

Overview: IRCTC offers "European Delight" Tour Package Ex Kolkata, one of the most affordable all-inclusive tour packages for the duration of 12 Nights/13 Days that lets you Experience the varied flavors of Europe by visiting some of its best countries including United Kingdom, France, Switzerland, Austria, Vatican City and Italy. Witness history, art, traditions and cultures that will sway you off your feet and make your European vacation impossible to forget.

Package Details	
Package Name	European Delight With london Ex Kolkata
Destination Covered	United Kingdom - France - Switzerland - Austria - Vatican City - Italy
Traveling Mode	By Flight
Departure From	Kolkata
Class	Comfort
Frequency	22-May-2020
Group Size	34

Flight Details:

Origin Airport	Sector	Date	Flight	Departure	Arrival
Kolkata	Kolkata - Dubai	22.05.20	EK 573	2050 hrs	0015 hrs
	Dubai - London	23.05.20	EK 7	0230 hrs	0705 hrs
	Rome - Dubai	03.06.20	EK 98	1525 hrs	2325 hrs
	Dubai - Kolkata	04.06.20	EK 570	0205 hrs	0815 hrs

Note: The Flight timings or schedule is subject to change as per the airline's operational feasibility.

Package Tariff (Per Person) in INR:

Class		
Comfort	Occupancy	Prices (Per Person)
	Single Occupancy	Rs. 3,08,300/-
	Double Occupancy	Rs. 2,38,700/-
	Triple Occupancy	Rs. 2,36,600/-
	Child With Bed (05-11 Years)	Rs. 2,19,800/-
	Child Without Bed (02-11 Years)	Rs. 1,97,700/-

*** For booking of Infants (0 - 2 yrs) contact IRCTC office.**

For Booking & Contact :

IRCTC Zonal Office - Kolkata
 3, Koilaghat Street, Ground Floor (Opp GPO)
 Kolkata - 700001
 Ms. Riya Mukherjee - 9004082775
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Tour Itinerary: Kolkata - United Kingdom - France - Switzerland - Austria - Vatican City
- Italy - Kolkata

Tour Date: 22-May-2020

DAY	DESTINATION	PARTICULARS
Day 01	Kolkata - Dubai	2050 hrs: Depart from Kolkata by Emirates Flight EK573.
Day 02:	Dubai - London	0015 hrs: Arrival at Dubai. 0230 hrs: Board Flight EK7 from Dubai to London. 0705 Hrs: Arrive at London Heathrow Airport. On arrival proceed for fresh and breakfast at nearby hotel/restaurant. Next, we take you on the renowned London Eye - one of the world's largest observation wheels. Be enchanted by this new and novel way of seeing the city from a bird's eye view, as the London Eye takes you on a 30 minute flight, rising to 450 feet above the river Thames and a panorama of some of London's most famous streets, churches, palaces and monuments are spread out before you. Relish a hot Indian meal for lunch. We shall then proceed to the hotel and check-in. We then take you to visit the famous Oxford Street shopping. Enjoy a delicious dinner at an Indian restaurant. Overnight in London.
Day 03:	London	After a continental buffet breakfast, we leave for a guided city tour with an expert English - speaking guide who will explain to you all the highlights of London's landmarks: The Big Ben, Westminster Abbey, Trafalgar Square, Tower Bridge, Hyde Park, St. Pauls etc (Photo Stops). Relish a hot Indian meal for lunch. This evening, IRCTC has arranged a tour of the world - famous Madame Tussaud's wax museum. This museum houses a unique collection of world's largest wax works of famous personalities, including India's top leaders and film stars. After a splendid day, a hot Indian dinner awaits you. Overnight in London.
Day 04:	London - Paris	This morning, after a continental buffet breakfast at your hotel, check out and drive to Saint Pancras Station. Here, you will board the ultra - modern Eurostar, one of the world's fastest trains. <u>Since Eurostar Tickets are subject to availability the transfer from London to Paris shall be arranged by Ferry in case of unavailability of Eurostar Tickets for entire group.</u> This afternoon packed Indian lunch will be

		provided. Next, we proceed to visit the top of the Eiffel Tower (2nd level), from where you will have a splendid view of this beautiful city. Later, enjoy a romantic Seine cruise as we sail past some of the historical monuments on the river Seine. Tonight, enjoy a delicious Indian dinner before we drive & check-in to the hotel. Overnight in Paris
Day 05:	Paris	After a continental buffet breakfast at your hotel, we take you to visit the world - renowned Louvre Museum to see the incomparable and the most prestigious painting of 'Mona Lisa' - Leonardo da Vinci's masterpiece and many more. You also have some free time to shop for perfumes and souvenirs. After a hot Indian lunch, we take you on an exhilarating city tour with an English - speaking local guide, who will show you many of the best - loved Parisian sights - Musee d'Orsay, The Sorbonne and Latin Square, Arc de Triomphe, Champs Elysees, Centre Georges Pompidou, Sacre-Coer & Montmartre etc (Photo Stops). Evening free for leisure. Tonight, enjoy a delicious Indian dinner before we drive back to the hotel.. Overnight in Paris. Overnight in Paris.
Day 06:	Paris - Zurich/Central Switzerland	After a continental buffet breakfast, check out and sit back in your coach as we drive to Zurich. Upon arrival, check in and unwind. Later, proceed for Dinner & overnight at the hotel in Zurich/Central Switzerland.
Day 07:	Zurich/Central Switzerland	Breakfast at Hotel. Join us for an optional tour to magical Alpine excursion to the Top of Europe - Jungfrau. Drive back to enjoy a sumptuous Indian dinner. Overnight at the hotel.
Day 08:	Zurich/Central Switzerland	After breakfast, proceed to Engelberg to embark on your trip to Mt. Titlis. Ascend to the top in the world's first revolving cable car - The Titlis Rotair Gondola that gives you a 360 degree view of the magnificent mountain peaks and glacier crevasses around. At 10,000 feet, feel humbled with unrestricted scenery of the Alpine landscape. Later proceed to Lucerne Orientation Tour. Dinner at Indian Restaurant Overnight in Swiss.
Day 09:	Zurich / Central Switzerland - INNSBRUCK / Axam	After breakfast check out from hotel and proceed to Rhine Fall (Photostop). Later, Proceed to picturesque Austria. First, we drive to Wattens, where you will visit the world - famous Swarovski Crystal Museum. Enjoy a mesmerizing experience in the "world of crystals". An experience that leaves you amazed at the dazzling glitter as you walk through this museum. A great opportunity to buy a souvenir for your family. Next, proceed for Indian Dinner & check in and unwind at the hotel.
Day 10:	INNSBRUCK- VENICE	Today, after an early morning breakfast drive to Venice through the Dolomites. Relish the magnificent scenery all

		<p>around. We arrive at the Tronchetto Pier early in the afternoon. Here you board your private boat (Vaperettos) for transfer to St. Marks Square, Venice.</p> <p>Feel the magic of this unique city in a brief walking guided tour. You may also enjoy a romantic gondola ride on your own. It's Canals are its roads and vaperettos are its buses, gently gliding along its canals with brilliant mansions on both sides. Later we return to Padova and proceed for dinner and then onward to the hotel.</p>
Day 11:	VENICE - PISA - FLORENCE	<p>Post breakfast, check out and proceed to Pisa. On arrival visit Leaning Tower at the Square of Miracle. Some free time here.</p> <p>Afterwards, we visit the historic city of Florence –the cradle of Renaissance. Along with your English-speaking local guide, proceed for a city tour of historic Florence. This includes the Duomo, city's most iconic landmark, the Campanile, the Baptistery with its Gates to Paradise, Piazza Della Signoria – an open-air museum crammed with Renaissance sculptures, edged by historic cafes and presided over by the magnificent Palazzo Vecchio, the famed Ponte Vecchio Bridge across the river Arno. End the day with a sumptuous Indian dinner and then check in at the hotel.</p>
Day 12:	FLORENCE - ROME	<p>After breakfast in the morning, we check out and depart for the eternal city of Rome passing through the scenic Tuscany district. Post lunch meet our guide and head for Vatican. Enter the Vatican City - the smallest country in the world (shorts or sleeveless vests not allowed). Here, visit the holy Basilica of St. Peter's – the incomparable home of architectural and artistic masterpieces by Michelangelo and Bernini, which will leave you spellbound. Next proceed for a guided city tour of Rome. See the Victor Emmanuel Monument, Spanish Steps, the Roman Forum, Trevi Fountain, Pantheon, Colosseum and many more sights of this historic city. Later proceed for Indian Dinner then check into the hotel.</p>
Day 13:	DEPART ROME	<p>Today enjoy a leisurely breakfast at the hotel. After we check out, and transfer to airport for your flight back to India with wonderful memories of the European holiday with IRCTC.</p>

Note:

Above itinerary is only a proposed / indicative holiday outline, IRCTC/Local tour operator reserves the right to change as per the operational feasibility. Visit to all the sightseeing place is subject to time availability.

IRCTC will not be responsible for any natural or social calamities.

TOUR HIGHLIGHTS:

PACKAGE INCLUSIONS: SIGHTSEEING AND EXCURSIONS

UNITED KINGDOM:

- London: Guided city tour.
- Ride on the London Eye.
- Entrance to Madame Tussaud's Wax Museum.

FRANCE:

- Paris: Guided city tour.
- Visit to the 2nd level of the Eiffel Tower.
- Tour to the famous Louvre museum.

SWITZERLAND:

- Visit Mt. Titlis in the world's first revolving cable car.
- Orientation tour of Lucerne.
- Schaffhausen : Magnificent Rhine Falls.(Photo Stop)

AUSTRIA:

- Wattens : Visit the Swarovski Crystal Headquarters and Museum.

ITALY:

- Venice : Visit the St. Mark's square on a private boat.
- Florence : Guided city tour.
- Pisa : Leaning Tower of Pisa.
- Rome : Guided city tour.

VATICAN:

- Vatican City : Entrance to the Vatican Museum with Sistine Chapel included.
- Visit to the magnificent St. Peter's basilica included.

ACCOMMODATION:

- **02 nights in London at IBIS Styles London Excel or similar 3*.**
- **02 nights in Paris at Residhome/Mellinieum CDG/ Nomad CDG or similar 3*.**
- **03 nights in Central Switzerland / Zurich at B & B Zurich / Conti Swiss or similar- 3*.**
- **01 night in Seefeld /Innsbruck at Hotel Olympia/ Hotel Tyrol or similar 3 *.**
- **01 night in Venice/Padova at Hotel Venezia or similar 3 *.**

- **01 night in Arezzo / Pisa at B&B Pisa/ IBIS Florence North Airport or similar 3 *.**
- **01 night in Rome at Hampton by Hilton / Urban Garden or similar 3 *.**

MEALS:

Category	Style	Total No.
Breakfast	Continental	12
Lunch	Indian Veg / Non. Veg	11
Dinner	Indian Veg / Non. Veg	11

AIRFARE & TAXES:

Onward and return Air ticket by M/s. Emirates Airlines.

TRAVEL INSURANCE:

Normal insurance charges for the duration of the tour are included in the tour price. However, any passenger above the age of 60 years will be required to pay additional charges.

VISA:

Normal UK and Schengen Tourist Visa included

IMPORTANT NOTES - GENERAL:

- Due to private coaches being forbidden inside most of the European cities; as per EU norms to preserve them and to avoid getting them polluted and overcrowded, most of your sightseeing will be done by local buses and by foot.
- Generally, you will have to walk at sightseeing places, amusement parks and at the airports sometimes for a long distance; however, the same will be timely instructed by the Tour Manager. It is advisable to carry good pair of comfortable sports shoes. The tour manager and the driver will do their best to get you as close to the monuments as possible.
- HD Guided is for Max. 3.5 to 4 Hours guided tour for big Cities like Rome, London, Paris, etc.
- HD Guided for small town/ cities will be for 1.5 Hour to Max. 2 Hours. Like in Interlaken, Lucerne, Berne, Pisa, Florence, Zurich, Venice, Innsbruck etc.
- Please note all the outside/view places are subjected to time availability.
- The Leaning Tower of Pisa is an 8 storey structure with no lift and 294 slippery marble steps, hence we do not visit from inside.
- The Eiffel Tower on certain Days due to strong wind conditions or being overcrowded or for security reasons may be closed.
- On certain Days, due to closure of the Sistine Chapel, St. Peter's basilica etc. the Tour Manager reserves the right to amend the itinerary.
- For the convenience of our passengers, we will sometimes amend the itinerary. However, all the services will remain same.

- There are no refunds for any services i.e. meals, sightseeing etc. not utilized on your tour
- Any item owned by our suppliers must not be mistreated in any way. Failure to comply with this clause can result in costs which will have to be borne by the client.
- Meals are pre-set and a-la carte is not possible. On certain Days packed meal will be provided.
- The company shall not accept any liability or responsibility for any damages, loss, baggage loss, theft, injury, accident, death, breakdown or irregularity, which may occur in carrying out the tour arrangement, weather conditions, strikes, war, quarantine and any other cause whatsoever and all such loss or expense must be borne by the passengers. Insurance policies must be carried while on tour
- Please note all the washrooms in Europe are chargeable. Guests need to pay directly if they use washrooms during sightseeing.
- Littering may draw penalty and the same is strictly prohibited.
- Tap water is drinkable throughout Europe. One may carry an empty bottle to refill it.

IMPORTANT NOTES - TRANSPORTATION

- Coach Driving is Max. 9 Hours, Driver Duty is Max.12 Hours and Rest Period is Min. 11 Hours (Applicable for all LDC or LT Tours) for full day coach. These hours may reduce if driver stay is booked in different hotel than guests. Driving legal limits must be adhered to at all times. In the event that these rules are breached client claims will be treated as invalid, the client will have to accept all costs, and all insurance claims are likely to be refused. As per the EU regulation coach can be on-road for Max. of 12 Hours including the traffic conditions of any particular day.
- Not all the coaches are equipped with Toilet facilities and cannot be guaranteed. There are far and few coaches with Toilet facilities. In an event we are allocated the coach with toilet facilities, the usage of the same cannot be guaranteed because company face dumping issues in Europe/ Ireland/ Scandinavia/ UK Tours.
- Disabled clients should carry their own wheelchair and should be accompanied by a qualified companion who is able to provide assistance to the disabled client. Coaches are non-wheelchair compliant. There are steps to board / alight from the coach.
- It is our policy to assume that infants, those 2 years old and less, will be considered as a part of the overall number of people when a coach is booked, so seats will be booked for them too. By EU law, all passengers must be seated and wearing a seat belt, when provided, at all times on local or long-distance transportation.
- Alcohol/ Food consumption is strictly prohibited on all our Coaches - drivers can deny continuing the service if the same is not followed by guests.
- All timings are approximate and are based on local road and traffic conditions.

- Any services missed due to delays caused by the group or traffic conditions will not be refunded or re-arranged. But emergency team can check the possibility of accommodating the request depending upon next day itinerary.
- Also, we accept no responsibility for any kind of additional expenses held due to delays or changes in air, rail, sickness, strike, weather and other causes. All such expenses will have to be borne by the passenger.
- Any damages caused to the coach during the time of tour, shall be payable by the passengers - IRCTC will not be liable for the same.

IMPORTANT NOTES - HOTEL

- We also reserve the right to substitute a hotel of similar class if it is deemed advisable or necessary.
- All hotels will be either around the airport area or in the outskirts. Most hotels in Europe have only Twin beds.
- Porterage not included. Few places mandatory to pay for the same, even if guests do want the same. (Must be Pre-booked)
- Please remember that most hotels in Europe have small rooms unlike many other countries and also not all hotels will have air-conditioning.
- Generally, in Europe most of the hotels/ venues do not have aircons because of the weather conditions. Cooling fans can be arranged on demand which is subject to availability.
- Not all the hotels are equipped with Kettles.
- Hotel BF can be organised in Private Hall/ Private Space of Hotel. Main Café BF is not guaranteed. Few Hotels may charge supplement if it is mandatory to be held in their main Café which is sub. To availability.
- Few hotels may not allow pack food in their rooms - they may charge supp. To let guests, bring packed boxes to their designated dining hall.
- Twin Rooms are subject to availability and few hotels may not have twin at all.
- Triple/ Quad Rooms are subject to availability and few hotels may not be able to accommodate more than 2 people in 1 room at all.
- Child without Bed is not always guaranteed without incurring any cost.
- Double bed will be Queen size and not King size.
- Any damages caused to the hotel rooms during your stay, shall be payable by the passengers IRCTC will not be liable for the same.

IMPORTANT NOTES - MEALS

- Basic package of gala dinner in Europe consist of starters, STD Meal and Soft drinks or Hard drinks as per your original package inclusions which is indicate by Orchid team in advance. Any additional service over and above this such a Stage, Microphone, DJ, Music, Entertainment, Red carpet, Private Venue, extended menu etc should have been communicated to our team prior to the confirmation of the package.

- International OR Local Cuisine (Restaurant) - Menu considered in our quote is 3 Course which includes 1 Starter 1 Main Dish 1 Dessert + Tap Water, if not restricted.
- Asian Cuisine (Restaurant) - STD would have 01 Chicken dish, 2 Veg + 01 Lentil with salad, rice, nan, raita, pickle, Papad, tap water and 01 desert.
- Pre-packed and boxed meals cannot be served hot. To avoid contamination, we restrict our meals to only Vegetarian items.
- Hard drinks or any other thing is not the part of package unless it is specifically mentioned in our inclusions.
- Corkage charges waive off - cannot confirm as of now, but we can negotiate later once we know final dates and freeze restaurants for service on the day.
- Outside liquor allowed only if the same has been agreed in writing by OHE. Otherwise restaurants can refuse the same, and guests can buy the same from the restaurant.
- Dinner in Europe usually served between 1800 hrs - 2000 hrs during the tour.

VISA REQUIREMENTS: -

- Multiple entry UK visa. The cost of UK visa fee to be paid at consulate directly by the client and the same is not included in the package cost.
- Multiple entry Schengen visa. The Schengen Visa on your tour is valid for travel to France, Belgium, Netherlands, Germany, Switzerland, Liechtenstein, Austria and Italy (In case of any change in the European Community visa policy, additional-charges will be applicable.). The Schengen VISA fee to be paid at consulate directly by the client and the same is not included in the package cost.

Documents required for VISA: (May vary as it is totally in the discretion of Embassy. Interview Mandatory)

MANDATORY DOCUMENTS

- Passport valid for a minimum of 6 months from the date of travel (Include Old Passports).
- Visa forms duly filled & signed by each passenger.
- 5 photographs 35x45 mm with glossy finish and white back ground.
- 2 covering letters on business letter head with company seal /personal letter-head of the principal applicant.

IF SALARIED:

- Copies Income Tax Returns for last 3 years (SARAL FORM or FORM 16).
- Original bank statements for the last 6 months with adequate balance well over your tour cost (Required 02 Set with bank seal and signature in all pages).
- Copies of investments like Fixed Deposits, NSC, PPF (postal provident fund) MIS (Monthly Income Scheme), Govt Bonds etc.
- Salary slip or certificate for the last 6 months.

- Original Leave authorization from employer (NOC for Govt Employees).
- Copy of your appointment letter from employer.

IF SELF EMPLOYED

- Copies of Income Tax Returns for last 3 years (SARAL FORM, personal as well as from your company).
- Original bank passbook or statements for the last 6 months with adequate balance well over your tour cost, personal as well as from your company (Required 02 Set with bank seal and signature in all pages).
- Copies of investments like Fixed Deposits, NSC, PPF (postal provident fund) MIS (Monthly Income Scheme), Govt Bonds etc.
- Copies of the sale deeds of immovable properties.
- Company Registration Certificate + Partnership deed OR Memorandum of Association.
- NOC letter from Partner / Director + PAN card copy.

IF RETIRED

- Copies Income Tax Returns for last 3 years (SARAL FORM).
- Original bank passbook or statements for the last 6 months with adequate balance well over your tour cost (Required 02 Set with bank seal and signature in all pages).
- Copies of Investments Fixed Deposits, NSC, PPF (postal provident fund) MIS (Monthly Income Scheme), Govt Bonds etc.
- Pension Order, Retirement Order from your last employer.

If Student

School / College Bona Fide Certificate.

OTHER SPECIAL CATEGORIES:

Passenger below 20 years not accompanied by parents:

NOC from parents on Rs 20 stamp paper or on the Business letter head of the parent (please check with our staff for the format).

Honeymoon Couple

Original Marriage Certificate

OR

Wedding Invitation Card + NOC from the bride's parents along with a proof of signature identification of the bride's parent. Eg passport copies of the bride's parent.

When Spouse Name Not Mentioned in the Passport:

Original Marriage Certificate

OR

Wedding Invitation Card + NOC from the bride's parents along with a proof of signature identification of the bride's parent. Eg passport copies of the bride's parents.

Photo Specification for United Kingdom & Schengen Visa.

PACKAGE EXCLUDES:

- Any increase in Airfare.
- Any increase in Airport Taxes, Fuel Surcharge.
- Meals are preset & Choice of menu is not available.
- All Kinds of tips to drivers, guides, representative etc.
- Any expenses of personal nature such a laundry expenses, wine, mineral water, food and drinks other than mentioned in the regular menu.
- Any services not specified in the inclusion Activities of any kind are excluded in the package.
- Increase in ROE.

Note:

- Kindly ensure that your passport is valid for minimum 6 months beyond the stay, ECNR/POE formalities completed, etc.
- Two passport size photographs and copy of passport & pan card in full duly signed by the customer need to be submitted to IRCTC within three days of the booking.
- Above rates are subject to availability.
- Cancellation charges as per company policy.
- Room categories in all packages are the base category rooms unless stated otherwise.
- Final confirmation in the proposed hotels is subject to the availability at the time of booking, else similar category hotel will be provided.
- Please reach the airport 3 hours before the departure of the flight. IRCTC will not responsible for missing of flights by the guest.
- In flight food and beverages are on complimentary/chargeable basis. (As per airline policy).
- Kindly reconfirm the departure terminal and the flight schedule from the airline before leaving for the airport.
- Web check in is not possible in our group packages.
- Transfers and Sightseeing tours are on SIC (seat in coach) / shared basis by A/C vehicle.
- Arrival / departure transfers & sightseeing tours shall be provided as per schedule.
- However, this may require you to wait at the airport for short duration until all the guests arriving at that time exit the airport.
- The request for an adjacent or an adjoining room will be on subject to availability.

- It is mandatory to carry the age proof of children (02 to 11 yrs) and infant (below 02yrs) as well along with other travel documents. Child above than 11 yrs shall be considered for an adult cost.
- In airline no seat is provided to Infant.
- Room allocation (Twin bed / Double bed) is at the discretion of the hotel. The check in and check out time of the hotel is 12 to 12 noon. Numbers of meals are always corresponding to the number of nights booked. Breakfast is not provided on the day of arrival.
- In hotels for an extra Adult / Child either Rollaway bed or mattress shall be provided.
- For early check in and late check out the payment is to be settled directly by the guest.
- Hotel has the right to claim the damages incurred by any of the guest.
- The guests are requested to take care of their personal belongings carefully and avoid leaving them unattended.
- The airfares and taxes are calculated as on a mentioned date and any increase in the Taxes or airfares will be borne by the customer.
- For any change in Flight Timings/diversions, Flight cancellation from the airline IRCTC will not be responsible and if it further affects the Sightseeing/Itinerary client need to accommodate accordingly.
- Cost of additional services availed by the guest which are not part of our package inclusions are to be settled directly at the hotel.
- Buffet/Fixed meal will be provided at fixed venue decided by the hotel.
- You are kindly requested to check the perfect buffet timings at the time of check in at the hotel. Once the buffet time is over the hotel might ask you to pay for your meals.
- IRCTC request you that before finalizing the tour with us kindly go through the website of the hotels and read the reviews.
- Package cost is calculated on lowest class Air Fare. Any increase in air fare or air port taxes has to be borne by the client.
- Any Itinerary posted on the website is only a proposed holiday outline.
- In case there is any change in price the same will be communicated to yourself and only after your confirmation, we will proceed further.
- There will be no refund for un-utilized services.
- The package Price is subject to change without prior notice.
- Above tour prices are subject to change in the event of increase in hotel room rates levy by the hotel especially during peak season / holiday surcharge and major events/ fairs and convention.
- Passenger should get full briefing about the tour from IRCTC before/after the booking to avoid any confusion.
- IRCTC is not liable for personnel expenses, boating, porterage, theft, accidents etc.
- Any other terms and conditions applied as may be decided by IRCTC at any point of time.

Cancellation Policy:

No. of days before commencement of Trip*	Total Deductions
30 days prior to the departure date	20 % of the package cost
30 - 21 days (excluding departure date)	30 % of the package cost
20 - 15 days (excluding departure date)	60 % of the package cost
14 - 08 days (excluding departure date)	90 % of the package cost
07 - No Show departure date	100 % of the package cost

Terms and Conditions:

a) The request for name change will be treated as a fresh booking where confirmation will be subject to availability. Please note all bookings confirmed are non-transferable and will invite a cancellation charge as applicable.

b) Changes and Cancellation by IRCTC prior to your departure

The journeys are planned well in advance. We reserve the right to make changes to the programme if necessary, at any point of time. Should the minimum number of passengers not be met or due to certain operational reasons and conditions, we reserve the right to cancel the departure or amend the same. Most changes made by us would be minor, but on certain occasions there could be a possibility of making a significant change. A change is defined as significant if it involves a change of destination or date of departure. In such an eventuality, we would inform you as soon as possible and provide you with the following solutions:

1. Accepting the changed arrangements or
2. Cancelling or accepting the cancellation where you will receive a refund of the payment remitted to us. However, there will be no refund for any service such as pre / post accommodation, airline tickets, excursions, extensions etc. that have been booked by you and / or your Travel Agent.

In case of a 'force majeure' situation due to which a departure has to be cancelled, we regret there would be no refund of the money paid to us or reimbursement of any additional expenses incurred by you as a result of our cancellation / change.

General Guidelines to the Passengers

1. Health advisory:
 - a. Senior citizen passenger must get their medical checkup before booking the tour and fitness certificate is required while booking.
 - b. Passengers above the age of 75 are required to accompany by an escort/family member of younger age.
1. Indian food is not guaranteed and local food may be served at destination. Tourist must be ready to accept the local food.

2. Cost of bed tea, packaged drinking water, evening tea etc will be borne by passengers only.
3. Hotel Check in time is 2 PM
4. General Breakfast timings in hotels are 06.30 - 10.30 A.M.
5. Please avoid being Over drunk by intake of hard drinks during the flights to avoid any inconvenience during Visa on Arrival, Immigration and Custom Process.
6. Being a group tour package, personalized service is not viable; hence please converge with the group.
7. Kindly queue up while boarding the busses and don't rush at the accommodation centre at the time of check-in. It is the duty of the co-passengers to provide seats first for the Handicapped and older people. Please do not request our representative for blocking any seat or specific room.
8. You should adhere to the time announced by the Tour Manager, failing which you will have to come to the next place on your own expenses.
9. Please keep patient and calm while journey and avoid any unlawful arguments. Speak politely to other tourists, staffs & officers on duty.
10. There may be changes in the sightseeing if any odd situation arises & the same has to be adhered to. In case of any problem arising due to some natural calamity or abnormal situation, alternate arrangements will be made for which extra cost is to be borne by the tourists.
11. Always carry your passport while traveling.
12. The passengers will have to bear all medical expenses incurred on them, if need arises.
13. Any other terms and conditions applied as may be decided by IRCTC at any point of time.
14. Hotels may change as per availability.
15. On board meals at domestic flight will not be provided.
16. The airfares and taxes are calculated as on a mentioned date and any increase in the taxes or airfare will be borne by the customer.
17. The passport should be valid for minimum 6 months from the date of travel.
18. Package is non refundable after confirmation.
19. In case of cash payment of INR 25000/- or above, the Pan Card copy of the client is required.
20. Two passport size color photographs and copy of passport will be required at the time of booking.
21. Package cost is calculated on lowest class Air Fare. Airline seat confirmation is subject to availability at time of booking. Any increase in air fare or air port taxes has to be borne by the client.
22. Above tour prices are subject to change in the event of increase in hotel room rates levy by the hotel especially during peak season / holiday surcharge and major events/ fairs and convention
23. Double or twin is subject to availability and sole discretion of the hotel
24. Passenger should get full briefing about the tour from IRCTC before/after the booking to avoid any confusion.
25. IRCTC is not liable for personnel expenses, boating, ropeway charges, portorage, theft, accidents etc.

26. Any other terms and conditions applied as may be decided by IRCTC at any point of time.
27. Passengers are requested to not make any unethical or indecent behavior/act, which can harm the image of our country overseas.

Terms & Conditions

100% payment at the time of booking will be required.

- On completion of the booking and payment formalities, a confirmation tour voucher will be generated.
- You will have to pay all bank charges.
- The prevailing rate of exchange on the date of the transaction would be applicable.
- The IRCTC reserves the right to decline your booking / s for any Tour or to cancel your booking without assigning any reason.

SURCHARGES

The prices shown are based on known costs and exchange rates at the time of tour launching and IRCTC does not expect to have to make any changes. In case of unforeseen increase in national or local taxation or adverse fluctuation in currency exchange rates, affecting the cost structures of your journey, IRCTC reserves the right to impose a surcharge or revise the tour cost.

FORCE MAJEURE

In these booking conditions, 'force majeure' means any event which we / the supplier of the service(s) in question / the Third Party Supplier could not, even with all due care, foresee or avoid. Such events may include disruptions/diversions of rail services, floods, earthquakes whether actual or threatened war, riot, civil strife, actual or threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, disease, fire and all similar events outside the control of the party concerned.

We cannot accept liability or pay any compensation where the performance or prompt performance of our obligations under our agreement with you is prevented or affected by, or you otherwise suffer any damage or loss as a result of, 'force majeure'.

OUR LIABILITY TO YOU

IRCTC will not be responsible for any injury, illness, death, loss, damage, expense, cost or other claim of any description whatsoever which results from:

1. the act(s) and / or omission(s) of the person(s) affected or any member(s) of their party; or
2. the act(s) and / or omission(s) of a third party not connected with the provision of your

arrangements and which were unforeseeable or unavoidable; or
3. Any service or facility not arranged by us as part of our contract with you; or 'force majeure' as defined above.

We do not accept liability for:

1. Any damage, loss, expense or other sum(s) of any description which, based on the information you gave us at the time of booking, we could not have foreseen you would suffer or incur if we breached our contract with you;
2. Any business losses;
3. Excursions or other tours or any other travel services taken and paid for by you which have not been provided by us whilst you are on our tour. In such instances, your contract will be with the operator / supplier of the excursion or tour or travel services and not with us.

CONDITIONS OF TRAVEL

You will have to strictly follow the tour program. There would be no refund if you fail to join the group at the commencement of the tour, or join the group later or leave the group before culmination of the tour for any reasons whatsoever. You are responsible to register with the representative of the Company at the appointed date, place and time and you would be treated as a no-show if you fail to do so. Under no circumstances would any refund be given for any unutilized services. You shall not behave in a manner which may cause distress or annoyance to other co-travelers or which may create the risk of danger or damage to property of the Company, co-travelers or others. In this event, you may be asked to leave the tour immediately. The Company shall be under no liability to any such person.

Travel Documents and Clearances

- It shall be solely your responsibility to hold valid travel documents and statutory clearances, to enable you to travel on the Tour such as passports, visas, confirmed air-tickets, insurance and medical insurance certificates and other statutory certificates including immigration clearance. In any case, your Passport must be valid for at least six months subsequent to the scheduled departure date of the tour.
- As granting or rejecting visas and immigration clearance is the sole prerogative of the concerned sovereign governments, IRCTC shall neither be responsible in case of non-granting of such documents nor liable for any delay, denial or other related act/omission or for any loss, expense, damage or cost resulting there from. The position in respect of cancellation of Tour by Client due to non-availability of travel documents would not change only by virtue of the Client having applied for such documents through the Operator. Even if visas are rejected, the stipulated fees of the Operator shall be payable by the Client. There will be no refund to the Client, or any member of his party, is unable to travel due

to the said reasons. In such cases, the non-refundable deposit paid by the clients shall be forfeited and no claim whatsoever shall be made for the same.

Child Policy

02 Adults 01 Child is suggested in a standard room. If a family with 02 adults 02 child would suggest to take either 02 inter connecting rooms or higher category rooms.

Extra Bed

1. Single person will be accommodated with another single in one room.
2. Three people of one family on one booking will be accommodated in one double room with an extra bed.
3. Child will be accommodated in one room with the parents only.
4. **For Booking contact:**

Booking Offices	Address
Kolkata	INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD 3, Koilaghat Street, Ground Floor, Kolkata - 700001 Tel. 033-22313132/9405 Mobile : 9004082775,9002040126, 9002040069, . WhatsApp : 9002040126/ 9007422408 Email Id : int.ez@irctc.com;kinkar.roy@irctc.com
Guwahati	INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD. 4D, Mandvi Apts., In Front of Ranvirra Bhawan, GNB Road, Ambari, Guwahati, Assam - 781001. Tel. 0361-2737123 Mob: 09957644161 Fax :0612-2213993.
Patna	INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD. Biscomaun Tower,4th Floor, West Gandhi Maidan, Patna - 800001 Tel. 0612-2205801, 2213993 Mob: 09771440056,9771440052 Fax :0612-2213993.