

TERMS AND CONDITIONS

Dear Guest,

Thank You for giving us an opportunity to serve you. We ensure you that you will have a pleasant experience with us. We believe in complete customer satisfaction by focusing on each and every aspect related to your tour. There are several Terms and Conditions which we would like you to read, understand and accept before you register yourself as a 'Guest' at Bluelime Holidays.

FAMILIAR DEFINITIONS :

- **Company refers to BLUELIME HOLIDAYS.**
- **Guest/s means the total number of people who have registered their names and booked the tour by having made the full payment for Domestic/International Tours organized by the Company.**
- **'First day of the tour' shall start at any time - i.e. in the morning/afternoon/evening at the first destination depending on the arrival of the respective flight/train/cruise or any other mode of transport. The same shall apply in case of the last day of the tour.**
- **'Force Majeure' means an event or circumstance not within the reasonable control, directly or indirectly and not a obligation/responsibility of BLUELIME HOLIDAYS to enact in the tour including war, ostilities invasion, act of foreign enemies, rebellion, revolution, insurrection or military or usurped power or civil war, epidemic, explosion, fire, flood, earthquake or other exceptional natural calamity and act of God, ionizing radiation or contamination by radioactivity from any nuclear fuel, or from any nuclear waste from the combustion of nuclear fuel, radioactive toxic explosive, or other hazardous properties of any explosive nuclear assembly or nuclear component of such assembly, riot, commotion or disorder, any act or omission of any Government instrumentality, a Change in Legal Requirements, strikes, lock outs or other industrial disturbances, abnormal weather or sea conditions including tempest, lightning, hurricane, typhoon, rain & temperatures.**
- **'Group Tours' mean such tours which are carried out in groups containing various individuals families.**
- **'Independent contractor' means supplier of any infrastructural facility and shall include hotel management, railways, airlines, caterers, restaurants, places of entertainment like theme parks, museums, art galleries, shipping company, railway, ferry, cruise, coach, guides, insurance providers, all**

sightseeing attractions companies etc, who are to provide the services to the Client.

- **'Gender'** the masculine gender, shall also include feminine gender and vice versa, the singular shall include plural and vice versa and shall include grammatical variations if any.

MEALS :

'Meal' means breakfast, lunch, dinner and/or any other snacks supplied. On tour meals, which are as per the menu indicated in the itinerary are served. **BLUELIME HOLIDAYS**, however, reserve the right to change the meal arrangement, if circumstances make it necessary to do so. **BLUELIME HOLIDAYS** cannot guarantee a special meal / diet for the Client. If the Client misses or refrains from availing any meal arranged by us due to any reasons, there would be no refund. Where client makes a request in writing at the time of booking for a special meal / diet, **BLUELIME HOLIDAYS** would make effort for the same, however, **BLUELIME HOLIDAYS** shall not be held liable if the same is not provided. **BLUELIME HOLIDAYS** is only responsible to serve veg meals throughout the tour. The customer can opt for a non veg meal at additional charges as per actual.

INDEPENDENT CONTRACTORS :

- **Company as an organization is co-ordinating with various independent service providers for conducting the tour. The company takes utmost precaution to ensure that the tour is comfortable. The company cares about the guests and it will give their maximum efforts to ensure its security but as the company has no control over the mode of transports such as Airlines/Railways/Bus, thus as a company we shall not be responsible for any kind of damage to the person or to the property because of these independent vendors.**
- **Bluelime Holidays shall not be held responsible for any loss, harm, injury, death, damage caused by default, omission or act of employees or management of any such agencies or Independent Contractors.**
- **However, guest/s are advised to visit www.bluelimeholidays.com to keep yourself updated with the Terms and Conditions, as the company reserves right to change the Terms and Conditions at any time.**

LOSS OF PROPERTY :

- **The Clients should not leave behind any property in the coach / car / train / Flight while disembarking. BLUELIME HOLIDAYS would not be responsible or liable in case of loss of such property under any circumstances.**
- **The Client travelling by air would be subject to the airline restrictions / limitations on baggage weight / size / number. As portage is not included**

in the tour price and due to limited space for luggage in the coach, it is recommended that the Client should carry one single suitcase per person, preferably with wheels for sake of convenience.

All baggage and personal effects are at all times and in all circumstances the responsibility of the Client. It is advisable that the Client does not carry valuables on the tour. However, if the Client carries any valuables, the same should preferably be kept in the Safe Deposit Lockers, that are commonly made available in most of the hotels. However, BLUELIME HOLIDAYS will not be responsible for loss of valuables or for making good any such loss.

BOOKING OF TOUR :

- **Payment of the registration amount indicates that the guest is interested in the tour and has read and accepted all the terms and conditions mentioned on the BLUELIME HOLIDAYS website/booking form. In case of a guest who is processing the booking formalities on behalf of his/her family is deemed to have been authorised to do so by his family after reading all the terms and conditions of the company mentioned on the brochure/website/booking form.**

HEALTH :

- **When you book a tour, or when someone else books a tour for you, on your name , that means you are physically fit to travel to that destination. It is very important for you to take care of your health throughout the tour. Any health issue on tour or any stay back due to the same shall be borne by that respective guest only, the company shall not be held responsible in whatsoever manner.**

NO SPECIAL SERVICES :

- **If full tour tariff is not paid in time, BLUELIME HOLIDAYS reserves the right to cancel the booking/registration with consequent forfeiture of deposit/advance amount/entire part payment made to the company and/or the deduction of cancellation charges, at the discretion of the company.**
- **Special services shall not be given to any specific person in a group tour. BLUELIME HOLIDAYS, without committing itself or being held responsible in any way whatsoever, shall make reasonable attempt to accommodate the special needs of disabled travelers/senior citizens if informed at the time of booking. Most transportation services are not equipped with wheel chair ramps. A qualified companion at the entire cost of the disabled guest/senior citizen must accompany the guest who may need such services/assistance as the same are not provided by BLUELIME HOLIDAYS and/or Independent Contractor to the other guest/s in the Group.**

TRANSFER OF TOUR :

- **A transfer from the originally booked tour to another tour is treated as cancellation of earlier tour and therefore a fresh booking of another tour has to be made. If u wish to transfer to another tour, you can do that if the tour cost of both (previous and new) is same. However, if the tour cost is not same then you are liable to pay the difference. You are expected to intimate the company minimum 30 days prior to the departure of the earlier tour.**

MINIMUM BOOKING OF TOUR :

- **The Tour shall proceed only if the number of guest(s) who have booked the tour exceed 15 and the said booking of 15 guest(s) must be received by the company at least 30 calendar days prior to the scheduled start of the tour. If the number of guest(s) booked for any tour falls below 15, then tour may operate without Company tour manager and on MAP plan accommodation with breakfast and dinner. In the event of BLUELIME HOLIDAYS deciding to cancel the tour, cancellation of tour shall be communicated at least 30 calendar days prior to the date of commencement of tour via any of the following modes (a) sms (b) telephone (c) email; as per the information given by the guest(s) or by any person for and on behalf of guest(s) at the time of booking of the tour. In case of cancellation of any tour by Company, actual amount paid by the guest(s) shall be refunded to the guest(s) and World and only actual paid amount will be refunded to guest by cheque.**

LOSS OF DOCUMENTS :

- **Guests travelling abroad should take care of his/her passport. Loss of the passport on tour involves costs and consequences such as filing FIR, visiting Indian Embassy, getting new passport or landing certificate, expenses on the stay, food, transportation etc. all of which have to be borne and paid by the concerned guests only. Getting the landing certificate or the new passport is the sole responsibility of the guest. The Tour Manager is not responsible or liable or under any obligation for the loss of passport and the consequences thereof. Entire consequential expenses shall be met by the guest(s). Any other guest accompanying the guest who has lost the passport wishes to terminate the tour intermittently, will have to meet the expenses etc. No refund will be given to the guest leaving the tour abruptly. The tour manager won't stay back in any case. All guests are advised to carry the photo identification in the form of driving license, election ID card, PAN card and students must carry with them their school / college ID card. At certain sightseeing places, the Identification**

proof is mandatorily required and company has no control over it. The identification documents must be produced by the guests as per the rules and regulations prescribed at different locations. Also, please ensure that on tour you carry the same photo ID submitted in the office. In case of documents being in maiden name, provide & carry those documents.

- **For all foreign nationals who wish to join our various tours (Domestic/International) the Visa fee and the other required documents differ than the Indian nationals. kindly contact us in person. All guest must declare their NRI status prior to their booking. For NRI's the rules and regulations differ than Indian nationals for certain countries. We advise you refer our website for further details.**

MEDICAL AILMENT :

- **If any guest/s is suffering from any medical ailment and have concealed the same, BLUELIME reserves the right to cancel the booking / registration of such guest/s on medical and/or other grounds without assigning reasons therefor. BLUELIME also reserves the right to restrict / modify / amend the tour of such guest/s without assigning any reasons. If BLUELIME so directs, the guest/s shall have to travel by a separate transport at an additional cost to be paid by guest/s immediately. The guest/s suffering from any disease at the time of booking / registration is required to provide the doctor's fitness certificate to undertake the tour. For Kailash Manasarovar tour maximum age limit is 69 years or as may be decided by the competent authority from time to time and for the said tour the medical fitness certificate of the guest/s is must. In case of death of guest/s, all the arrangements for transportation of dead body including procuring the death certificate, postmortem, repatriation of dead body and all personal effects/property and insurance claims etc. shall be made by the accompanying guest/s and/or relative of the deceased. Company shall make all endeavour to extend any help but cannot guarantee the same. The entire expenses shall be borne by the accompanying guest/s or their relatives. BLUELIME or any tour leader shall not be responsible for the same. If any of the relatives want to visit the country where the guest/s has passed away all the necessary arrangement shall be made by the said relatives only. BLUELIME reserves the right to ask any Client to provide written certification of his medical fitness before departure. In the event that a medical condition has not been disclosed at the time of booking the tour, BLUELIME HOLIDAYS will not be liable to provide any assistance or money back.**

INSURANCE :

It is strongly recommended that you purchase an Overseas Medical and other Travel Insurance Policies to cover the risk to life, limb and property whilst on tour for the duration of the trip. It may be noted that the tour cost

does not include the insurance premium and that the Clients shall have to acquire the same at their cost. In case if the cost of the insurance is included in the tour or you want us to obtain the insurance policy for the above purpose, such policies would be for cover for the duration of the trip and relate to persons below the age of 59 years. In case of clients above the said age and in case of clients seeking extended stay abroad, there would be additional premium payable by them. Further it would be your responsibility to produce such medical reports as might be required by the insurer. Further please note that you would have a direct contractual relation with the insurer. You have to check the accuracy and correctness of the policies so obtained and in case of any errors or lapses report the same to the Insurance Company or its representative and get the same rectified, as BLUELIME HOLIDAYS would not be responsible for the same. It shall be your duty to inform BLUELIME in case the Client has any medical condition that may affect his ability to enjoy and pursue fully the Tour Arrangements and wherein the interest of the group or any member thereof is prejudicially affected.

We also strongly recommend you to buy travel insurance to protect your tour from cancellation due to any natural calamities, acts of nature, any extremist activities, etc.

The settlement of insurance claim is solely at the discretion of the Insurance company.

VISA :

In case the visas are to be obtained by us for the clients, you shall also pay a Visa Fee as will be informed, for any of the International tours at the time of booking on tours that require visas. If the amount spent for visas including administrative charges exceeds such amount, you shall be liable to pay the difference. In the event of cancellation of the tour by either party, the said amount would be refunded (As per the cancellation policy of BLUELIME HOLIDAYS) after deducting the amount spent by BLUELIME including administrative charges. Unless the company receives the full payment, BLUELIME shall not be liable to process the booking / obtain visas for the clients. It is convenient and safe to have the Visa applications made to the concerned Consulates / Authorities through BLUELIME HOLIDAYS. However, for certain visas including the visas for USA, UK and certain Schengen countries the Client may have to attend personal interview at their own cost. As granting or rejection of visas and immigration clearance is the sole prerogative of the concerned sovereign governments, BLUELIME 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. You should ensure that you submit the relevant documents and photographs within the stipulated time as informed to you at the time of booking of the tour. Any additional information, details and documents, you possess to support the visa applications should be made available to BLUELIME HOLIDAYS. BLUELIME HOLIDAYS would not be responsible in any way in case any clerical error regarding names, attachment of wrong photographs, duration, type of visa (single / multiple entry) occurs in the consulate / embassy. You shall be fully responsible to check the visas, their validity, details and the correctness thereof. In the event the application for visa made by you or BLUELIME HOLIDAYS on your behalf is rejected by the concerned Embassy or Authorities due to inadequate supply of documents furnished by the applicant or due to any other reason whatsoever, BLUELIME HOLIDAYS shall not be liable or responsible for the same. The cost of processing visas is not included in your tour price unless mentioned otherwise. The visa fee when prescribed includes the actual visa charge, cost of processing fees, the professional charges of BLUELIME HOLIDAYS and overheads. Even if visas are rejected, the stipulated fees of BLUELIME HOLIDAYS shall be payable by you. There would be no refund, if any one unable to travel due to the said reasons. In such cases, the non-refundable amount paid by you shall be forfeited and no claim whatsoever shall be made for the same and the cancellation schedule of BLUELIME HOLIDAYS shall be applied in addition as applicable. If the passports are required to be mailed for visas / POE to different cities, BLUELIME HOLIDAYS would mail the passports by reputed courier. In case of loss or delay of the passport arising out of such transmission, BLUELIME HOLIDAYS would not be responsible to compensate the holder for any loss whatsoever. The position in respect of cancellation of tour by you due to non-availability of travel documents would not change only by virtue of your having applied for such documents through BLUELIME HOLIDAYS. In the event that a client is unable to travel on the tour originally booked by him, due to rejection of visas by the concerned embassy, BLUELIME HOLIDAYS may in its discretion offer such client an option to postpone his tour to other available date or transfer his booking to any other tour. In such case cancellation from originally booked tour and the transfer fee for the transfer of the tour shall apply. In case the Client declines the offer, the cancellation schedule shall apply. Clients are requested to check the validities of all their visas. BLUELIME HOLIDAYS is not responsible / liable for any losses incurred to clients due to wrong validity of visas given by Consulate / High Commission / Respective Authorities. If any visa is rejected due to non-submission of required documents in line with the norms of Consulate / High Commission / Issuing Authorities then the Booking Amount of the tour stands forfeited.

PAYMENT :

- **The registration amount paid at the time of booking, is not refundable and interest free. The bookings shall be processed by BLUELIME HOLIDAYS only after the registration amount is paid in full. If guest/s fails to pay full tariff timely, BLUELIME HOLIDAYS reserves the right to cancel the booking/ registration. In case of billing errors, Company reserves the right to re-invoice. In case of dishonored cheques issued by the guest/s in favour of BLUELIME HOLIDAYS the concerned guest/s has to pay INR.150/- Rupees One Hundred and Fifty Only for every such dishonor and in addition BLUELIME HOLIDAYS reserves the right to take necessary legal action in respect of dishonored cheques as may be advised. The guest/s booking the tour 20 days before the tour departure - subject to availability has to make FULL payment to BLUELIME HOLIDAYS by cheque or NEFT.**
- **Company welcomes the loan facilities granted by the banks to the eligible guest/s for any of the tour if it fulfills the payment conditions of the tour laid down by BLUELIME HOLIDAYS. BLUELIME HOLIDAYS is however not responsible / liable for grant/rejection/refund/repayment etc. of such loan facilities.**
- **The tariff of the tour quoted is calculated as per the rates prevailing at the time of quoting it. BLUELIME HOLIDAYS reserves the right to change the tariff in the event of modification / alteration / change / variation in the said rates before the date of departure. Any such increase in the tour tariff accordingly, must be paid in full by the guest/s before tour departure. Any increase in tour tariff during the tour must be paid in full by the guest/s during tour. All tour tariffs are exclusive of all taxes applicable from time to time.**
- **Early booking of tour makes the guest/s eligible for the benefit or discount as declared by BLUELIME HOLIDAYS which are valid for limited number of seats, limited period, specific tour dates and varies from tour to tour, region to region and country to country, guest to guest and age of the guest. The agreed amount of discount is subject to timely payments by guest/s i.e. minimum 45 days prior to the tour departure date. Accordingly, BLUELIME HOLIDAYS reserves the right to amend, alter, vary or withdraw any of the discounts/benefits without prior intimation to the guest/s. To be eligible for any discounts/benefits guest must pay the full registration amount at the time of booking itself.**

- **With a view to provide single window facility to the guest/s, Company is just a facilitator and not an issuer to make arrangements for the foreign exchange requirements of the guest/s. BLUELIME HOLIDAYS can provide the service of foreign exchange but through other contractors. The respective charges and fees of the contractor is not a liability of BLUELIME HOLIDAYS and the guest should pay the charges as per the contractor's rates. To avail the Foreign Exchange required by guest/s for the tour, the guest/s shall have to submit at least 30 working days before the departure of Tour "Application cum Declaration for release of Foreign Exchange", Passport copy, Address proof and other required documents along with amount equivalent at the Rate of Exchange prevailing on the day. Other service charges shall be applicable as per Company policy. All World Tours are subject to RBI / Government of India approval. Such Foreign Exchange shall be subject to availability in India and acceptance of the same in other countries.**
- **In case of any increase in Airport Taxes/Airport Development fees payable to the respective Airport shall be borne and payable by guest/s. All the booking / cancellation / change of the airline ticket and the travel on such airline ticket shall be subject to the terms and conditions of respective airlines. High season surcharge as per the rules of the Airline concerned has to be paid by the guest/s. Any increase in airfare, airport taxes, visa charges, fuel surcharges after the booking/registration shall have to be paid by the guest/s. Air Ticket Cancellation charges plus deposit forfeit charges as are applicable under the rules of the concerned Airline are to be paid by guest/s immediately in the event of cancellation of the tour by guest/s. In case of multiple air tickets - eg: to and fro - issued for the tour under single PNR, the guest/s are responsible to pay full charges and shall not claim any additional cancellation charges, as per airline rules, in case of No Show for any particular sector - missing any of the flights. However, BLUELIME HOLIDAYS endeavours to provide best alternative services on chargeable basis to ensure the safety and benefit of the guest/s.**
- **Tour tariff is based on departure from Pune/Mumbai, India, unless specifically mentioned.**
- **Over and above the tour tariff paid by the guest/s if BLUELIME HOLIDAYS pays any money for and on behalf of the guest/s as per the requirement under law or otherwise, the same shall be reimbursed by the concerned guest/s to BLUELIME HOLIDAYS forthwith on demand by BLUELIME HOLIDAYS.**

ITINERARY CHANGES :

- **In case of force majeure conditions, BLUELIME HOLIDAYS reserves the right to change / modify / vary / alter the tour itinerary and/ or tour tariff accordingly. Such changes etc. shall be intimated to guest/s, prior to the start of the tour or on tour as the case may be. Additional charges, if any, due to such changes etc. over and above the tour tariff have to be paid by the guest/s before or on tour itself as the case may be. No complaints /compensations and/or claiming of excess refunds beyond the provided refund by BLUELIME HOLIDAYS - if any - by the guest/s shall be entertained by BLUELIME HOLIDAYS for limitation and/or non- availability of certain services beyond the control of BLUELIME HOLIDAYS including museums, restaurants, sightseeing, shopping etc. though included in tour itinerary.**
- **Due to certain unavoidable circumstances, other than force majeure conditions, if any day of tour is curtailed/any sight seeing missed/any other services not being provided due to some reason from Company's side, then BLUELIME HOLIDAYS shall be liable to refund the guest/s, only that portion of the tour amount arrived at for that missed day/missed sight seeing/missed services. However, guest/s are requested not to demand any other payment over and above(if any) as than shall be made by BLUELIME HOLIDAYS in this regard.**
- **If any guest/s wishes to deviate from the tour itinerary, BLUELIME HOLIDAYS shall permit such deviations at its discretion. For such deviation, the guest/s has to pay full cost thereof in addition to the tour tariff before the tour departure.**
- **a) Guest/s joining and/or leaving the tour shall observe following alerts and shall ensure about the signing and collection of the entire policy paper from booking BLUELIME HOLIDAYS and/or booking office at the time of booking.**
 - 1) The customer is liable to pay for their own air travel/Rail travel in case if he/she is joining the group at the starting destination of the tour.**
 - 2) The commencement of the tour will start from a specific place and at a specific time. So if any customer joining the group separately, it is mandatory that he/she is present with the group before the tour begins. BLUELIME HOLIDAYS will not be responsible for making different arrangements for that person and if incase he misses the day then BLUELIME is not liable for refund for that day to the customer.**
 - 3)Telephone numbers/mobile numbers, email id, emergency contact, flight details must be given by guest/s.**
 - 4)Due to airline restrictions the snack hamper may not be possible to sent on**

tour with the tour leaders.

- 5) If guest/s are reaching after the scheduled arrival time of the concerned tour the guest/s should join the tour group directly at the hotel as the case may be on their own and at their own costs and risks.**
- 6) Such guest/s are required to provide details to BLUELIME HOLIDAYS 20 days in advance before the tour starts viz. Inward and outward flight/journey details, Photocopy of an airline ticket, Email, mobile, contact particulars of the guest/s.**

HOTELS :

➤ Single Occupancy

Single guest provided with single occupancy/single bedded room have to pay single occupancy charges for the entire tour. Single rooms are comparatively smaller in size than the twin sharing rooms and may be located on a different floor or in corner side from the rooms of other group members.

➤ Check-in and Check-out time

Guest have to abide by the check-in and check-out time of the respective hotels. For Indian tours, generally the check-in time is 12 noon and check-out time is 10 am. For World tours, generally the check-in time is 3 p.m. and check-out time is at 12 noon. If guest wants any change therein, like early check-in or late check-out, he/she will have to manage the same on his/her own with hotel authorities on payment of additional charges, if any. Any loss to hotel property knowingly or unknowingly will have to be borne by guest. Company shouldn't be held responsible.

➤ Room Sharing

Single person joining the tour may be given a sharing partner/s in twin or triple sharing basis & this is subject to availability of the room partner of the same gender. However, any misunderstandings or incidences like missing items or difference of opinion between each other will have to be settled between room partners themselves. The company is not responsible for any loss or mishap. If, for any reason, concerned partner cancels or alters the booking of the tour, then the other guest / partner has to bear entire room charges. No adjustments shall be made from the money contributed by guest / partner who has cancelled the tour. Shared rooms have 'No Smoking' policy. Cleanliness of the room and especially the bathrooms is to be maintained under any circumstances. Any Religious thing one does shouldn't be a botheration or force to other. Safety of money and valuables is own responsibility even one has to take care oneself and other person should not be forced to help or assist.

COMPLAINTS OR GRIEVANCES :

- **If any guest has any complaint in respect of services provided by any of the independent contractors, the guest shall immediately notify the same to the independent contractor in writing and a copy thereof shall be handed over to the tour escort, to enable the Company to take up the matter with the independent contractor. Any claim or complaint by the guest must be notified to the Company in writing within 7 days after the tour completion date. No claim notified to the Company beyond this period will be entertained and the Company shall incur no liability in respect thereof.**

LIABILITIES AND RESPONSIBILITIES OF THE COMPANY :

- **The liability of the Company is restricted only to make reservation in accordance with the guest's requirements & no further. Company is not liable for any loss of person or property caused or damaged or suffered by the tourist on account of deficiency in services by any independent contractor. The company is not liable to few factors given below :**
 - 1) **Train/flight delays, on account of any reason due to rescheduling/cancellation of train/flights/inter-connection/ meals not being served etc. is not in the control of the company.**
 - 2) **Allocation of seats, and food service in the aircraft because the airline reserves the right of allocation.**
 - 3) **Any personal injury, sickness, accident, loss, delay, discomfort, consequential loss and/or damage or any damage to baggage or personal effects howsoever caused.**
 - 4) **Any injury, loss, personal harm, death or damage caused to any person or property by the act or default of the management/ employees / agents of any independent contractor.**
 - 5) **Any damages, additional expenses or any consequential losses suffered by the guest due to cancellation, amendment and / or alteration of any of the services of the tour mentioned in the itinerary / brochure by the Company after the registration / booking by the tourist. Each of these condition.**

CANCELLATION POLICY :

WORKING DAYS	CANCELLATION CHARGES
More than 60 days	5% of the booking amount
60 - 46 days prior to the date of departure	15% of the booking amount
45 – 31 days prior to the date of departure	25% of the booking amount
30 – 15 days prior to the date of departure	50% of the booking amount
14 – 6 days prior to departure	75% of the booking amount
5 – date of departure	NO REFUND

- **Cancellation of air-ticket is as per the airline terms and conditions and BLUELIME is not responsible for the deductions**
- **If the client does not show up on the tour 100% of the tour cost.**
- **In addition to the above, in case of cancellation of tour by either party, the amount spent by BLUELIME HOLIDAYS on visas, medical or travel insurance, POE including administrative charges would be payable by the Client. If the total cancellation charges mentioned above exceeds the amount paid by the Client, the balance amount would be payable by the Client.**
- **In case of a death of any passenger after booking the tour and before the date of departure of the tour, the legal heir of the passenger/s need to submit the death certificate of the passenger/s to BLUELIME HOLIDAYS. Cancellation policies as mentioned above are applicable in the event of death as well. The person claiming the refund for the tour booked by the now deceased passenger/s has to prove to BLUELIME HOLIDAYS that he/she is the legal heir of such passenger/s by showing original documents like the death will of the deceased passenger / any other government authorized document proving the same. Refund if any will be given only to the legal heir of the deceased, by an account payee cheque.**

REFUND :

- **Refunds if any, for variation/modification/amendments/ alteration and/or cancellations etc. of any tour shall be paid directly to the guest by 'A/C payee' cheque, in Indian Rupees at the prevailing rate of exchange on the date of the**

cheque, as per Reserve Bank of India Rules and Regulations, irrespective of whether the tour payments in part or whole were made in foreign currency.

NO REFUND WILL GIVEN IF :

- 1) For any missed / unused services of the tour including the meals due to whatsoever reason.**
- 2) where full deposit is required to be paid in advance to the concerned authorities to enable Company to confirm the reservation.**
- 3) if services of the tour are modified, varied, amended, cancelled or not utilized.**
- 4) if any guest decides and/or is required to cancel the tour due to any changes made in the rules by the concerned Government.**
- 5) where Airfares are contracted in bulk for Airport to Airport.**
- 6) if the tour is indefinitely postponed/ cancelled due to natural calamity, riots, political calamities or any other unforeseen calamities.**
- 7) refund is not applicable for Indian / domestic sectors and on certain conditions which include that such air tickets are non refundable and date change is not allowed.**
- h) BLUELIME HOLIDAYS is not liable to pay any amount in case the VISA is not received by the guest and/or Company within time. BLUELIME HOLIDAYS has to depend on various agents to do the processing work. In case a person misses out the tour because of curtailed itinery, he cannot claim any amount from BLUELIME HOLIDAYS. Since, grant/non-grant of VISA and also communication of information in respect of grant/non-grant of VISA is beyond the control of BLUELIME HOLIDAYS, the guest should be mentally prepared for any mental/physical dismay as a result of non-grant of VISA and/or delayed communication which may be just before departure of the tour or on the tour itself.**

BEHAVIOUR OF THE GUESTS :

- As you are traveling with a group with BLUELIME HOLIDAYS, all participants are expected to conduct themselves in a manner that is not disruptive to the group and in a manner that is appropriate for group travel.**
- For the benefit of everyone on the vacation, BLUELIME HOLIDAYS reserves the right to accept or reject the booking of any vacation participant and to remove any vacation participant from participating in or being a part of one or more itineraries where his or her conduct is deemed inappropriate & incompatible with the interest of the other travellers. BLUELIME HOLIDAYS is not responsible for any losses, including missed sightseeing or having to make**

alternate travel arrangements, if you fail to meet the representatives of BLUELIME HOLIDAYS at assigned timings and places/pick up points while on tour.

- **BLUELIME HOLIDAYS will not refund nor cover any cost or expenses incurred for termination of vacation arrangements due to unacceptable behaviour or inability to maintain punctuality. The decision of behaviour being acceptable or unacceptable rests solely with BLUELIME HOLIDAYS.**