rail cancellation done by guest will not be borne by T3 and only actual

paid amount will be refunded to guest by cheque. In case the number of guests booked for a speciality tour is less, then the specialty tour will be merged with a family tour.

## Liabilities & Responsibilities of company

The liability of the T3 is restricted only for making the reservation as per the guest's requirements & no further. T3 is not liable for any of below mentioned points.

- Any death, personal injury, sickness, accident, loss, delay, discomfort, increased expenses, consequential loss and/or damage or any kind of theft howsoever caused.
- Any act, omission, default of any independent contractor or other person or by any servant or agent employed by the provision of accommodation refreshment, carriage facility or service for the client or for any person traveling with him howsoever caused.
- The temporary or permanent loss of or damage to baggage or personal effects howsoever caused including willful negligence on the part of any person.
- If in the event that the Customer is booked on a particular airline and the said flight is over booked/cancelled for whatever reason and Customer is not allowed/able to board the flight, the Customer shall not hold the T3 responsible for the same and no claim whatsoever can be made by the Customer against the T3.

## Tour Availability & Modifications

Any package or service being offered by T3 is subject to availability of dates with concerned suppliers/ airline carriers. The dates displayed in website are tentative & T3 does not guarantee the availability of a package at any date the customer is looking for. Final availability of package along with tour & itinerary details shall be shared with customer over a formal email& booking shall be made only after confirmation of the customer.

T3 reserves the right to modify the package in case of Hotel / Flight being overbooked or not being able to provide services for other reasons or any other unavoidable circumstances. In such cases, T3 will provide the customer with similar options as per the original budget & get confirmation from customer to modify the itinerary. In any of the increase or reduction of the services provided in the tour cost, T3 will calculate the revised prices, confirm with customer and charge/ refund the balance amount accordingly.

## Visa Information

All customers are personally responsible for ensuring that they have a valid passport, relevant visa/s and conform to the health regulations required by the country/s that will be visited during the trip. T3 can provide a service to obtain/renew passports and visas. To travel to India from overseas countries except for the citizen of Nepal & Bhutan, one needs a 6 months valid passport and a valid Visa. Passport and Visa processing fee are not included in the tour cost and have to be borne by the customer/s separately.

## Complaints

Where possible, we will attempt to resolve your complaint at the first point of contact. If we are unable to resolve your complaint at the first point of contact, we will undertake an investigation of your complaint and provide you with our findings. If you are satisfied with our proposed decision or actions, we will close your complaint and record the findings for our continuous improvement program. However, if you are not satisfied with our proposed decision or actions, we will record this, and provide you with information on how to escalate your complaint, to the top management for external review under their customers.

**Reporting of Incidents:** Any abnormal incidents including injuries, service problems, cancellation of a service or dissatisfaction must be reported to T3 during tour. This will allow us an opportunity to rectify the situation or provide assistance for same.

## Customer Responsibility

It shall be the sole responsibility of the customer/s to ensure that they possess the required valid travel documents and statutory clearances, including passports, visas, confirmed travel tickets, insurance including medical insurance certificates, any other document used to confirm the services of tour including an arrangement with independent contractor and other statutory certificates, to enable them to undertake tour.

All travel documents are non-transferable and must be issued in the name of the passport/photo identity holder, otherwise the booking may be cancelled. The Passport must be valid from the start of the tour to at least 180 days subsequent to the scheduled arrival date of the tour - subject to rules of the specific visa embassy or consulate. The customer/s shall ensure timely collection of all such documents enabling them to undertake tour and be present in time for departure. Customer/s should keep certified true copies and photocopies of all documents including valid travel documents and statutory clearances, including passports, visas, confirmed travel tickets, insurance including medical insurance certificates, any other document used to confirm the services of tour including an arrangement with independent contractor and other statutory certificates, used by him/her while on tour.

## Meals

The meal inclusions/ exclusions are mentioned separately for each package. T3 will take into consideration the customer preference for meal during their visit & try to provide the best service available. T3 does not differentiate amongst the customers by providing a special meal or special diet.

Apart from meals mentioned in package, if any different diet is required by customer, the said customer/s shall make their arrangements for the meal at their own costs and consequences. In case if any T3 treat which is mentioned is not available, an alternate shall be given and no refund shall be applicable. No Complaints / Claims for refund in respect of the meals shall be entertained and T3 reserves the right to change the menu and arrangements of the meals without assigning any reasons therefore.

## Safety

Please be aware that during your participation in vacations operated by T3, certain risks and dangers may arise beyond our control, including but not limited to: the hazards of traveling in undeveloped areas; travel by boat, train, automobile, aircraft, or other means of transportation; forces of nature; political unrest; acts of lawlessness or terrorism; and accident or illness in remote regions without means of rapid evacuation or medical facilities. T3 will not have liability regarding provision of medical care or the adequacy of any care that may be rendered. While T3 will use its best efforts to ensure that adequate measures are taken, by agreeing to participate in a vacation and/or optional excursions you agree that you will hold T3 harmless regarding any provision of medical care or the adequacy of any care rendered. T3 is not responsible for such risks and dangers that may arise beyond our control. Payment of your deposit indicates you accept these risks and dangers and agree to hold T3 harmless for such.