

## BLUE PLANET HOLIDAYS PVT. LTD.

Dear Guest,

Thank you for choosing **Blue Planet Holidays Pvt. Ltd.**

The *Blue Planet* team is committed to ensure that all Travellers get services from our contracted service providers as requested and confirmed to them, we try our best to offer maximum support to you before & during travel and make your holidays an enjoyable & memorable experience .

The Terms & Conditions are given hereunder, all Guests / Travellers / Passengers are requested to READ, UNDERSTAND & ACCEPT all Terms & Conditions before booking any travel arrangements with **Blue Planet Holidays Pvt. Ltd.** These conditions are applicable to every client, who books a tour or travel arrangement with *Blue Planet Holidays Pvt. Ltd.*

### **TERMS & CONDITIONS**

#### **Scope of Work / Activity**

The scope of work / activity is limited to the description as given to you while offering the quote. All the inclusions / exclusions are clearly defined in your proposal. Any changes / additions / modifications required will be subject to availability and at an additional cost, payment in such cases may be required to be paid directly to supplier.

#### **Booking / Reservations**

In order to handle your reservations efficiently kindly advice full details of the group or individuals with regards to your arrival & departure, cruise / flight / rail details, dates of travel, age of children, number of passengers, room requirements, seat / meal, any special handling, sightseeing options, passport details Etc. Please ensure that all names are spelt correct and match the details exactly as shown on your passport(s). It is your responsibility to advise us of the correct information at the time of booking, as you will incur substantial costs to amend details at a later stage if the information you supplied was incorrect.

All requests for reservations will be confirmed by Tel. / Email, Travellers are requested to go thru the confirmations provided. All tours / travel arrangements booked are NON TRANSFERABLE.

By making the payment you are giving confirmation / acceptance to all the Terms & Conditions mentioned herein. If the full payments are not made in time / before departure, *Blue Planet Holidays* reserves the right to cancel the booking / travel arrangements with consequent forfeiture of deposit and the deduction of cancellation charges as applicable.

#### **Price**

All prices are subject to availability, and can be withdrawn or modified without notice until a booking has been confirmed and payment received in full. Once a booking has been made at a quoted price, but until full payment is made; the price may change due to exchange rate fluctuations, taxes & surcharges, season change, Etc. Any change to the original quoted price shall be advised with sufficient notice to enable final payments to be made.

Shop No. 2, Building 9, Vijay Gardens, Kavesar, Off. Ghodbunder Road, Thane – 400615

Ph.: +91 9820073514

Email.: [info@blueplanetexp.com](mailto:info@blueplanetexp.com)

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## BLUE PLANET HOLIDAYS PVT. LTD.

### Payments

We accept payments thru cheque's, credit cards and direct deposit for all purchases:

**Cheque** – All cheques to be drawn in favor of “**Blue Planet Holidays Pvt. Ltd.**”

**Credit card** – All payments via Credit cards have to be swiped in our office, credit card payments attract additional surcharge.

**Cash / Direct deposits / Transfers** – Clients can make direct deposits / transfers in cash / NEFT / RTGS, bank details given below:

HDFC Bank Ltd.  
Current A/c No. – **50200002128885**  
Account name – **Blue Planet Holidays Pvt. Ltd.**  
Address – Suraj House, Shop No. 1 & 2, Patlipada, Off. Ghodbunder Road, Thane – 400 607  
IFSC / RTGF / NEFT – HDFC0000814

At the time of booking / confirming a tour / travel arrangement a booking amount / deposit is required to hold the reservation. The Booking amount / deposit is NON REFUNDABLE. The payment schedule for every booking is advised at the time of confirmation. Pre-payment for all services should be made in the respective currencies (INR / EURO / USD) or as applicable. All travel vouchers / travel documents will be released after receipt of final payments. Non payment of the final balance by the due date entitles *Blue Planet Holidays* to cancel the booking and forfeit any deposit / advance paid by the client towards cancellation charges.

### Amendments / Modifications / Changes

Any Amendment / modification / change made to a confirmed itinerary / tour will attract additional cost. The change required can be made subject to availability of the new requirement and the complete payments of the additional cost thereon. In case of FORCE MAJEURE conditions, *Blue Planet Holidays* reserves the right to change / modify / vary / alter the tour itinerary and the tour cost accordingly. Such changes shall be intimated to the passengers, prior to the start of the tour or on tour as the case may be. Additional charges, if any, due to such changes, over and above the tour cost have to be paid by the client before or on tour itself as the case may be.

### Cancellation & Refunds

For any cancellations of confirmed arrangements, a cancellation fee according to the tour booked will be charged. The cancellation clause is defined in the proposal / quote given to all clients. An intimation / request in writing is required to cancel any tour / travel arrangement booked by *Blue Planet Holidays*. The booking amount / deposit is Non Refundable. Cancellation cost can be minimum to the deposit amount or upto 100% of tour cost, this depends on the booking, season, time of cancellation, Etc.

Refunds if any will be given only after receipt of the same from service providers / suppliers, the refunds processing time may vary from 2 weeks to 10 weeks. There will be no refund on curtailed stay or any missed / partially used / unutilized services.

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### Accommodation

All hotels selected are in consultation with the client, their preferences & budget. All accommodation offered are based on sharing a twin / double room. Single occupancy rooms are available at a higher cost. In the event hotel accommodation in the requested hotel is not available / overbooked, every effort will be made for an alternate accommodation of similar category.

All Passengers / Travellers are required to abide by the local check-in & check-out policy, an indication of check-in & check-out times is listed below:

In India – Check-in is 12 noon & check-out is 10am.

International - Check-in is 3pm & check-out is 12 noon.

Any early check-in or late check-out requests are subject to availability and on the hotels discretion. These requests can be confirmed only by making additional payment. Any special request for bed type, early check in, late check out, smoking room, adjacent or opposite rooms, Etc. are not guaranteed. They are subject to availability & at the hotels discretion. All incidental / additional facilities used including Laundry, telephone, mini bar, alcohol, beverages, food, optional excursions, Etc. if availed, have to be paid by the client directly to the hotel.

### Travel Documents

All the required travel documents should be submitted to *Blue Planet Holidays* as & when required. Your Passport should be valid for a minimum period of 6 months beyond the intended date of stay, ensure 3 complete blank pages in the passport for the purpose of visa stamping. In case of refusal of visa, all cancellation terms as specified will apply. *Blue Planet Holidays* is not responsible for any charges; fees or penalties that subsequently may be imposed by any government agency or for charges incurred due to incorrect travel documents.

### Passport & Visa

All Passengers are responsible for their travel documents, kindly ensure that you have valid passports, visas & re-entry permits which meet the requirements of immigration / government authorities. Any fines, penalties, payments or expenditures incurred as a result of such documents not meeting the requirements of those authorities will be your sole responsibility

As an intermediary we at *Blue Planet Holidays* are only assisting & facilitating the visa process. Granting a visa is at the discretion of the consulate, In no way shall *Blue Planet Holidays* be responsible for delays or refusal of visa. Consulates give an indication of the minimum number of days it takes to obtain the visa, the same may be extended by the consulate for various reasons, it is advisable to get the visa's done well in advance. All travel documents are handled with utmost care, however if any damage is caused to any passport / travel documents due to handling of courier services or by a third party, *Blue Planet Holidays* will not be held responsible.

### Vaccinations

It is the Passengers / Travellers responsibility to ensure that the yellow fever vaccination is updated. A few countries in Africa & South America are yellow fever infected, when traveling to these countries or coming back enroute these countries, it is mandatory to hold the vaccination certificate.

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### Insurance

The tour cost does not include insurance charges. All Passengers / Travellers are advised and recommended to acquire adequate Insurance Policy and consolidated Overseas Travel Insurance cover as per their requirement or of the Government of the Country concerned to meet expenses including medical, legal, hospitalization, accident Etc. during the tour. *Blue Planet Holidays* is not liable / responsible for any reason whatsoever, for follow up or settlement of insurance claims and it is a matter solely between the concerned insurance company and the client.

### Health

It is presumed that the Guests / Travellers / Passengers who have booked a tour / travel arrangement are in good health & are medically fit to undertake the said tour. It is understood that the guests have gone through the itinerary and are well aware about the travel details. If on tour, in case of any health emergency or health related issues, the guests shall be solely responsible to make their own arrangements for any medical assistance.

### Complaints or grievances

We at *Blue Planet Holidays* do our best to offer our guests on holidays an enjoyable & trouble free holiday. However occasionally things do go wrong, if you have any grievance, complaints or you are not satisfied with any of the service providers or any specific incident / issue, we urge you to give us a written complaint on the same. We shall follow up with the service provider and our effort will be to get you a reasonable reply / apology / compensation as offered. Your feedback also helps us in our continued effort to validate & grade all our service providers to ensure the highest level of customer satisfaction.

### Responsibility & Liability

It is understood that, *Blue Planet Holidays* will act as an agent only for all services confirmed to you. Further we shall not be responsible for any loss, injury or damage resulting from; Acts of God, terror strikes, dangers, fire, breakdown of machinery, equipment or vehicles, deaths, Acts of Government authority, wars, civil disturbances, riots, thefts, pilferage, epidemics, quarantines or any delays or changes including any extra expense which the passenger may incur as a result of any of the forgoing causes. Further, all the services are provided by independent entities, we do not operate nor own or control any means of transportation, hotels, airlines, restaurants, ships & cruises, places of entertainment like theme parks, museums, art galleries, Etc., and therefore cannot assume any liability in case of injury loss, damage, delay or accident, delay or irregularity which may be caused by defect in any vehicle or for any reason whatsoever or through acts or default of any supplier or company or person engaged in carrying out the arrangements. Consequently, any delay injury, death, loss or damage is caused on the above account does not render us liable to the clients, who have chosen us as organizers. We will not be responsible for costs incurred by passengers not having proper documents or missing any of their sightseeing tours / connections due to their negligence.

### Jurisdiction

Mumbai, India

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