

TERMS & CONDITIONS:

- When making a booking you will be accepting our terms & conditions, general information and pay a fixed amount on behalf of you and all members of your group to secure your services which is non-refundable. You must be over the age of eighteen years old to make a booking with Caper Travel Company. Any bookings made within 30 days of departure must be accompanied by 100% of the total tour cost to confirm your tour services. If Caper Travel Company accepts your booking you will be sent a final confirmation or an invoice within seven days of receipt of your booking and a contract will be made between you and us as soon as a confirmation or invoice has been provided. You accept to all our Terms & Conditions and General Information when making a booking with us. By using our services, you consent to terms and conditions.
- If you are booking on line or through Email it is your responsibility to ensure all inputs given are correct. If you realize a mistake has been made in request inform us within 12 hours after the receipt of your confirmation. If you fail to do so and subsequently wish to make amendments, A handling fees of Rs 300 for Domestic and Rs 1000 for International tours will be charged and cancellation fees or difference in cost quoted by supplier hoteliers / suppliers or airlines will be charged to you..
- A binding contract between us comes into existence when Caper Travel Company Pvt Ltd confirms your booking i.e. in person or by email or in other cases issue and dispatch our confirmation invoice. The terms and condition of this form will be governed by Indian law. Law prevalent in India is applicable as part of error or inaccuracy as it may not be possible to make changes later. Company has Registered office in Delhi It is agreed between the parties that in the event of disputes or differences between the parties, the exclusive jurisdiction shall vest in Court/ Forum/ Tribunal in Delhi alone having jurisdiction to decide the matter.
- Our suppliers such as hoteliers/ transport/ airlines etc have their booking conditions these booking conditions are binding between you and suppliers as per our contract. Our office will inform such conditions at the time of booking.
- Maximum baggage weight in Airlines/ Railways will be as per regulations. Kindly check your tickets for information. Our transport for private or shared tours have normal boot space. Hence a medium size suitcase with measurement of 67cm / 26 inches and depth 25cm / 10 inches is allowed per person. In car (sedan) maximum two such suitcases with weight not more than 20 kgs each.
- Minors (under age of 18) cannot travel on their own. All bookings must have an accompanied legal guardian.
- Payment Schedule:

Date of Advance payment	Amount	Remarks
At the time of request for reservations for Land arrangements Domestic Tours	Rs 1500/- Per Person	Non refundable Amount to be adjusted in final billing.
At the time of request for reservations for Land arrangements. International tours	Rs 5000/- Per Person	Non refundable Amount to be adjusted in final billing
At the time of request for Air, Train, Visa, Insurance, tickets and NON Refundable bookings	100%	Refund in case of cancellation as per suppliers terms and conditions
Balance payment of Land Arrangements		30 Days prior to Date of Travel.

Notes:

- Exception can be where hotel wants 100% deposit at the time of booking. Staff of Caper Travel Company Pvt Ltd will inform you in advance in such cases.
- GST and TCS to be paid additional over and above the Tour Package charges.
- When booking online or through email with advance payment mentioned as above does not mean your booking is confirmed. Your booking is confirmed when we send you final confirmation in writing. If due to lack of availability, we are unable to confirm bookings or part of booking we will offer you alternate available. Only after you acknowledge acceptance of alternates we will finalize your arrangements. If we are not able to confirm arrangements or part of booking and alternate offered not accepted by you. All money paid as advance for such service will be refunded. Any refund owed may take up to 2 weeks to reflect in your accounts. We do not take any responsibilities of any interest, surcharges or fees you incurred as a result of a delay in money transfer.
- Until unless we quoted hotel only room per night rates. All packages quoted are based on per person cost sharing twin or triple room as per request. Maximum 3 adults in one room. Any minor accompanying adults will be accommodated in same room until requested for additional room and paid accordingly. Interconnecting rooms are subject to availability at the time of check-in. Indian hotels have same room size for Single/ double or triple occupancy. Any request of twin bed or queen size bed must be done at the time of reservations. For triple sharing hotels may provide extra foldable bed or rollaway bed as per their own terms this will be intimated at the time of reservations.
- It is responsibility of Passengers/ Traveler to remember deposit dates or balance payment dates. Failure to pay in time may result in cancellation of reservations especially by hotels. In case of cancellation of non-payment Caper Travel Company Pvt Ltd will not be responsible for financial losses. Booking may be reinstated subject to availability of space at supplier's end.
- Your Holiday Package inclusions will be mentioned at the time of quotation. Amount mentioned on Invoice will be final payment until there are any modification in tour itinerary at a later stage. Inclusions also include all Government taxes presently applicable, any changes in taxes by the Government may be advised and difference in cost will be collected from Traveler. Any fuel surcharges on transport or air travel will be billed to traveller. Any significant increases in any component included in your tour package such as airfare/ train fare/ entrance fees/ hotel rates / transportation and food for reasons beyond our control will be billed to traveller.
- If you change your booking.
 - Requesting Upgrade
 - Requesting down grade
 - Requesting meal plan change
 - Requesting additional passengers
 - Cancellation of fellow passengers.
 - All financial losses and finance difference in cost will be borne by the Traveler.
- We can allow maximum two amendments after finalization of tour. For each amendment a fee will be charged as mentioned in para 2 and difference in cost or financial loss will be billed to Traveler.
- Any change and subsequent re change back to original will be deemed as changes and no refund, discount or compensation will be due for such changes.
- All passengers in booking even those in conjunction with bookings must adhere to eventualities. Same pick up and drop off locations, any changes to these must be informed at least 10 days prior to start of tour. Any additional expenses due to change in pick up and drop points will be billed to traveller.

- If you cancel your holidays. Notification of cancellation must be sent in writing by party contracting the tour to the office where booking was done. Cancellation charges upon your notification will be applied as per index below or will be advised separately depending on the supplier cancellation conditions.

Notification given for cancellation for Domestic Tours	Charges
Prior to 40 days	Advance paid to initiate reservations will be not refunded
40 to 30 days	50% of Land arrangements, air/ train fare as per supplier's terms.
30 day and less	100% cancellation charges on land arrangements. Air/ Train fare as per supplier's terms.
Notification given for cancellation for International tours	100% percent cancellation charge on advance payments. However, as an exception the company will approach Suppliers and refunds if any received our end will be paid back to Traveler.

Notes:

- Exception cases such as Medical or any other family emergency can be considered to approach suppliers for maximum refund on case to case basis if possible.
- The above is a general cancellation policy and the same is subject to change depending on the travel date, the destination, the package and the services booked and paid for.
- For Dynamic properties and Reconfirmed Bookings, the above Cancellation may not be applicable and could vary GST and TCS to be paid additional over and above the cancellation charges as per the above policy
- Cancellation of tour by us. In case of fixed departure or Bus tour we monitor minimum number of passengers booked with us. If booking date does not have required number to run a tour, we may cancel tour 15 days prior to date of travel by offering you full refund or alternate date of travel. Notification to such matter may be sent in writing or informed in person on phone to you.
- We reserve right in any circumstances to cancel your holiday tour package for any reason. If company obliged to cancel your holidays in any circumstances before your departure, the company will use endeavours to offer alternate arrangements of equivalent value or very close to similar standard and price as contracted for original tour. If your rebook or seek any modification the difference in cost of financial losses will be paid by you.
- We endeavour to accommodate special needs and requests. But we cannot guarantee all tours will be suitable for people with special needs, including wheelchair accessibility. All special requests must be sent in writing in advance. It should be noted that making a request does not guarantee that it will be accommodated. Request for services such as packed breakfast will be redirected to hotel. Any extra cost for such services demanded by hotel must be settled by clients directly with hotel. It is indispensable that a qualified companion must accompany any traveller with special needs such assistance cost must be borne by traveller or companion. In the absence of thereof such traveller will be joining tour on their own risk. Language of guide and meal request must be informed in advance any additional cost for such arrangements will be paid by traveller. By sending such request in writing should not be taken as confirmed until unless confirmed in writing from our office. These are special needs request in case of last minute changes all financial loss has to be borne by traveller. There will not be any compensation if such request is not confirmed in writing by us.
- We may refuse to accept a booking or terminate your holidays in the following circumstances without any compensation or refund:
 - If you fail to inform us in writing at the time of booking of any relevant medical condition or disability from which you suffer or for which you seek special attention or assistance from a professional.
 - If during the tour we reasonably consider that you are unable to cope with demands of holiday.
 - If your act during the tour unreasonably and we reasonably consider that your actions, behaviour are likely to cause distress, damage, danger or annoyance to other customer's employees or third party or property of any person.
 - For such cancellations traveller is not entitled to any refund or compensation as a result of termination of tour by us for above reasons.
- We will not be held liable under following circumstances:
 - Personal injury, delays, sickness, accidents, death, discomfort, increased expenses, consequential loss, or any damage theft of regardless how it occurs.
 - Loss or damage of baggage regardless how it occurs.
 - Any airline or airport personal preventing you to board flight for reasons beyond our control.
 - Any airlines failing to accommodate participants despite holding confirmed tickets.
 - Visa refusal, loss of Passport or any other Travel document.
 - Damage, loss or cancellation of tour due to events beyond our control including force majeure and exceptional circumstances.
 - Caper travel company Pvt Ltd.'s liability arising from this contract regarding your holiday, tour or excursions will not exceed the total amount paid or agreed to paid to us and will not include any consequential loss or additional expenses in any case.
 - You are responsible for check-in of flights and boarding trains on time. If you miss to board either on time no refunds or compensation will be paid by us.
 - All hotels may not have fans, AC, kettles or any other services that you may accustomed too; we endeavour to contract hotels with these facilities; however, we do not guarantee or confirm that all hotels will have these facilities. There will be no compensation due from us in case of nonfunctioning or no availability of such services at hotel. However, compensation if given by hotel will be passed on to traveller as it is.
- Should you have any issues or complaints during your holidays, promptly notify the relevant supplier and our tour representative or file handling staff to facilitate immediate resolution. If unresolved kindly lodge a formal complaint within 10 days of your holiday's conclusion. We aim to respond to any complain within 30 days although it may take some more time during investigation as our response will depend on replies from supplier on concerns raised. For Damage or loss of property, you shall bear the cost of any damage or loss caused by you or your fellow travellers during the tour. Failing which you will be liable for any resultant claims or legal actions.
- Caper travel company Pvt Ltd will not take responsibility of retrieving any lost property due to safety and legal reasons. We also do not take responsibility in reclaiming any properties from third party or suppliers. It is Clients responsibility to contact suppliers directly and pay for shipping and delivery of such properties.
- DATA protection. The Law concerning DATA protection and your privacy can be generally found in DATA protection act. When you are booking your holidays with us, we collect your personal information like Address, Telephone and emails etc which are required for effective communication. And for financials we require PAN and Aadhar card, Passport Copy details too. Your data is stored with us and not shared with any outside supplier. We at time share new products of promotional material through your email or phone which we may think help in planning your future tours. If you feel you do not require such information from us do inform us in writing it will be immediately stopped our end.

25. Payment procedures Direct Cash Deposit is not allowed and shall be forfeited. To ensure the security of your transactions, we request payments to be made only through our secured payment link or via NEFT/Cheque in the account name of Caper Travel Co Ltd. Please note that we do not ask for payments to be made to any individual or staff representing Caper Travel Co Ltd through WhatsApp, Gpay, PayTM or any UPI ID, or through NEFT, RTGS, Cheques, etc. In case of any payment made directly to Staff/Agent/Employee's personal account, Caper Travel will not recognize the same against your booking and will have no liability against such payments. Further, please do not entertain any communication/notifications received from any email ID other than the domain name @caper.travel
26. TRAVEL DOCUMENTS - It is your responsibility to hold valid travel documents such as Passport, Visa and confirmed Air ticket to be able to travel. Your passport should be valid for a period of at least 6 months from the date of travel and for Visa it is convenient and safe to have the application/s to Consulates /Embassy/ Authorities if routed through us. However, for certain visas including the visas for USA and UK, you may be required to attend personal interview at your expense at the discretion of the consulate concerned.

It is aside you should ensure that you allow sufficient time (currently minimum 08-12 weeks from posting a correctly completed application form) to apply for a visa. It is the passenger's responsibility to ensure that they possess all relevant travel documents prior to departure of their scheduled tour. If the passenger is acquiring the necessary visas/travel documents independently from Caper Travel Co Pvt Ltd, then it is the passenger's responsibility to ensure that they fulfil all necessary criteria prior to the scheduled tour departure. If for any reason the tour participant is unable to travel due to incomplete travel documentation after booking and confirmation of tour, the tour participant will be subject to cancellation policy as stated in these terms and conditions.

For obtaining UK, Schengen, USA visas (or other applicable visa) passengers need to visit the respective consulate / VFS centre for personal visa submission and biometric. At Caper Travel Company Pvt Ltd, we provide a visa documentation services only, at an extra cost, which is separate to your holiday cost. You must submit all documents required together. Applications with documents pending will not be accepted. It is your responsibility to submit all documents to us at the correct time. Though we prepare your documentation (as per documents provided by you), it is solely at the discretion of the relevant consulate to accept your application; we can therefore not take any responsibility if the visa has been refused for whatever reason. It is responsibility of the passenger to ensure they have the correct visa in place before traveling. In the event passengers are not able to travel due to not having the correct visas, the cancellation policy set in T&C will apply.

Visa documentation, application, procedure, fees, charges, requirement etc varies from country to country and are not the same. You can request our office to share details about the same. Details shared by our offices are limited and to our understanding only. All details given by our office are for reference only. We request our clients to verify and confirm all details from respective consulate/embassy of respective country where visa needs to be obtained.

If visas processed through us, Caper Travel Company Pvt Ltd cannot be held responsible for any loss or damage to your documents and passport submitted to any of our offices for visa purpose. Caper Travel Company Pvt Ltd won't be liable to pay any damages towards the same. Though we will take upmost care of your documents and passport when in our possession.

It is your responsibility to check any travel documentation which we issue in relation to your booking as soon as you receive it. Please contact us immediately if you believe that the document is incomplete or incorrect. We will not be able to accept liability for inaccuracies if we are not notified immediately. We will nonetheless attempt to rectify any mistakes caused wherever possible and won't be responsible for any associated costs.

Some airlines now require additional passport information (API) and we will inform you and failure to provide this will result in you being denied boarding. We do not accept any responsibility if you cannot travel due to this, no refund or compensation will be offered.

27. Health issues during Travel. Travel insurance is mandatory for European and many other countries. For further information, contact any of our offices.

Please note that is strongly advised that you should obtain travel insurance for the entire duration of your holidays, when travelling abroad. Caper Travel Company Pvt Ltd can assist you in obtaining the necessary travel insurance at an extra cost, which is separate to your holiday cost.

Any claims in regard to travel insurance must be directly settled with your respective travel insurance company. Caper Travel Company Pvt Ltd cannot assist you in any claims and won't be liable for any charges or compensation. You must read and understand all terms & conditions of the respective travel insurance company before obtaining the insurance.

In certain countries vaccinations maybe required or recommended by the Department of Health. As regulations are frequently changing, you must check with your doctor as to which inoculations are advisable for your chosen holiday. You should also refer to the Department of Health. You may also check with your local health provider. The safety standards and regulations, which apply overseas, are those of the country concerned. Often, they do not aspire to the same levels as in India, due to this the general standards of safety, hygiene, fire precautions; etc can differ to those we expect in India. We suggest you familiarize yourself with fire escapes, and check depth and exits from swimming pools before swimming. Upset stomachs can easily be caused from climate change, water & ice. Sexually transmitted diseases are a serious threat throughout the world. Please exercise precaution and seek immediate advice if you think you may be affected. Avoid skin piercing and touching wild or stray animals as rabies is also a big threat. You should take due care of sunburn by using creams and not over exposing yourself. It is advisable to keep note of any significant medical condition you have and details of any medication you are prescribed.

If you are on daily medication, we strongly advise you to carry enough medicines for the entire duration of the tour. Further, you must carry your doctor's detailed prescription for your daily medication and the medicines you carry.

Vaccinations and Health: (a) Check your countries Department of Travel & Health website for destination-specific vaccination requirements. Maintain records of medical conditions and medications. Adhere to COVID-19 vaccination/testing guidelines. (b) Allergies and Dietary Restrictions: Individuals with severe allergies should take necessary precautions before the trip, as we cannot guarantee allergen-free environments. Caper Travel cannot be held accountable for actions of other passengers that may trigger someone's allergies.

It is extremely important that you purchase an Overseas Travel Insurance Policy to cover against any possible risks such as damage, loss or accident, injury to life or property while on tour. It is mandatory that you purchase the overseas travel insurance policy.

If required, Caper Travel Company Pvt Ltd will assist you in obtaining the Overseas Travel Insurance Policy from registered Insurance Company. Please note that you would have a direct contractual relation with the insurer (Insurance Company) and we will merely act as facilitators in this relationship.

It is your responsibility to learn and understand the Travel Insurance policy and its terms and conditions before the issuance of the policy. You shall directly submit claims to your insurance company. The insurance company shall directly pay the settlement amounts (if any) to you and if any dispute in regard to the claim, rejection of claims or adequacy of settlement amounts shall be settled by you directly with the insurance company.

While all information provided by Caper Travel Company Pvt Ltd is accurate as on 10th July '2024, we cannot be held accountable for unforeseen changes or force majeure events effecting the availability of services, amenities and access to various sites.

I have read and accept terms and conditions

Signed by Traveller