

TERMS & CONDITIONS

1. Tour / camp cost published does not include railway/air fare (excluding foreign travel & Camp fees for students)
2. Vivisu Dehra, hereinafter referred to as 'the company', does Railway / Air ticketing as 'Value Added Service' to its customers, hereinafter referred to as the 'tour / camp participant/s', free of cost. The company will book Railway / Air tickets within 72 hrs. (Excluding Sunday) of booking of the tour / camp with Vivisu Dehra. In case of fluctuations in bus/ train/ air fares, the same shall be borne by the tour / camp participant as an additional cost.
3. In the event of natural calamities (e.g., storm, Drastic changes in climate, Fire, etc., or unavoidable circumstances, (e.g. war, Strike, Agitation, Political problems, etc.), the Tour / camp Manger has discretionary powers to modify the route or cancel the tour / camp.
4. The company reserves the right to alter, amend, postpone or cancel any of the tour / camps advertised in the brochure, without assigning any reason. In that case, money paid by the tour / camp participant will be fully refunded but no compensation claim will be entertained.
- 5.a If the tour / camp participant requests to cancel the tour / camp, in writing, the money will be refunded as per the table given below:

| Cancellation Made - prior to the departure of the tour / camp | Refundable amount of money on tour / camp cost |
|--|---|
| 90 days or more | 90% |
| 60 days or more | 80% |
| 59 days to 45 days | 60% |
| 44 days to 30 days | 40% |
| 29 days to 20 days | 20% |
| 19 days to 11 days | 10% |
| 10 days or less / No Show | NIL |

Legitimate refund of Money due to the tour / camp participant will be made only after completion of the tour / camp booked.

- 5.b. If the tour / camp participant requests to transfer/ pre pone / post pone the tour / camp, in writing, the transfer charges will be as per the table given above:
6. Baggage and personal belongings of the tour / camp participant is his/her responsibility. The company shall not be liable for the loss / damage of the same.
7. The company shall not be responsible and/or liable for any damage/ loss caused to the tour / camp participant due to reasons beyond the control of the company.
8. Smoking, drinking alcohol, Narcotics & Gambling is strictly prohibited during the bus journey/ in the dining halls.
9. If the tour / camp participant misbehaves causing inconvenience or annoyance to any tour / camp participant or causes damage to the property of the company, he/she will be asked to leave the tour / camp immediately. The Tour / camp Managers have been authorized to do so. There will not be any compensation, whatsoever, in such cases.
10. Food will not be provided by the company during Railway/Air journey, in domestic tour / camps. The expenses towards the same shall be borne by the tour / camp participant.
11. Drinking water will not be provided by the company during the Bus/ Train journey. Tour / camp participants are requested to carry their own Water Bottles.
12. As a Travel House / Tour / Camp Operators, the company does not have any control over Airlines, Railways, Coach Companies, Shipping Companies, Hotels, Local Transport or any other facilities, provided by the third parties. The company is not responsible for the delays or deficiencies in the services provided by outside agencies. Also please note that the company does not have any control on schedules of opening and closing timings of the tourist attractions.
13. On receiving request from the tour / camp participant, to travel by higher class of Railway/Air, the company assures to do it's best to arrange for the same. But if the company cannot fulfill the request, the tour / camp participant will have to travel, as per the ticket arranged, according to initial request. Non-availability of higher class can not be a reason to cancel the tour / camp.
14. In computerized reservation system of Indian Railways, the berths / seats once reserved cannot be changed. Tour / camp participants will have to travel by the same berth/seat as mentioned in the ticket, issued by Indian Railways.
15. Tour / camp participants are requested to collect their Railway/ Air tickets from Vivisu Dehra's office, only after making the full payment. No tickets will be sent by courier.
16. The 'Day to Day Program consisting of Names of the hotels, their telephone numbers and the list of necessary things to be carried by the tour / camp participant, can be collected from the Vivisu Dehra's office.
17. If the tour / camp participant is traveling by Air/ Rail before the tour / camp schedule of the company, he/she shall bear the expenses towards food and accommodation. If the tour / camp participant is traveling by Air/Rail on tickets/schedule not arranged by the company, it will be sole responsibility of the tour / camp participant to join the group at the right time and place. In any circumstances the company and the Tour / camp Manager shall not be responsible for the tour / camp participant, before joining the group.
18. Departure dates of Thailand-Malaysia-Singapore tour / camps may be pre-poned or post-poned by 1 week. The company will inform the change to the tour / camp participants at least 30 days before the revised departure date.
19. If there are less than 30 participants in a group, then the road travel will be done by Sumo / Qualis / Tempo traveler.
20. There will be separate rules and regulations for different schemes announced by the company from time to time. These will be supplement to the main terms and conditions and will be informed to passengers at the time of booking under those schemes.
21. Domestic Tour prices attract 3.09 % service tax, except Kashmir & Leh Ladakh tours, which will be charged extra (if applicable) on the tour cost published in the brochure.
22. Any disputes arising in respect of the tour shall be subject to Thane Jurisdiction.
23. The company may arrange shooting during tours (stills / video). The tour participants shall have no objection to the shot material being used as publicity material by the company.
24. Cheques / Demand drafts should be drawn in favour of "Vivisu Dehra", payable at Mumbai.
25. Minimum 15 participants are required to mobilize the Tour / Camp.