



## **PARMAR TOURISM LLC TERMS & CONDITIONS POLICY**

**Booking Form:-**All Bookings are only accepted with proper booking form duly completed in all respect. However bookings are accepted through e mail as well as over the phone in case of any urgent emergency bookings. Deposit or full payment must be paid as per the tour conditions. The head of the family/team member's signature is required on the booking form and this will abide customers booking with Parmar Tourism LLC's terms and conditions or any legal aspects of all tours undertaken by the aforesaid members.

**Client's Responsibility:-**It is the sole and whole responsibility of the traveler prior to their collection and departure; to verify and ensure that the documents are given for their travel is in accordance with their request. In case of any miss match of the requirement this should be brought to the attention of the booking agent immediately so that remedial action can be taken. Company will not be liable for any errors and omissions in this regard once this is checked and accepted.

**Refunds:** Refunds, if any, will be paid directly to the customer as per the booking condition, or per company policy. Normally it takes between 15 to 30 days to process the refunds especially when refunds are to be received from suppliers. All original documents or part of the unutilized vouchers or proof of refund from suppliers is required to process the refund. Failure to fulfill this requirement, company will not be responsible for any abnormal charges levied from any suppliers. Generally most of the cruise companies, theatre tickets, apartment owners, etc. levy full cancellation charges irrespective of cancellation period once the booking accepted/guaranteed by the customer. It is very essential to have this checked prior to confirming the booking with our agent. Company will not be liable for any excuses in this regard as these are beyond the control of the company / agent.

**Insurance:-**To provide additional security during your holiday, it is highly recommended that you take special travel insurance or any other insurance as applicable to cover your personal accident, medical coverage, baggage loss, etc. etc. Our agent will assist you in this regard.

**Time Limit:-** Our agent shall advise you the time limit or cut off period of your reservations. However bookings are released once the expiry of the time limit. Company cannot be responsible for such cancellation. It will be the responsibility of the customer to ensure that payments are made on time to avoid any cancellation of their confirmed booking. Whatever the cancellation charges or the deposit paid will be forfeited if the customer fails to comply with this terms and conditions of bookings.

**Accommodation:** In order to assist you in choosing your own category of accommodation, certain star rating have been used in by our agents or suppliers. This need not be in compliance with the standards envisaged by any one and this only act as guidance. Hotel descriptions and classifications are based in good faith on those officially recognized in the country concerned .This will vary from country to country; hotel to hotel around the world. Normal hotel check in and check out time is 12 noon in most of the countries, although this can very depending on the hotel and destination. Some of the hotels do allow early check in and late check out depending on the availability of the rooms. However this is not guaranteed and if any one needs early check in, it is advisable to book the rooms from the previous night to ensure immediate occupancy of the rooms upon arrival. In the unlikely event that a selected hotel is unable to provide the accommodation confirmed to you at the last minute, the company would assist you to obtain similar category of hotels. This is beyond the control of the company and the customer should understand that this situation prevail due to some unfortunate circumstances



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beyond the control of agents/hoteliers. However company shall take all precautions to avoid such even but sometimes it does happen.

**Children Limit:-** Normally hotels do allow one child aged 2-12 years to stay with parent's room with or without any charge. Certain hotels do allow two children aged 2-12 years to stay with parent's room with or without any charge. These are allowed without extra bed and in the event of any extra beds are required; the hotels will levy supplementary charges, which are to be paid direct to the hotels by the clients. In order to avoid any inconvenience to your holiday, it is recommendable to pre book the extra bed prior to your departure.

**Change by Us:-** It is unlikely that we will have to make some changes in your holiday due to some unforeseen circumstances beyond our control. In this case, we shall do our best to provide similar holiday or other alternate ones. In the event customer does not agree for such amendment, full refund will be paid. However, no compensation will be paid as these are basically forced major unusual and unforeseen circumstances. We regret that we cannot be held responsible for any losses or expenses that the customer may suffer in this context.

**Cancellation by Us:-** We reserve the right to cancel any published / confirmed holidays whatsoever where we feel it is not safe to operate due to unforeseen circumstances beyond our control. In this case, full refund of the holiday booked is given or you will have a choice to rebook another holiday.

**Changes to your flights:-** Most of the Holidays are based on special air fare / departures and it is normally not possible to change your flights once you have commenced your journey. This is due to airline regulations over which Parmar Tourism LLC have no control. Should you wish to extend or curtail your stay, this is only possible by purchasing additional fresh air tickets at the normal fare. It is possible that unused coupon may have no refund value.

**Passport Visa & Health Requirements:-** You must ensure that prior to the start of your journey, you possess a valid passport and all relevant visas, entry permits and international certificates of vaccination as appropriate to all countries that you intend to visit. These regulations keep on changing from time to time; it is recommendable that you check all your travel formalities before hand. The agent, operator and/or their staff are not responsible for the validity of the passport, valid visas, entry permits, health regulation and any other local governmental requirements. However they will only be happy to assist you in this regard. No refund will be granted in case of lack or loss of ID documents.

**Complaints:** We make every effort to give you a truthful description of the tours and hotels as shown in the brochure or any publications as per the information available with us at the time of booking. If during your holiday certain facilities or services do not come up to your expectations, please speak immediately to the local agent or hotel manager, etc. It will be too late to improve a spoilt holiday if you only write about it after your return. It is our policy to investigate all genuine complaints but we have little time for professional complainers, who simply want a cheap holiday at the expense of others.

**Contents:** The contents and other information given in the brochures, fliers and any other literature are correct at the time of printing and are in good faith. Company cannot take any responsibility of any errors or omissions in this regard as these are subject to change at short notice or after printing the materials. These are beyond the control of the company and it is recommendable that customers should check and recheck such changes before finalization of the packages. It is impossible to have everything printed exactly the way anyone needs but company shall try and ensure to supply reliable information at the time of any requirement.



## General Notes for Clients

- 1) **Meals and soft drinks are included in our safaris, unless otherwise stated whereas half-day sightseeing tours do not include any meals. Please refer to the description for details. Our vehicles are long-wheelbase vehicles, which are fitted with safety belts and air-conditioning and licensed to carry up to six passengers, excluding the driver. By law, passengers must wear seat belts while the vehicle is in motion.**
- 2) **Our safaris involve off-road driving through rugged country - which all adds to the excitement. However, because of the adventurous nature of the journeys, passengers should not participate if their health or any preexisting medical condition may be adversely affected. For this reason, we regret we are unable to accept expectant mothers, passengers with back conditions and passengers aged under 5 years of age or over 65 years of age. Passengers are reminded that photography of military and some government installations is prohibited. With respect to local customs, always ask before taking pictures of Arabs and do not photograph Arab ladies**
- 3) **Due to climatic conditions, some of our tours and safaris may not operate during the summer months.**
- 4) **Purchase of any of the products or services described in this quote package or web site is subject to the Conditions of Contract Only.**
- 5) **The Client understands and accepts the potential risks and hazards that can be involved in certain of the tours, safaris and activities, and takes responsibility for ensuring that he or she is mentally and physically capable of participating in the particular tour, safari or activity chosen. The Client must comply with the instructions of any tour, safari or other activity leader. If in the opinion of that leader, the Client's behavior or physical condition is detrimental to the safety, welfare and well-being of the group as a whole, or if the leader considers that the Client's general well-being will be put at risk by continuing with the tour, safari or other activity, the Client may be asked to leave the tour, safari or other activity without the right to any refund**
- 6) **All personal effects are at the sole risk of the Client at all times during the tour, safari or other activity.**
- 7) **The purchase of a tour, safari, or other activity shall be deemed to constitute consent to and acceptance by or on behalf of the Client of these Conditions.**
  - 1) **Price, Payment and voucher issue**
    1. **Prices:** Price quotations are subject to change without notice. If for any reason the price quoted is not correct, the team of Parmar Tourism will contact you for authorization. Seasonal Surcharges/blackout rates, may apply during Islamic holidays, Christmas, New Year and Easter periods. Tips/gratuities, baggage or personal insurance, beverages or food not described in the product's description and all other purchases of a personal nature are not included.
    2. **Payment:** All tours/services must be pre-paid except otherwise stated.
    3. **Voucher issue:** After payment or receiving a booking from you, Parmar Tourism will send a confirmation / voucher by e-mail or by fax: this voucher has to be printed, as a proof of purchase, and will be presented to the service provider/hotel. All information regarding the travelers should be correctly given at the time of booking. All requests for modifications/amendments must be sent by email to Parmar Tourism. Parmar Tourism cannot be held responsible for any problem that may happen if you don't receive or read carefully your confirmation / voucher. In case you have not received your voucher, you must notify Parmar Tourism at least 72 hours before the date of service
- 9) **Cancellation policy of the company:-Once the booking has been confirmed by the company, the customer shall pay cancellation charges in the event that the customer cancels any of the services for any reasons whatsoever .The cancellation charges which shall be levied on the total price for any of the services and which shall where appropriate, including any deposit paid by the customer. Cancellation fee / refund Except otherwise stated, Tour or package or any product cancelled without due notice are subject to a cancellation fee according to the following scale:**



(calculating by departure date)

**9.1.- Short Tours/Excursions/products (with tour duration of one day or less) and not including overnight accommodation:( cancellation calculating before the services begin)**

Cancellation more than 7 calendar days	: No cancellation fee.
Cancellation between 6 and 4 calendar days	: 50% cancellation fee.
Cancellation within 3 calendar days	: 100% cancellation fee (no refund).
Cancellation the day of the services or after	: 100% cancellation fee (no refund).

**9.2 Special request/Private tours/Group tours AND / OR Tours/excursions/products including flight ticket and/or overnight accommodation:**

More than 60days	: 25% of the total price
More than 45 days	: 50% of the total price
More than 30 days	:75% of the total price
cancellation within 15 days	: 100% cancellation fee (no refund).
Cancellation the day of the services or after	: 100% cancellation fee (no refund).

**9.3 Hotel bookings:**

a) **Alternative Hotel Selection:** -At times Parmar Tourism LLC may not be able to provide the hotel of your choice. In such case our reservations will suggest alternative hotels matching your criteria of price and location.

b) **Booking cancellation:** -Once the availability is been confirmed and you have made the payments, the cancellation policy will apply. In case of cancellation of the booking once it has been submitted to Parmar Tourism LLC, a cancellation charge of 5% of the Booking Value or a minimum of USD 25 will apply. Any cancellation received within 60 days preceding the check in date of the client, he will be refunded completely, minus 5% of the total Booking Value or USD 25 cancellation charges unless the hotel cancellation policy apply.

c) **Extension of Stay:**-For the extensions of the stay at the hotel booked by Parmar Tourism LLC, please contact our reservation staff and they will be glad to assist you. In case the extension is directly done with the hotel concerned instead of Parmar Tourism LLC. We would not be held responsible for rates or payments in case of extension done with the hotel directly.

d)**No Show Policy (Non arrival of the client on the date of check in):** In case of a no show on the date of check in at the hotel booked by the client from Parmar Tourism LLC, 100% booking charges are applicable.

**9.4.Tours/excursions/packages/hotel accommodation commencing during a Special Event Period:**

These are non-refundable in all circumstances. This includes, but is not limited to, Trade Fairs, Public or National Holidays, New Year's, Thanksgiving, Christmas, and Easter.

**9.5.** Please note that certain supplier/hotel apply more stringent cancellation fees, which might apply if relevant.

**9.6.Procedure to cancel a booking:** Full cancellation of services previously confirmed by us must be followed by a confirmation of cancellation from us. Parmar Tourism LLC will not be responsible for any cancellation not received and not confirmed back to you and might debit the relative cancellation or no-show charges.

**9.7)** Once the tour is undertaken no partial refund eligible. However wherever possible Parmar Tourism LLC **shall try to obtain refund for the unused services.** There is guarantee of any refund unless this is agreed by the supplier in writing to the clients before the curtailment of the services.

**9.8) Amendment:**



The amendment of the booking depends on the policies of the hotel. You may send us the amendment anytime during the booking process or once the confirmation has been sent to you. The amendment of the booking will be forwarded to the respective hotel. If amendments results in a refund (reduction of stay, number of rooms, or number of people booked), a handling fee will be charged on the amount to be refunded equivalent to 5% or USD 25, whichever is the greater amount, unless notified otherwise by email.

## LIABILITY OF THE COMPANY:

1) The company and its agents act only in the capacity of agents for the customer in all matters pertaining to the services. All receipts, vouchers, coupons, tickets, exchange orders and any other documents are issued subject to the terms and conditions under which the services are provided. The company and its agents have no responsibility for the loss, accident, injury, damage, delay or irregularity that may be caused to person or property, however caused or arising during any holiday or tour under its management, sponsorship, procurement or otherwise. Baggage and personal effects are always the customer's responsibility. The transportation when the customer is not on board a carrier or conveyance used or operated by the transportation companies or firms.

The passage contract in the use by the transportation companies or firms concerned shall constitute the sole contract between the transportation companies or firms and the purchaser of these tours and/or customers. The holiday or tour is issued and conducted at the sole responsibility of the holiday or tour operator and is not issued on behalf of, nor does it commit, airlines, or any airline whose services are used during the holiday or tour.

2) The issuance by the company and acceptance by the customer of receipts, coupons, tickets, exchange orders or any other documents shall be deemed to be the consent by the customer of the terms of paragraph (1) above of these conditions.

3) Special Offers and other products displayed on this Website (including, without limitation, photographs, list of Hotel amenities, general product descriptions, etc.), much of which information is provided by the respective Suppliers. Hotel Ratings displayed on the website are intended as only general guidelines, and Parmar Tourism LLC and its affiliates do not guarantee the accuracy of the ratings. Changes are periodically added to the information herein. Parmar Tourism LLC and / or their respective suppliers may make improvements and/or changes on the website at any time.

4) The Carriers, Hotels and other Suppliers providing travel or other services for Parmar Tourism LLC, are independent Contractors and not agents or employees of Parmar Tourism LLC or its affiliates. Parmar Tourism LLC and its affiliates are not liable for the acts, error, omissions, representations, warranties, breaches or negligence of any such suppliers or for any personal injuries, death, property damage, or other damages or expenses resulting there from. Parmar Tourism LLC and its affiliates have no liability and will make no refund in the event of any delay, cancellation, overbooking, strike, force majeure or other causes beyond their direct control, and they have no responsibility for any additional expense, omissions, delays, rerouting or acts of any government or authority.

5) The company shall not be considered in breach of this contract or under any liability whatsoever to the customer for non-performance, part performance, defective performance or delay in the performance of any of the services or work carried out or to be carried out by the company or its employees, agents or sub-contractors hereunder which is directly or indirectly



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caused by or is a result of any circumstances beyond its direct control. Without prejudice to the generality of the foregoing, the following shall be regarded as such circumstances.

Act of God, explosion, flood, lighting, tempest, fire accident, war, hostilities, invasion, act of foreign enemies, rebellion, revolution, insurrection, civil war, riot, civil commotion or embargoes, strikes, lockouts or other individual actions or trade disputes of whatever nature (whether involving employees of the company or third party); defaults of suppliers of any of the services or sub-contractors of such suppliers for any reason whatsoever, incompleteness or inaccuracy of any information which is the responsibility of the customer to provide. Any failure, default in performance, or any act or omission whatsoever on the part of the customer or its employees or agents.

6) Should any of the circumstances referred to in paragraph (iii) above of these conditions occur before the departure date of the customer the company will endeavour but shall under no obligation, to offer alternative arrangements and shall make price adjustments as the company, in its sole discretion, considers reasonable in the case of any alteration to any holiday, tour or any other of the services. In the event of total cancellation under such circumstances a full refund of any deposit paid by the customer will be made.

7) **GOVERNING LAW:** As Parmar Tourism LLC has been an approved tour licensed company under Dubai Tourism & Commerce Marketing (DTCM), all services provided in accordance with the guidelines, rules and regulations of DTCM, which are updated from time to time. This contract is also subject to these terms and conditions. These conditions shall be construed according to the laws of the United Arab Emirates Courts, shall have exclusive jurisdiction in the event of any dispute between the customer and the company

8) **Modification of Terms:** Parmar Tourism LLC reserves the right to change these Terms & Conditions at any time without notice or liability. You are responsible for regularly reviewing these terms and conditions. Continued use of Parmar Tourism LLC following any such changes shall constitute your acceptance of such changes.

**ALL TOURS ARE OPERATED BY PARMAR TOURISM LLC AS PER THIS**

## **TERMS AND CONDITIONS**

### **DEFINITION:**

1. "Company" means Parmar Tourism LLC.
2. "Customer" means the person who signs the booking form or make the contract with the company
3. "Contract" means the contract for the provision of services by the company to the customer.
4. "Services" means any holiday or tour or other services offered by the company on behalf of a holiday or tour operator or other person who provides a service offered by the company.
5. 'Agent'/'We' means staff of the company.