



TERMS & CONDITIONS

HOW TO BOOK TRAVEL SERVICES WITH US

To book travel services you can get in touch with us via online form available on IndusExplorers.com or via email. Our travel experts will revert to you within 12 Hours, on working days

Office times and working days:

Monday to Friday: 1000 – 1800 Hrs,

Saturday's: – 1000 – 1330 Hrs

On Sunday's and National Holidays our offices remain closed.

If in need of immediate assistance our 24 x 7 number is **+91 8802404371**

HOTEL CHECK IN / CHECK OUT POLICY

Most of the hotels have 1400 Hrs as there check in and 1200 hrs check out timing.

Early check in and Late checkout is subject to availability and approval of the concerned Hotel.

For this a request in writing is required from the client, which can be sent by email to our Travel expert.

PAYMENT POLICY

As per our company policy at least 75% of the tour payment is required in advance or before the start of the tour services.

This payment is to be settled as per the written communication between client and our travel expert.

Standard Policy

- | | |
|-----------------------|--|
| 25 % payment – | Token amount to start the booking Process |
| 50 % payment – | 30 days prior to the date of arrival. |
| Balance 25 % – | Pay 7 days prior to the arrival or Pay on arrival. |

In exceptional cases such as bookings for peak festive season and / luxury train bookings, full payment is required as per the policy of the Hotel / ultimate service provider.

MODE OF PAYMENT

We offer various options for payments to be made, in order to make things easy for you:

a) Bank wire transfer

Our most preferred method of taking payment from the clients is via Bank wire transfer. This facility is available for all major international currencies such as remittance like USD, GBP, EUR, JPY, CHF, AUD, CAD, and SGD.

Note: Bank remittance charges have to be borne by the client.



b) Paypal

Customers can pay through their Paypal account too.

Note: Payment by Paypal will produce a 4 % bank service charge, which has to be borne by the client.

c) Payment in Cash

If payment is done in India it should be made in foreign currency (Payment in Indian rupees requires currency exchange certificate).

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TRAVEL DOCUMENTS

Travel documents such as hotel vouchers, sightseeing vouchers, air tickets, train tickets and so on, will be sent to the clients before the arrival via e mail. Hard copies will be handed them over on arrival in India.

AMENDMENTS AND EXTENSION OF SERVICES

Any amendments or extension in your stay after finalizing the tour is subject to availability. In such case any supplement charges or refunds depend on the Hotel / Ultimate service provider policy and IndusExplorers.com shall not be responsible for same.



CANCELLATION OF A BOOKING

Any cancellation against a confirmed booking has to be made at any of our offices via email at least 30 days prior to your arrival to avoid any cancellation charges.

CANCELLATION POLICY

Service Cancellation Day	Individual Travel / Family travel
30 Days prior to arrival	15 % cancellation charges of Tour cost
30- 14 Days prior to arrival	60 % cancellation charges of Tour cost
14- 07 Days prior to arrival	75 % cancellation charges of Tour cost
Less than 7 Days	No refund

The above mentioned cancellation guide lines are defined as per the general norms of the tourism industry. However in genuine cases, we will try to refund as much of the tour cost depending on the refunds provided by the hotels.

In exceptional cases such as luxury trains booking and peak festive season packages a separate cancellation policy is applicable which will be made know by our travel experts at the time of booking or when it is required. It is the sole responsibility of the customer to understand cancellation policies for such periods.

REFUND AGAINST CANCELLATION

As per the Indian Government regulations any refund processed will be in Indian rupees only and the corresponding foreign currency amount will depend on rate of exchange on the day of the refund. Generally the process of refund takes a minimum of 15 days time.

IndusExplorers.com LIABILITIES

IndusExplorers.com assures its clients to provide them the best information on Indian travel through our travel experts / representatives and the industries best travel services. For any dispute between hotels, airlines, other ultimate service providers and the client, IndusExplorers.com will not be responsible for these.

Travelers must take care of their valuables while touring and IndusExplorers.com is not liable for any theft or loss of items however we assure our best assistance / support for any unforeseen situation.

IndusExplorers.com is not liable for loss, injury or damage to any person or his/ her/ their property due to natural reasons like flood, technical fault, wars, earthquakes, riots, accident or any similar actions or reason beyond our control.

If you are not happy with our services or wish to make a complaint please email us at info@indusexplorers.com and we assure you of the fastest action to satisfy your appeal.