

RULES AND REGULATIONS

A. BOOKING

- 1) A booking fee of 6000.00 (Six thousand only) per person is required and the remaining amount is to be paid 25 days before the journey.
 - 2) We are unable to provide Confirm Booking to solo guests as all the rooms are Twin sharing. On payment of additional room charges one solo guest just may have confirmed booking subject to availability of rooms.
 - 3) The hotel rooms are mostly of two types, one with a double bed and the other with a triple bed. A guest will get a special discount in case of triple sharing in a double bed. The amount of discount depends on the respective trip.
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B. CHARGES OF CHILD

Between 5 Years to below 12 Years, Discount 15% without hotel bed.
Between 3 Years to below 5 Years, Discount 50% without hotel bed.
Charges of Infant(Less than 3 years), no charge.

C. RAIL AND AIR TICKET

- 1) The tour price does not include any train and Air ticket fare, train and Air ticket fare is additional.
 - 2) We will deploy our every effort to arrange railway tickets as per the choice of the guests subject to authorization but we are unable to assure any choice of class and/or berths. The guests are requested to accept the berths provided by the Railway Seat Reservation Authority and abide by the rule in force.
 - 3) Air tickets may be arranged as per the requests of the guests on payment of the relevant cost. The selection of Airlines/Flights is the discretion of guests. Although, we will assist for the suitable Airlines/Flights.
 - 4) If someone changes their mind after booking a train ticket, such as wanting to return by plane instead of train, please note that train tickets may not be canceled, and the Debkalpa Tours & Travels are not responsible for this.
 - 5) Refund related to cancellation of Air Ticket subject to disbursement of funds by the Airlines. Debkalpa Tours & Travels will not be held responsible in any way for delay in refund or non-refund of air ticket if cancelled.
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D. CANCELLATION

In case of cancellation of journey cancelled by the passenger, he or she is liable to pay cancellation charges as follows,

- 1) If cancelled before 45 days of the commencement of the journey cancellation charges will be Rs.1500/- per head.
- 2) In case of cancellation within 45 days of the commencement of the journey, cancellation charges will be levied as per the following table.
Between 45 days and 30 days — 05% of the total price + 1500/- per head.
Between 29 days and 25 days — 10% of the total price + 1500/- per head.
Between 24 days and 20 days — 15% of the total price + 1500/- per head.
Between 19 days and 10 days — 28% of the total price + 1500/- per head.
Between 9 days and 5 days — 33% of the total price + 1500/- per head.
Between 4 days and 3 days — 50% of the total price + 1500/- per head.

- 3) No refund is admissible if a ticket is cancelled within 72 hours of the scheduled time of departure or thereafter.
 - 4) Cancellation will be acted upon only when the Advanced Receipt / Ticket is surrendered at our office for cancellation, except in case of a passenger residing outside Kolkata, who may cancel his/her booking by letter or E-mail only. The organization will not be liable if such letter or E-mail is not delivered in time.
 - 5) No refund in tour price will be allowed for the untraveled portion of the tour either of sickness or any other reason.
 - 6) If the tour is canceled by the company due to natural disasters or any other unforeseen and unusual circumstances, no full refund will be made, with passengers required to pay 10% of the tour price.
 - 7) Passengers will have to pay the cancellation charges as per the rules if the ticket is cancelled due to change of itinerary for any reason after reservation.
 - 8) No claim for any refund will be entertained when the passenger doesn't arrive at the station before departure of the train for which reservation has been made. In such cases, passengers may join next of subsequent station at their own cost.
 - 9) No claim will be entertained, if any amount found lying deposited with the company after 6 months from the date of commencement of the tour.
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E. GENERAL RULES

- 01) We don't own any Bus, Rail, Hotel, Aircraft and don't have any control Over it. All possible efforts will be taken to make your tour comfortable and to follow the schedule. Under no circumstances, Debkalpa Tours & Travels should be held responsible for any delay or changes in programme, even at the Last moment.
- 02) The organization reserves the right to delete, change or modify the Rules as and when necessary.
- 03) The organization has the full right to cancel any ticket at any time without showing any reason even after the ticket has been sold.
- 04) Guests are allowed to accompany one 22" suitcase & one handbag only while on tour.
- 05) The organization is not responsible for any accidents and no compensation is given for any damages.
- 06) In all matters relating to rail we rely on the railway authority and in matters of travel by bus / car we rely on the transport authority or the local transport system.
- 07) Due to unavoidable reasons, the itinerary may be changed, enlarged or modified. The organization will not be liable if it does not reach the specified place due to some unavoidable reason on a particular day or time.
- 08) Passengers will have to bear the increased cost in case of increase in Bus fare and Rail fares or increase in prices of other goods.
- 09) Washing of clothes at hotel is especially prohibited.
- 10) Passengers are responsible for their own goods. Therefore, it is obligatory for them to keep watching on their belongings. However, we help the passengers to load and unload all the goods (except handbag). The Firm accepts no responsibilities for loss or damages to any belongings of the passengers.
- 11) Our package does not include any meals during the train journey, however, we will only provide snacks for everyone on the train on the day of the journey and breakfast (no tea) on the second day.
- 12) If a porter is not available at our destination station while leaving Howrah, you will have to carry your luggage yourself.
- 13) If a passenger travels by plane, the entire cost of getting from the airport to the hotel or from the hotel to the airport is the responsibility of the passenger.
- 14) In places where our own vehicles are not allowed, passengers will have to rent a car/auto rickshaw, etc. at their own expense.

- 15) In case of drinking water, the water provided by the respective hotel will have to be consumed. If one wants bottled water, the cost will be at his own expense.
- 16) No food will be provided in the hotel room except for the morning bed tea.
- 17) Depending on the situation, the time to leave the hotel may be 5 am or 8 am, so you need to be mentally prepared accordingly.
- 18) The daily program will be announced at the dining table the night before.
- 19) Requests to travel to any location other than the location mentioned in the itinerary will not be accepted.
- 20) There will be a specific and sufficient time allotted for any tourist attraction. You must ensure that you do not exceed that time limit.
- 21) There will be a lottery or rotation for room distribution. No preference will be accepted. Rooms can be from the 1st floor to the 3rd floor.
- 22) Every hotel has a specific check-out and check-in time, you must adhere to that time.
- 23) On the last day of the trip, there are still some places to visit even after checking out of the hotel. In that case, we will check out of the hotel at the scheduled time and leave our luggage with the hotel manager and collect it at the end of the trip.
- 24) The bus seats will be rotated daily. The company's decision in this regard will be final. A design of the car seat will be sent to your WhatsApp in due course.
- 25) Any additional activities such as pony rides, boat rides, jungle safaris, camera charges, entry fees, local transport (auto, rickshaws, Gypsy, Car) etc. are expenses borne by the tourist.
- 26) All the passenger(s) are requested to carry 22" Trolley Bag and one Small Hand Bag. Company will not responsible for any extra luggage.

If you are agreed with our Rules and Regulations then confirm your booking. Once you make a booking, we will assume that you are fully aware of our Rules and Regulations.

Note: We have adequate, skilled and experienced staff and managers to make the journey smooth, comfortable and enjoyable. However, if there is any complaint for any reason, the manager will take necessary and appropriate action. Your cooperation is highly desired to make the entire journey beautiful and memorable.