

Printable Brochure: Terms

PRINT VERSION- Tourist Information and Terms & Conditions

COMING TO AHMEDABAD:

Ahmedabad is an international airport. At the time of printing this brochure, Air India, Singapore Airlines and Malaysia Airlines connect Ahmedabad to USA, London, Paris, Singapore, Kuala Lumpur and Bangkok. Those arriving in India by other airlines can connect to domestic carriers like Indian, Jet Airways, Air Sahara, Air Deccan, Kingfisher and Spice jet that fly to Ahmedabad from other international airports of India like Mumbai, Delhi and Bangaluru.

N.B.: Mumbai and Delhi remain the best connections. Refer online brochure for latest flight connections.

SAFETY:

Ahmedabad is known to be a safer place for tourists, especially for women travellers, than most other tourist destinations in India. However, watch out for beggars, pick-pockets and petty thieves when visiting crowded areas without our guides.

HEALTH:

Please refer to your doctor for details for any vaccinations, inoculations and medicine recommended for a visit to India. House of MG has doctors on call 24/7 and can recommend doctors for consultation or treatment. In case of an emergency or an ailment, Ahmedabad has some of the finest medical establishments and professionals in the country having international standard and repute.

CLOTHING:

Ahmedabad is a dry and hot region. Therefore light cotton clothes are recommended during summer and light woollens are recommended for winter. Travel as light as possible as clothing and laundry are quite inexpensive in India. There are no dress-codes for eating-out but you may like to dress up formally for the smart restaurants. Carry a scarf and a hat/cap for the desert excursion as the Rann safari can be windy and dusty, and lip-salve. Also, bring good footwear suitable for walking as considerable walking is involved for heritage walk and excursions. Women travellers should avoid wearing tank tops, short skirts or shorts and other types of revealing clothes to avoid being stared at. At time you might feel being stared at, especially in smaller town. But please don't feel offended as the people in general mean no harm and it is just out of curiosity.

PROHIBITION:

While alcohol prohibition is in force in Gujarat, it is possible for foreign nationals and visitors from upstate to get permits after filling a form and paying the prescribed fees, for which our hotel staff can guide you. Alcohol can be purchased only from a few alcohol shops located within hotels. The alcoholic beverages can only be consumed in the privacy of your room and not in any restaurant or public place. **Alcohol is not sold or served at The House of MG.**

AGE GROUP PROFILE:

The recommended age for travellers for this tour is 21-55 years and who are in good physical health, to maintain optimum group dynamics. Visitors with physical disabilities are discouraged from taking this tour as facilities in India are not handicap friendly. Parents, who want to bring their children (we do provide extra beds at a supplementary cost in the room) should book after reading the schedule of the itinerary, essential tourist information and the Terms & Conditions. Children are widely welcomed in the family-oriented Gujarati society and all hotels and restaurants will give them good facilities.

POLLUTION:

Ahmedabad city has relatively high level of pollution in the air, especially during winter months (December to February). Visitors sensitive to this should avoid booking during these months.

LOCAL CURRENCY:

The local currency in Ahmedabad is Indian Rupees like everywhere else in India. There are money exchange branches of the Western Union Money Exchange at many places in the city. The exchange facility is available at the House of MG for the USD. Ahmedabad also has branches of international banks like the City Bank, HSBC, Standard Chartered, BNP Paribas etc.

TERMS & CONDITIONS

THE CONTRACT:

All persons wishing to make a booking have carefully read and understand the Terms and Conditions that follow. All bookings are made with, The Victoria Capital Ventures Ltd. the Company, which runs the House of MG and which sells the tours described in this brochure and on the Company website or through its Agents who sell the Company's tours through an agreement with the Company. By making a reservation on telephone, or by e-mail, or through our website, or through associate travel agents, you agree to be bound by these Terms and Conditions. There are no verbal or written: representation, warranty, collateral agreement, prior agreement, and description of services or conditions other than as expressed herein. The service to be provided is/are the tour referred to in the booking confirmation.

PACKAGE INCLUDES:

- Accommodation- Stay at the House of MG during the full 6 days and 5 night's period, normally on twin sharing but single supplement available on prior request.
- All meals- breakfast, lunch and dinner as listed in the itinerary.
- Ground transportation as listed in the itinerary.
- Airport arrival and departure transfers.
- Fulltime service of a tour coordinator and a professional English speaking guide on all planned trips throughout the journey.
- Entry fees of all the places and all the meals mentioned in the planned tour program.

PACKAGE DOES NOT INCLUDE:

- International Flights.
- Visa and passport fees.
- Departure taxes and excess baggage charges.
- Travel insurance.
- Expenses of a personal nature such as camera fees, laundry, extra drink or meal, telex, telephone calls or optional sightseeing and other hotel facilities like the swimming pool, gym, internet, mini-bar etc.
- Additional state and local municipality taxes if applicable.
- Any other service at or outside the HBM apart from the confirmed tour program.
- Tips.

HOW TO BOOK:

Before booking the House of MG tour, we ask that you carefully read the tour brochure (especially the essential tourist information) and the Terms and Conditions.

Please check whether there is space available on the departure of your choice. If the booking is done more than 45 days before departure, to confirm the reservation, you will have to pay the deposit (10% of the full amount) and send a signed booking form to the House of MG. Your place on the tour will be guaranteed once you receive a confirmation from our side. The final payment is due 45 days prior to the departure. You will receive the final confirmation from the House of MG upon payment of the full amount. If the booking is made less than 45 days before departure, full payment is required to confirm your booking. If the booking is made through our website, 7% additional charge will be levied for online payment. In case of advance booking (more than 45 days before departure), the company reserves the right to treat the Client's booking as cancelled if the client fails to pay the full amount 45 days before departure to confirm the booking. For any last minute booking (made within 15 days from departure) an additional fee of USD 50 will be charged to the client. This fee will cover our additional costs for communication and administration.

The client is supposed to provide all personal details like the passport number, copy of passport details, full name, occupation and date of birth and nationality at least 30 days before the tour.

HOTEL ROOM ALLOTMENT:

The House of MG is a heritage category hotel with 12 unique rooms having different interiors, but identical facilities and services. Therefore, the room allotment will be done through a toss and all the groups will get different types of

rooms. All persons taking the tour agree to abide by this condition and will have to accept the room allotment done by the hotel staff.

CANCELLATION:

Cancellation must be made in writing and should be acknowledged by the Company. The cancellation charge will be determined according to the date on which the letter is received by the company or its associate agents.

Cancellation Policy:

The cancellation charges are mentioned below as a percentage of the total tour price.

- Cancellation more than 45 days before departure: Full refund of deposit.
- Cancellation 44-30 days before date of tour: Loss of deposit
- Cancellation less than 30 days before date of tour: 50% of tour price.
- Cancellation less than 15 days before date of tour: 100% of tour price.

CANCELLATION OF A TOUR BY THE COMPANY –

The Company reserves the right to cancel any trip before it is guaranteed to run, but will not cancel a tour than 60 days before departure. **Trip is guaranteed to run once it has minimum 4 fully paid travellers. The group size will not exceed 16 people.** The Company reserves the right to cancel any trip, including a guaranteed trip, at any time prior to departure due to terrorism, natural disasters, political instability or other external events which make it unviable for the Company to operate our planned schedule in which case you are entitled to full refund if you have paid the full amount. The Company is not responsible for any incidental expenses that you may have incurred as a result of your booking such as visas, vaccinations, non-refundable flights or loss of enjoyment etc.

ALTERATIONS:

It is understood that the route, schedules, itineraries, amenities and mode of transport may be subject to alteration without prior notice due to local circumstances or events, which may include sickness or mechanical breakdown, strikes, events emanating from political disputes, climate and other unpredictable or unforeseeable circumstances that may occur during the tour.

UNUSED SERVICES –

There will be no discounts or money refunded for missed or unused services, this includes voluntary or involuntary termination, ie. sickness, death of a family member, etc.

BROCHURE VALIDITY –

The prices in this brochure and on our website are based on exchange rates and costs in effect at time of printing the brochure or posting to our website. The company reserves the right to alter prices for new bookings if these rates change substantially.

AUTHORITY ON TOUR –

At all times the decision of the tour coordinator or representative will be final on all matters likely to endanger the safety and well being of the tour. By booking with us the Client agrees to abide by the authority of the tour coordinator, who represents the Company. The Client must at all times strictly comply with the laws, customs, foreign exchange and drug regulations of India. If the Client is affected by any condition, medical or otherwise, that might affect other people's enjoyment of the tour; the Client must advise The House of MG at the time of booking. Should the Client fail to comply with the above or commit any illegal act when on the tour or, if in the opinion of the tour coordinator, the Client's behaviour is causing or is likely to cause danger, distress or annoyance to others we may terminate that Client's travel arrangements without any liability on the Company's part and the Client will not be entitled to any refund.

TRAVEL DOCUMENTS –

The Client must be in possession of a valid passport and visa documents throughout the tour (your passport must be valid 6 months past your return date). The Client accepts full responsibility for obtaining all such documents, and is solely responsible for any adverse consequences resulting from missing or defective documentation. Any information or advice given by the Company regarding visas, vaccinations, climate, clothing, baggage, special equipment, etc. is purely advisory, provided as a courtesy to the Client, and the Company is not responsible for any errors or omissions as to the information provided.

PASSPORT AND VISA:

The tourists should carry all the official documents with them all the time during the trip. IT IS YOUR RESPONSIBILITY TO HAVE THE CORRECT TRAVEL DOCUMENTATION. For your passport, it is essential to have a validity of at least 6 months beyond your intended stay. For more information contact the Indian High Commission in your country or visit the help desk at www.incredibleindia.org or www.india-tourism.com the official websites of the Ministry of Tourism. .

PROHOBITION:

As alcohol prohibition is in force in Gujarat, alcohol is not served at the House of MG or during the tour. The visitors are not allowed to bring or consume alcoholic beverages at any time at the House of MG or during the tour unless they have obtained the permit on arriving at Ahmedabad for which our hotel staff can guide you. Permit holders can consume alcohol only in the privacy of their room and not at restaurants or any other public place. The client will be solely responsible for any consequences if a he or she violates the prohibition law.

INSURANCE:

It is mandatory for all Clients to obtain travel insurance for the tour prior to the tour. The cost of the tour does not include insurance, and the Client is required to obtain separate coverage at an additional cost. The House of MG does not offer any kind of travel insurance to the visitors.

OPTIONAL EXTRAS

Optional extras do not form part of the tour or contract. It is understood and accepted by the Client that any assistance given by the tour coordinator or representative in arranging optional extras does not render the Company liable for optional extras. Amongst others, optional extras include sightseeing, camel ride, shopping and other extras which are not included in the tour price.

APPLICABLE LAW AND CHOICE OF FORUM

The contract including all matters arising from it is subject to Indian Law and the exclusive jurisdiction of Ahmedabad Courts.

COMPANY LIABILITY AND OTHER IMPORTANT INFORMATION:

- International airline bookings: the tourists must verify and confirm all their bookings prior to the tour and also make sure that they are aware of various airline policies.
- Company shall not be liable in any way for any kind of personal loss or damage or altercations or cancellation of tour if it is caused by natural calamities, war or war like operations, terrorist activities, civil commotions, labour difficulties, interference by authorities, political disturbance, riot, insurrection and government restraint, fire, or any other cause whatsoever beyond the reasonable control of Company.
- The responsibility of our parent company is strictly limited. The suppliers providing services for our tour programs are independent contractors and they are not agents or employees of ours. The House of MG does not own the coach and restaurants other than those in our own hotel, and so cannot be liable for any negligence or theft by employees and staff of these organisations.
- We will take all benefits and all losses of any fluctuations, lower or higher in currency devaluation, entry fee increases, taxes, or fuel surcharges after we have received the full payment. And we reserve the right to correct promotional or pricing errors or to increase the tour price in the event of cost increases due to changes in currency devaluation, entry fee increases, taxes, or fuel surcharges before we receive your payment.
- The company can not be responsible for any personal belongings, and therefore we request the visitors to take proper care of their personal belongings brought on tour and make sure that you take all your personal belongings when you depart.
- Where the Client suffers death or personal injury or mental harassment as a result of an activity forming part of the tour arrangements booked with the Company, the Company accepts responsibility, in accordance with paragraph (b) below, and all matters regarding compensation are subject to negotiations with the persons involved.
- (b) The Company has liability in accordance with paragraphs (a) above and subject to paragraph (c) below except where the cause of the failure to provide, or failure in, the Client's tour or any death or personal injury the Client may suffer is not due to any fault of the Company or that of the Company's agents or suppliers, because it is either attributable to the Client, or attributable to someone unconnected with the Client's tour and is unforeseeable or unavoidable, or is due to unusual or unforeseeable circumstances beyond the Company's control, the consequences of which could not have been avoided even if all due care had been exercised, or an event which neither the Company, nor its agents or suppliers could have foreseen or avoided by the Company.
- (c) The Company's acceptance of liability to pay compensation pursuant to clause (a) is limited, in the case of road travel and services at other hotels, restaurants and resorts and all matters are subject to negotiations with the persons and suppliers involved. We will try our best to resolve all issues as amicably as possible.

PRIVACY POLICY –

We will ensure that all personal details provided by you for the tour will be kept confidential. Though it is required that we provide your personal information, as well as any personal information you provide in relation to the persons whose travel arrangements have been requested by you, to suppliers and carriers to enable the operation of the services requested by you. We do our utmost to protect your personal information.

RESPONSIBLE TOURIST BEHAVIOUR:

India being a culturally sensitive destination with people in general having high religious sentiments, responsible tourist behaviour is essential. Acts involving nudity and display of affection in public are considered obscene and would lead to a charge of criminal offence according to the Law.

COMPLAINTS:

If a Client has a complaint against the Company the Client must first inform the tour coordinator or company representative whilst on the tour in order that the coordinator/representative can attempt to rectify the matter. If satisfaction is still not reached through these means then any further complaint must be put in writing to the Company within 30 days of the end of the tour. The Company will not accept any liability for claims received after this period.