

# INDRAKEEL TOURS & TRAVELS



Reg.no:139/DoT&CAv/W/23/TA

## Terms and Conditions for Travelers

These terms and condition are related to the booking made with Indrakeel Tours and Travels. By confirming a tour package, a client is abiding by the following

### 1. Booking and Payments

- A minimum advance payment of **20%** of the total package cost is required to confirm the booking.
- The balance payment must be completed in **two instalment that is 50 % after their arrival of guest** and before check in at hotel and remaining **30 %** are to be paid at last day of tour before check out from the hotels.

### 2. Cancellation policy

We understand that plans may change, and we strive to accommodate our guests as best as possible. Below is our cancellation policy:

- **Cancellation up to 60 days before travel:** Full refund minus processing fees.
- **Cancellation within 45 days before travel:** 50% refund of the total booking amount.
- **Cancellation within 30 days before travel:** No refund available.

For unforeseen circumstances such as medical emergencies or natural disasters, we encourage guests to contact us directly to discuss possible adjustments. Refund processing times may vary depending on the payment method

### 3. Refund Policy

- Refunds are processed within **7–14 working days** after a written cancellation request.
- Bank charges, online transaction fees, or gateway fees are non-refundable.
- Refunds depend on policies of hotels, airlines, transport providers, and third-party suppliers.

### 4. Packages Inclusion and Exclusions

- Only services mentioned under “Package Inclusions” are provided.
- Any personal expenses such as meals not mentioned, tips, medical expenses, entry fees, adventure activities, shopping, or additional transport are excluded.
- Any extra services requested during the trip must be paid for directly by the traveler to driver after negotiations. (for example, usually Zero point and Katoa of North Sikkim are not included in package, need to pay extra to driver after price negotiations).

## 5. Changes to Itinerary

The company reserves the right to modify or cancel any part of the Itinerary due to

- Weather condition
- Political issue / roadblocks
- Natural Disasters
- Operational or safety concerns
- No refund will be given for unused services (Meals, hotels, transport, activities etc.)

## 6. Travel Documents and Responsibility

- Travelers must carry valid ID proof (**Preferably Voter Card / Passport for adult and Birth certificate / Passport for child**), permits, and any required passes.
- For restricted/protected areas, the Company will assist in obtaining permits, but approval depends on government authorities.
- The Company is not responsible for denial of travel due to missing or invalid documents.
- Travelers are advised to keep the environment clean and not to litter. And open defecation is strictly prohibited

## 7. Health and Safety

- Travelers must disclose any medical conditions before booking.
- High-altitude destinations require proper acclimatization; in case of altitude sickness or health issues company will try to provide the emergency health service
- Travelers are advised to be responsible for their personal safety during adventure activities.

## 8. Hotels and Transport Policies

- Hotel rooms are provided as per availability; similar category hotels may be substituted.
- Standard check-in/check-out times apply unless otherwise specified.
- Transport is provided as per itinerary; additional usage is chargeable.
- Vehicle breakdowns will be managed promptly, but delays may occur.

## 9. Liability and Force Majeure

The Company is not liable for delays, loss, injury, damage, or expenses caused by:

- Natural calamities
- Accidents / medical emergencies
- Flight/train delays or cancellations
- Political disturbances
- Government restrictions

## 10. Behaviour and conduct

- Travelers must maintain respectful behavior.
- Any misconduct affecting safety or comfort of other travelers may result in termination of services without refund.

## 11. Photography and Media

The Company may use tour photos/videos for promotional purposes unless the traveler requests otherwise in writing.

## 12. Sightseeing Guidelines:

- Sightseeing will be available until **4:00 PM**. No sightseeing for unforeseen circumstances such as medical emergencies or natural disasters, we encourage guests to contact us directly to discuss possible adjustments.

## 13. Governing Law

All disputes are subject to the jurisdiction of **Sikkim** courts only.

## 14. Acknowledge

By booking a tour with **Indrakeel Tours and Travels**, the traveler acknowledges that they have read, understood, and agreed to these Terms & Conditions.

**Contact Information:** In case of any inquiries or changes, feel free to contact our customer service at Email I'd: [indrakeeltours@gmail.com](mailto:indrakeeltours@gmail.com) or Phone No: 8101363939 /8927292575

We are committed to make your journey memorable and stress-free. If you have any special requests or requirements, please let us know in advance, and we will do our best to accommodate them.

Thank you for choosing Indrakeel Tours and Travels for your travel needs. We look forward to welcoming you on board for an amazing experience.

Safe travels!

Best regards,

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