

TERMS & CONDITIONS

1. True Herb Life Care Pvt. Ltd. entitles the customer for 3 night's hotel accommodation for two adults and two children under the age of 8 years sharing the same room without extra bed. In addition to the hotel accommodation the customer will also get free meal worth Rs.2000/- (Two thousand only) as per the menu card of hotel during Domestic stay and while availing the hotel accommodation at International destinations the customer will get free breakfast only.
2. This scheme is valid only for the customers of "True Herb Life Care Pvt. Ltd."
3. This offer does not include the following: courier cost, Travel, Transportation, Incidentals, Applicable Taxes (On other charges excluding of package), Additional Accommodation and other facilities offered by the hotels that may be availed by customers during their stay.
4. To Redeem "Leisure Holidays", the eligible customer would be required to send the following documents through courier or Registered Post to – REDEMPTION CELL- SCO- 705, Second Floor, Chandigarh- Kalka -Highway, N.A.C, Manimajra, Chandigarh, U.T., INDIA, Pin Code -160101, Ph -----

Documents Required-

- Duly filled Booking Request Form in original.
 - Photo Identity proof of the traveler. (e.g. Copy of Driving license etc)
 - Photocopy of Invoice (Purchase proof).
5. A minimum of 21 days notice before the first preferred date of travel is required, from the date of receipt of the booking request by "Redemption cell".
 6. Request to avail the holiday must reach us on or before 30th Sep. 2019 and hotel stay must be availed on or before 15th Dec. 2019.
 7. The "Claim / Booking Request form" cannot be sold, redeemed for cash, gifted or transferred. There is no cash alternative for this offer. All reservations are strictly subject to promotional availability. Request for reservations in exclusion period as mentioned below will not be entertained.
 - Hill Stations and Pilgrims – 1st May to 30th June and 20th Dec to 5th Jan
 - Deserts, Beaches, National Parks and International Destinations – 1st Dec to 20th Jan.
 - Diwali Holidays
 8. In the booking request form the eligible customer must state 1 destination and 2 different dates with minimum 7 days difference between the departure dates. "IHSPL" will use reasonable endeavors to book you in any available combination and/or sequence (L1-D1, L1-D2) from your chosen dates and/or destinations. Booking Request forms not meeting these criteria are liable to be rejected and cannot be

re-processed. In the unlikely event of none of the combination/sequence being available IHSPL shall offer alternate destination or date at their absolute discretion, which may be before or after the preferred dates opted by the customer. Such an alternative offer shall fulfill all promotional obligations to the customer.

9. If your booking is within the period of 20 to 30 days then your booking will be confirmed within 7 days of receipt of your voucher & you will be intimated about the destination booked & if the booking is for later period then you will receive the confirmation 7 days prior to the check inn date via sms & e-mail both and you will be provided the hotel name 3 days prior to the check inn date.

10. In the event of non-availability of room at the listed hotel, accommodation shall be provided in hotel of similar standard.

11. An incomplete 'Reservation Form' received without required supporting documents or Reservation Form received by e-mail, fax or phone shall be liable to rejection and cannot be re-processed.

12. "IHSPL" reserves the right to refuse to redeem the Booking Request Form if submitted by persons other than the customer of True Herb Life Care Pvt. Ltd, All Booking Request Forms shall be treated and processed as individual requests. Booking Request Form cannot be used/ clubbed together in any manner.

13. No cancellation or amendment is possible after confirmation of booking. In the event of customer not availing the accommodation against the confirmed booking no replacement or alternate reservation shall be offered.

14. The use of the confirmation letter is subject to the rules and regulations of the hotel(s) to maintain decorum. The use of the confirmation letter by the customer shall be deemed as an acceptance to the rules and regulations of the hotel(s).

15. "True Herb Life Care Pvt. Ltd." reserves the right to extend, cancel, discontinue, prematurely withdraw, change, alter or modify this offer or any part there of including but not limited to the eligibility criteria or Hotel list and destinations at its sole discretion anytime during its validity as may be required and the same shall be binding on the customer.

16. Any disputes, controversies and conflicts ("Disputes") arising out of this offer shall be referred to a sole arbitrator to be appointed by "True Herb Life Care Pvt. Ltd." and "Innovative Holiday Solutions Pvt. Ltd." The Courts at Chandigarh shall have the exclusive jurisdiction in respect to all the subject matter with relation to this offer.

17. The provision of the holiday package is subject to Force Majeure conditions.

18. IHSPL is solely responsible for scheme coordination according to the terms and conditions mentioned above. For all other transactions, dealing with True Herb Life Care Pvt. Ltd, please contact company Head Office at- -----

For most recent updates and full set of terms and conditions, please contact "Customer Services" by calling -----, between 10.30 am- 5.30 pm, Monday to Friday.