***Terms*** & ***Conditions***

**1**. **Standard Check in / Checkout time of Hotels 12:OO noon.**

2. **Pick up / Drop in the package will be from Bagdogra Airport or NJP Railway**

**Station, as mentioned in the package. (Both the places are said Siliguri).**

**3. Hotel rooms will be provided as decided in the package (normally twin/triple sharing basis).**

**4. Friend's tour Booking Policy & Cancellation Policy is applicable for all packages (mentioned below).**

**5. While on trip, Friend's tours do not accept alteration of pre-decided itinerary. If anything such occurs by the wish of guests, extra amount arises has to be negotiated by guests themselves & paid directly and Friend's tour do not take responsibility to bargain the extra amount required in such cases.**

**6. Cancellation by guest or cancellation (full or part) occurred due to unforeseen act of God (land-slide, flood, heavy snow fall etc), strike, political turbulence or such act, which is beyond travel organizers control, no charges are refundable, though, every possible support will be provided by the company, in such condition. If any extra charge arises in the process, has to be borne by guests and paid directly.**

**7. If Nathula or Tsomgo or Babamandir or North Sikkim trip is withheld in last Moment by Army Authority or disturbances on which transporter has no hand, Refunding that portion of money is not bindings on travel organizers and the date Cannot be readjusted.**

**8. We do not take any responsibility of theft / loss / misplacing / damage of any**

**Personal article of guests.**

**9. Families with more than 2 tickets will be provided with an extra mattress (without cot) in a double bed room. They will get a separate seat in vehicle services, in hotel they need to accommodate in the same room.**

**10. Natural calamity, train accidents, political situation or for any other reasons, if changes need to be in the tour programme or reduce the duration or cancel the tour, in these situations no refund is applicable.**

**11. Breakfast, Tea, Lunch Dinner will not be provided in the hotel room**

**12. Tour planning is a service occupation. In which service of other people, institutions is taken, over which there is no direct control of the tour management. Therefore there might be comfort/ discomfort in the tour. So people with delicate nature and who are easily affected psychologically should not join the tour.**

**13. In any situation if a passenger needs to leave a tour package midway then no refunds would be given. Any passenger who does provoking activities in the tour and disturbs the management of the tour will be excluded from the tour and no refund would be given for the same.**

**Tour managers have full rights to reschedule the dates of the tour.**

**14. Washing of clothes in hotel rooms is strictly prohibited.**

**15. Hotel rooms are booked in advance. So the same will be provided and vacated as per check in and checkout time of the Hotel. Members will have to co-operate accordingly. In case of provision of less number of Rooms by the Hotel management due to any reason, Rooms will be arranged in other Hotel and the members will have to accommodate themselves accordingly and will have to co-operate. No kind of refund will be given by the tour operator. For any reason if the arrangements of stay are made at the place other than they actually booked, the members will have to accept such arrangements and no kind of any refund will be made by the tour operator.**

**16. Ticket rates printed in the brochure is in accordance with the existing Fuel rate and , hotel tariff and general expenses prevailing in May -2017. Before the tour starts or in the mid of the tour if there is any incidental increase in the above rates than the passenger needs to pay these charges before the tour starts or in the mid of the tour to the company.**

**17. All refunds will be dispatched from the central Baroda head office only,**

**Irrespective from whichever branch the booking had been done.**

**IF COMPANY BELIEVES THAT THE TOURISTS JOINING THE TOUR PROGRAMME HAVE READ ALL THE RULES AND REGULATIONS AND THEY HAVE ACCEPTED ALL OF THEM AND THEY AGREE TO ABIDE THEM HONESTLY AND SINCERELY.**

***BOOKING POLICY***

**1. 20% of Package cost is to be deposited as Booking Advance (if booked 04 months in advance)**

**2. 50% deposit has to be completed within one month of commencing the trip and balance has to be deposited 10 days prior to commencing journey.**

**3. Persons booking within a month of journey has to deposit 50% of Package cost as booking advance and balance 50% has to be deposited 10 days prior to commencing journey.**

**4. For booking with 15 days, full payment has to be made.**

**5. Hotel Vouchers will be handed over against full payment only.**

**The policy applies to complete package booking only & not to partial booking**

***PACKAGES NORMALLY INCLUDED WITH***

**1. Stay in hotels as decided in package**

**2. Food for the entire trip (if you have booked in kitchen group )**

**3. Pick up & drop to Siliguri (NJP Rly Station *or* Bagdogra Airport minimum 8 pax)**

**4. All transportation as per itinerary (transportation & sightseeing)**

**5. All taxes**

**6. Vehicle toll, driver charges etc.**

**7 We provide only veg meal**

***PACKAGES DO NOT INCLUDE***

**1. Porter, laundry, tips, special room service etc. not included in packages**

**2. Personal expenditure of any kind is not included in the packages**

**3. Anything not mentioned in the "Included" section & do not permit as per policy**

***VEHICLES IN THE PACKAGES***

**1. In Gangtok local sightseen 04 persons( incliding child) small non AC car (capacity 04) will be provided that is Maruti van or veganer or Omnie**

**2. In all other sight seen , Mahendra max, Sumo Gold or similar non AC vehicle will be provided in which 8 person will be accommodate ( passing is 10 pax per vehicle but we give in 8 person sharing )**

**3. Vehicles will be provided as per itinerary & not for all time bases**

**4. Vehicles used other than itinerary is chargeable (like luxury cab) & to be paid directly to our manager**

**5. Gangtok sightseeing will be done by small car (capacity - 04) only as per Sikkim Govt. regulations.**

**6. For north Sikkim, bigger vehicles (10 setter) will only be provided in which we accommodate only 8 pax**

**7 For transfer from N.J.P to Gangtok and Gangtok to Darjelling and Darjelling to pelling we can use Bus which is 24 seated**

**RULES FOR CANCELLATION:**

**60 days before departure date of tour Rs. 2000/- per ticket will be deducted.**

**30 days before departure date of tour Rs. 3000/- per ticket will be deducted.**

**20 days before departure date of tour Rs. 5000/-= per ticket will be deducted.**

**10 days before departure date of tour the 100 % of tour amount will be deducted.**

**No refund will be given for cancellation within Ten days from the departure date of the tour.**

**REQUEST FOR CANCELLATION of ticket should be given in written only. The date ofreceipt of such application will be considered as the date of cancellation. No verbal ortelephonic instruction for cancellation will be taken into consideration.**

**Things to carry:**

**Woolen clothes along with necessary clothes, ear cap, small tough bag, daily usable items, medicines, towel, soap, water bag- glass, bed sheet and air pillow for railway journey, chain and lock for safety of bags. It is advisable to get insurance of mobile/ jewellery along with luggage.**

**Umbrella with you at all the time**

**Identity proof**

**Torch at the time going to change lake and lachung**

**Important note:**

**Food with you at the time of visiting lachung and Changulack (minimum you can pass your 24 hours)**

**All the medicine which you are regularly using**

**Read carefully:**

**You must have visited so many places of India, but Sikkim is so much different from other state. Here law is bigger than man and all police man are very honest**

**On M.G road if you split or smoke you will be fine 2500 rupees and in any place of Sikkim you cannot smoke. They are very strike in that.**

**Law of Traffic rules is also very complicated. From last 15 years we are dealing with this state but we have to clarify when we enter the state after some month for change of traffic law.**

**Normally in other state tourist vehicle can drop you up to hotel but here they are not allowed to drop you they will drop you up to stand and from stand you have to hire taxi that is normally Maruti van and reach up to hotel. (But luxury cab can enter any time!)**

**Before 8 A.m Max and sumo vehicle can pick you from hotel for sight seen but after that they are not allowed. So you have to come up to the stand by hiring taxi up to stand where vehicle is park. After sight seen if you come before 6 P.m vehicle is not allowed to drop you up to hotel after 6 P.m they can drop you at hotel.**

**Total 3 stand for pickup and drop at Gangtok North sikkim stand, west sikkim stand and for Vehicle coming from siligude (West bangle) and going to siligudi has other stand. One way rule is also very complicated and it depend up on timing. Like this so many traffic rules is their which you cannot understand up to you will not stay for more than a month**

**Permit for North sikkim and west sikkim has also so many law so over all in this regain if you support us and make faith in us you will enjoy the trip otherwise if you apply your mind and start to give advice to us with in 1 or 2 days it put us in difficult situation and you cannot enjoy trip properly so please give us support we are behind you to make your money worth and try to give you all the facility as we have promise and I myself and my staff are like local people so we know all the law prevailing their recently and out of this we will try to make you trip memorable one in your life.**

**There is no doubt that Sikkim is the most beautiful region of the world we have heard from so many tourist that this region is better than Switzerland and that’s why so many foreign tourist are interested in this small state of India**

**Hope you have read this and understand our policy of working**

**We wish that whether support you a lot and make your trip worth**

**Dr.Piyush**

**Friend’s Tour**