BOOKING TERMS AND CONDITIONS

Thank you for choosing **VFM Holidays & Travel Private Limited**. We look forward to making your travel experience enjoyable, comfortable and memorable. Please read these Booking Terms and Conditions carefully before confirming your reservation. They explain the booking process, payment requirements, cancellations, refunds and the respective responsibilities of VFM and its customers.

By confirming a booking, making a payment or accepting the travel arrangements, the customer acknowledges and agrees to these terms and conditions.

1. BOOKING AND CONFIRMATION

1.1. All bookings should be made using the Company's prescribed booking form, duly completed and signed by the customer or the authorised representative of the travelling group.

1.2. For urgent bookings, reservations may initially be accepted through email, telephone or other authorised communication channels. The customer must subsequently provide the required booking details and documents.

1.3. A booking will be considered confirmed only after the Company has received the required booking details and documents, the applicable advance deposit or full payment, confirmation from the relevant service providers, and issued written confirmation.

1.4. The person making the booking on behalf of a family, group or organisation confirms that they are authorised to accept these terms on behalf of all travellers included in the booking.

1.5. Customers who are unable to sign the physical booking form may confirm their acceptance through email or another written electronic communication.

1.6. Customers are responsible for reading these terms before confirming their booking. The latest version will be made available on www.vfmholidays.com.

1.7. Special requests and additional arrangements must be communicated in writing. Such requests are subject to availability and written confirmation.

2. CUSTOMER RESPONSIBILITIES

2.1. Customers must provide accurate and complete information at the time of booking, including names, dates of birth, passport details, contact information and any other information required to arrange the travel services.

2.2. Before departure, customers must carefully verify all booking documents issued by the Company, including passenger names and travel dates; flight details; hotel names, room categories and meal plans; tour itineraries; transfers; and visa or other travel documentation, where applicable.

2.3. Any discrepancies, errors or omissions must be brought to the Company's attention immediately upon receipt of the documents so that corrections can be requested wherever possible.

2.4. Additional costs arising from incorrect information supplied by the customer, late corrections or changes requested after confirmation may be charged to the customer.

2.5. Customers must follow instructions, reporting times, check-in procedures, safety requirements and other conditions communicated by the Company and its service providers.

2.6. Customers are responsible for their personal belongings, valuables, travel documents and baggage throughout the journey.

3. PRICES AND PAYMENTS

3.1. An initial deposit, as specified in the quotation or booking confirmation, must be paid at the time of booking to secure the requested arrangements.

3.2. The balance payment must normally be settled at least 30 to 45 days before departure, or by the payment deadline specifically communicated by the Company.

3.3. For bookings made within 30 to 45 days of departure, full payment may be required at confirmation, depending on the applicable supplier deadlines.

3.4. Certain bookings, particularly airlines, hotels, cruises, special events, peak-season travel and promotional offers, may require full or immediate payment to secure the reservation.

3.5. If the customer fails to pay within the specified deadline, the Company may release or cancel the reservation after notifying the customer, where reasonably practicable. Applicable cancellation charges or non-refundable supplier costs will be payable by the customer.

3.6. Payments may be made through bank transfer, NEFT, RTGS, IMPS, UPI/GPay to the Company's authorised payment account, credit or debit card where accepted, or cash subject to the Company's policy and applicable laws.

3.7. Applicable bank charges, payment gateway fees or card processing charges will be communicated before payment and may be collected separately where legally permissible.

3.8. Cash payments exceeding INR 50,000 per person are not accepted by the Company. Such payments must be made through authorised banking or electronic payment channels.

3.9. Payments must be made only to the Company's officially communicated bank account or authorised payment channels. Customers should retain payment receipts and transaction references.

3.10. Prices are based on the quotation issued at the time of booking and its stated inclusions and exclusions. Government taxes, levies, surcharges or other applicable charges will be disclosed wherever known.

3.11. Additional services, upgrades, optional excursions, meals or other arrangements requested after confirmation will be charged separately.

4. CANCELLATIONS AND REFUNDS

4.1. All cancellation requests must be submitted in writing through email or another communication channel authorised by the Company. The effective cancellation date will be the date on which the Company receives the written request.

4.2. Cancellation charges will be calculated according to the Company's applicable cancellation policy and the specific terms agreed at the time of booking.

4.3. Standard cancellation policy:

Cancellation received before departure	Cancellation charge
More than 45 days	Initial deposit paid
31 to 45 days	25% of total booking value
16 to 30 days	50% of total booking value
6 to 15 days	75% of total booking value
5 days or less	100% of total booking value
No-show	100% of total booking value

4.4. This is the Company's general cancellation policy. Certain services may have different or stricter cancellation conditions imposed by the respective suppliers.

4.5. Where airline, hotel, cruise, event, transport or other supplier cancellation charges are higher than the standard Company charges, the actual applicable non-refundable supplier charges may be payable by the customer, provided the relevant conditions were communicated or disclosed at the time of booking.

4.6. Certain bookings, including peak-season hotel reservations, promotional airfares, cruise bookings, event tickets, apartment rentals and special packages, may be non-refundable or subject to 100% cancellation charges from confirmation. Customers will be informed of such conditions before confirming.

4.7. Cancellation requests arising from visa rejection, changes in personal circumstances, medical reasons or other reasons will be handled according to applicable supplier conditions and the agreed cancellation policy. Visa rejection does not automatically guarantee a full refund.

4.8. Once a tour or holiday has commenced, no refund will normally be available for unused services, missed sightseeing, meals, accommodation nights, transfers or other arrangements due to the customer's personal choice or failure to use the services.

4.9. Any refund for unused services will be subject to written approval and refund conditions of the relevant service provider.

4.10. Where a refund is approved, the Company will process it through the original or another mutually agreed payment method, subject to applicable banking requirements.

4.11. Refunds normally take 15 to 30 working days to process after the Company receives the applicable refund from the supplier and completes the required verification. Refunds involving airlines, overseas suppliers or other third parties may take longer.

4.12. The Company will keep the customer informed of any material delays in the refund process.

4.13. Applicable non-refundable bank charges, payment gateway charges or supplier deductions may be adjusted against the approved refund, where applicable and legally permissible.

5. TRAVEL INSURANCE

5.1. The Company strongly recommends that all customers obtain suitable travel insurance before departure.

5.2. Travel insurance should ideally cover emergency medical expenses and hospitalisation; personal accidents and medical evacuation; trip cancellation and interruption; loss, theft or damage to baggage and personal belongings; and flight delays, missed connections and other insured travel disruptions.

5.3. Customers are responsible for selecting an appropriate policy and checking its coverage, exclusions, limitations and claim procedures.

5.4. Where travel insurance is arranged through the Company, coverage will be governed by the terms and conditions of the respective insurance provider.

5.5. The Company is not an insurer and cannot guarantee the acceptance or settlement of any insurance claim.

6. RESERVATION DEADLINES AND TIME LIMITS

6.1. Certain reservations may be held temporarily and subject to a specified payment deadline or booking time limit.

6.2. The Company will communicate the applicable deadline wherever it is provided by the supplier.

6.3. If the required payment or confirmation is not received within the specified deadline, the supplier may automatically release the reservation.

6.4. The Company will not be responsible for the loss of a reservation resulting from failure to meet a communicated deadline.

6.5. Any subsequent rebooking will be subject to availability and prevailing prices. Additional rebooking costs will be payable by the customer.

7. ACCOMMODATION AND HOTEL SERVICES

7.1. Hotel star ratings and classifications are based on information and standards recognised in the respective destination. Hotel facilities, service levels and classification standards may vary from country to country.

7.2. Hotel descriptions, photographs and facilities in quotations, itineraries and promotional materials are based on information supplied by the respective hotels or their authorised representatives at the time of preparation.

7.3. Room categories, views, bed configurations, adjoining rooms, connecting rooms and other special requests are subject to availability and written confirmation.

7.4. Standard hotel check-in and check-out timings vary by destination and property. Unless otherwise specified, usual timings are approximately 2:00 PM for check-in and 11:00 AM for check-out.

7.5. Early check-in and late check-out are subject to hotel availability and may attract additional charges.

7.6. Customers requiring guaranteed early check-in or late check-out should request it at the time of booking. Where necessary, an additional night's accommodation may have to be booked.

7.7. Hotel facilities such as swimming pools, restaurants, spas, fitness centres and recreational activities may be unavailable due to maintenance, seasonal conditions or operational reasons. Customers may check with the Company before confirming if a particular facility is essential.

7.8. If a hotel is unable to provide confirmed accommodation, the Company will make reasonable efforts to arrange alternative accommodation of a comparable standard, subject to availability.

7.9. If the alternative arrangement involves a material change in the agreed package, the Company will communicate the revised arrangement and any applicable price adjustment for the customer's approval.

7.10. Personal expenses at the hotel, including minibar, laundry, room service, telephone calls, damages and other incidental expenses, must be settled directly by the customer.

8. CHILDREN, EXTRA BEDS AND ROOM OCCUPANCY

8.1. Child policies, age limits and accommodation charges vary between hotels and destinations.

8.2. Certain hotels permit one or two children to share their parents' room, subject to the hotel's occupancy policy and applicable safety regulations.

8.3. Complimentary child accommodation, where offered, may not include an extra bed, meals, additional amenities or other services unless specifically mentioned in the booking confirmation.

8.4. Extra beds, additional bedding, child meals and other supplementary arrangements may attract additional charges.

8.5. Customers are advised to request and confirm extra beds at the time of booking to avoid inconvenience during check-in.

8.6. Maximum room occupancy is determined by the hotel's regulations, room category and local safety requirements. The Company cannot guarantee accommodation exceeding the hotel's permitted limits.

8.7. Customers must provide accurate dates of birth and ages of children at the time of booking. Incorrect age details may result in additional charges or refusal of accommodation by the hotel.

9. CHANGES OR AMENDMENTS BY THE COMPANY

9.1. The Company makes every reasonable effort to operate holidays and tours according to the confirmed itinerary.

9.2. Changes may occasionally become necessary due to weather conditions, operational requirements, supplier restrictions, safety concerns, government regulations or other unforeseen circumstances.

9.3. In such situations, the Company will make reasonable efforts to provide suitable alternative arrangements of a comparable standard.

9.4. Material changes to the itinerary, accommodation or included services will be communicated to the customer as soon as reasonably practicable.

9.5. Where a material change is proposed before departure, the customer will be informed of available alternatives and any applicable price adjustment.

9.6. If the customer does not accept a material alternative arrangement, the Company will discuss available cancellation and refund options in accordance with applicable law and supplier refund conditions.

9.7. The Company will not be responsible for additional expenses or losses caused by circumstances beyond its reasonable control, except to the extent that liability cannot legally be excluded.

10. CANCELLATION OR TERMINATION BY THE COMPANY

10.1. The Company reserves the right to cancel a tour or holiday where it becomes impractical, unsafe or impossible to operate due to circumstances beyond its reasonable control.

10.2. Certain group tours and departures may require a minimum number of participants. If the minimum number is not achieved, the Company may offer an alternative departure date, an alternative tour arrangement, a revised price based on the actual number of participants, or cancellation with an applicable refund.

10.3. Any proposed additional payment due to a change in group size will be communicated to the customer for approval. The customer will not be required to accept an unapproved price increase.

10.4. Where the Company cancels a confirmed tour for reasons attributable to the Company, the customer will be offered an appropriate alternative or refund of amounts paid for the affected services, subject to applicable law.

10.5. Where cancellation is caused by circumstances beyond the Company's reasonable control, the Company will communicate available alternatives and applicable supplier refund conditions.

11. AIRLINE TICKETS AND FLIGHT CHANGES

11.1. Air tickets are subject to the fare rules, conditions of carriage and policies of the respective airlines.

11.2. Special promotional fares, group fares, discounted fares and other restricted tickets may have limited or no refund or amendment facilities.

11.3. Changes to travel dates, passenger names, flight sectors or other ticket details are subject to airline approval and may involve amendment fees, fare differences or the purchase of a new ticket.

11.4. Once a flight ticket has been issued, changes or cancellations must comply with the applicable airline rules.

11.5. If a customer wishes to extend or shorten their stay, additional airfare or applicable amendment charges may be payable.

11.6. Unused flight sectors or ticket coupons may have no refund value, depending on the airline's fare conditions.

11.7. Flight schedules, departure timings, routes, aircraft and operational arrangements may change due to airline decisions. The Company will assist customers with available alternatives and communication with the airline, where applicable.

11.8. Customers are responsible for reaching the airport on time and completing check-in and boarding formalities within the airline's prescribed deadlines.

11.9. In the event of flight delays, cancellations, missed connections or denied boarding, applicable airline conditions and passenger rights regulations will apply. The Company will provide reasonable assistance in coordinating with the airline where the booking has been arranged through the Company.

12. PASSPORT, VISA AND TRAVEL DOCUMENTATION

12.1. Customers are responsible for ensuring that they possess valid passports, visas, entry permits, transit visas, vaccination certificates and other documents required for their journey.

12.2. Passport validity requirements vary depending on the destination and transit country. Many destinations require a minimum validity of six months beyond the intended travel date, but this is not universal.

12.3. Customers must verify the latest entry, exit, transit and immigration requirements applicable to their nationality and itinerary before departure.

12.4. Visa approval is solely at the discretion of the relevant embassy, consulate or immigration authority. The Company cannot guarantee visa approval.

12.5. Where visa assistance is provided by the Company, the service is subject to the requirements and processing procedures of the relevant authorities.

12.6. Visa rejection, delay, refusal of entry or immigration-related issues will be handled according to applicable airline, hotel and supplier cancellation conditions.

12.7. Customers must ensure that all information and documents submitted for visa applications are accurate and genuine.

12.8. Financial loss, additional expense or cancellation charges resulting from incorrect or incomplete documents supplied by the customer may be payable by the customer, subject to applicable law.

13. HEALTH, SAFETY AND SPECIAL ASSISTANCE

13.1. Customers should assess their fitness and ability to participate in the planned travel activities.

13.2. Special assistance requirements, mobility limitations, dietary requirements or other arrangements that may affect the travel experience should be communicated to the Company before booking.

13.3. Certain activities, excursions and destinations may have specific health, age, weight or fitness requirements. Customers must follow the relevant safety instructions.

13.4. Customers are responsible for carrying any prescribed medication and necessary medical documents for their journey.

13.5. The Company strongly recommends that customers consult a qualified medical professional where appropriate before undertaking physically demanding travel activities.

13.6. The Company will make reasonable efforts to communicate special requirements to relevant suppliers. Availability of special assistance and facilities is subject to supplier confirmation.

14. TRANSPORTATION, TOURS AND OTHER SERVICES

14.1. Transportation, sightseeing, excursions and other ground arrangements are subject to the confirmed itinerary and service inclusions.

14.2. Vehicle type, seating capacity and luggage capacity will be based on the agreed transportation arrangement.

14.3. Additional vehicle requirements, sightseeing, route changes, extended waiting time or services outside the confirmed itinerary may attract additional charges.

14.4. Customers must follow the instructions of drivers, tour guides and local representatives, particularly regarding safety and reporting times.

14.5. Sightseeing arrangements may be modified due to weather, traffic, local restrictions, public holidays, operational requirements or other unforeseen circumstances.

14.6. Optional tours or activities not included in the confirmed package will be charged separately.

15. COMPLAINTS AND CUSTOMER ASSISTANCE

15.1. The Company aims to provide services in accordance with the confirmed itinerary and booking details.

15.2. If a service does not meet the agreed arrangements or a customer experiences a problem during the trip, the customer should immediately notify the Company's representative, local tour operator, hotel management or relevant service provider, as appropriate.

15.3. Prompt notification gives the Company a reasonable opportunity to investigate the matter and arrange corrective action wherever possible.

15.4. If the issue remains unresolved, the customer may submit a written complaint to the Company within 30 days of completing the journey, along with supporting documents, photographs, receipts or other relevant evidence.

15.5. The Company will acknowledge and review genuine complaints and make reasonable efforts to provide a response within 15 working days. Where further investigation is required, the customer will be informed accordingly.

15.6. Any refund or compensation arising from a complaint will be considered based on the confirmed services, supporting evidence, applicable supplier conditions and relevant laws.

15.7. Nothing in this clause limits the customer's statutory rights or right to approach the appropriate consumer dispute redressal authority.

16. BROCHURES, ITINERARIES AND PACKAGE INFORMATION

16.1. Information provided in brochures, quotations, websites, social media, itineraries and other promotional materials is based on information available at the time of publication.

16.2. Photographs and illustrations are for general reference and may not represent the exact room, vehicle, facility or service provided.

16.3. All confirmed services will be governed by the final written quotation, itinerary and booking confirmation issued by the Company.

16.4. Amendments to confirmed arrangements will be communicated to the customer.

16.5. Customers are advised to review the final itinerary, inclusions, exclusions and special conditions carefully before confirming the booking.

17. THIRD-PARTY SERVICE PROVIDERS

17.1. Travel arrangements may involve independent third-party service providers, including airlines, hotels, cruise operators, transport companies, tour guides, restaurants, insurance providers and other suppliers.

17.2. Such services are subject to the respective supplier's terms, conditions, operating policies and safety regulations.

17.3. The Company will take reasonable care when selecting and coordinating service providers and will communicate relevant supplier conditions to customers where applicable.

17.4. Where the Company acts as an intermediary or booking agent, delivery and operation of the relevant service remain subject to the terms of the actual service provider.

17.5. Where the Company acts as the organiser or contracting supplier of a package, its obligations will be determined by the confirmed package arrangements and applicable law.

18. FORCE MAJEURE AND UNFORESEEN CIRCUMSTANCES

18.1. The Company shall not be held responsible for delays, interruptions, changes or inability to provide services to the extent directly caused by events beyond its reasonable control.

18.2. Such circumstances may include natural disasters, floods, earthquakes, storms and extreme weather; fire, explosions and major accidents; war, terrorism, civil unrest, riots and political disturbances; government restrictions, border closures and immigration changes; epidemics, pandemics and public health emergencies; strikes and industrial disputes; airline, airport, hotel or supplier shutdowns; and other events that could not reasonably have been prevented or anticipated.

18.3. If such circumstances affect a confirmed booking, the Company will make reasonable efforts to assist customers with alternative arrangements, rescheduling or available refunds.

18.4. Refunds, cancellations and additional expenses will be handled in accordance with applicable law and relevant supplier conditions.

18.5. Nothing in this clause excludes liability for matters that cannot legally be excluded.

19. LIABILITY AND RESPONSIBILITY

19.1. The Company undertakes to exercise reasonable care and diligence in arranging and coordinating the travel services confirmed with the customer.

19.2. The Company is not responsible for independent decisions or operational failures of third-party service providers to the extent such matters are beyond the Company's reasonable control and the Company has fulfilled its own applicable obligations.

19.3. The Company will provide reasonable assistance in communicating with suppliers and seeking appropriate solutions where a service disruption occurs.

19.4. Customers are responsible for their personal belongings, travel documents, baggage, valuables and other personal property during the journey.

19.5. Customers must comply with local laws, safety instructions, hotel rules, airline regulations and other applicable requirements during their travel.

19.6. The Company shall not be liable for losses arising from the customer's negligence, failure to follow instructions, inaccurate information or breach of these terms, to the extent permitted by law.

19.7. Nothing in these terms and conditions shall exclude or restrict liability arising from fraud, wilful misconduct, negligence or breach of statutory obligations where such liability cannot legally be excluded or restricted.

20. PERSONAL INFORMATION AND DATA PROTECTION

20.1. The Company may collect and process personal information required to manage bookings, issue tickets, arrange accommodation, process payments, provide travel assistance and comply with legal requirements.

20.2. Such information may be shared with relevant airlines, hotels, transport operators, visa processing agencies, insurance providers and other service providers where necessary to fulfil the booking.

20.3. The Company will take reasonable measures to protect customer information and handle it in accordance with applicable data protection and privacy laws.

20.4. Customers must ensure that they have the necessary authority or consent to provide personal information on behalf of other travellers included in their booking.

21. GOVERNING LAW AND JURISDICTION

21.1. These Booking Terms and Conditions shall be governed by and interpreted in accordance with the laws of India.

21.2. Subject to applicable consumer protection laws and the jurisdiction of statutory authorities, courts having competent territorial jurisdiction in Thiruvananthapuram, Kerala, shall have jurisdiction over disputes arising from these terms and conditions.

21.3. Nothing in this clause shall restrict a customer's statutory right to approach a consumer commission or other competent authority having jurisdiction under applicable law.

22. DEFINITIONS

Company: VFM Holidays & Travel Private Limited.

Customer: The person who makes, confirms or enters into a booking arrangement with the Company.

Traveller: Any person included in the booking and travelling under the confirmed arrangements.

Booking: A reservation or arrangement made by the Company for travel-related services on behalf of or for the customer.

Contract: The agreement between the Company and the customer comprising the confirmed quotation, itinerary, booking confirmation and these terms and conditions.

Services: Travel-related arrangements, including air tickets, accommodation, transportation, sightseeing, cruises, visa assistance, insurance and other services included in the confirmed booking.

Supplier / Service Provider: Any independent airline, hotel, transport operator, tour operator, cruise company, insurance provider or other organisation providing the services.

Force Majeure: An unforeseen event or circumstance beyond the reasonable control of the affected party that prevents or materially affects the performance of the agreed services.

CUSTOMER ACKNOWLEDGEMENT

I/We confirm that I/we have read, understood and accepted the Booking Terms and Conditions of VFM Holidays & Travel Private Limited. I/We understand that the booking is subject to the confirmed itinerary, payment schedule, cancellation policy and applicable terms of the respective service providers. I/We confirm that the information provided for the booking is accurate and that I/we have been given an opportunity to clarify any questions regarding the travel arrangements and applicable conditions.

Customer / Lead Traveller Name	_____	
Booking Reference Number	_____	
Signature	_____	
Date	_____	

VFM HOLIDAYS & TRAVEL PRIVATE LIMITED

www.vfmholidays.com

All tours and travel arrangements are organised or facilitated by VFM Holidays & Travel Private Limited in accordance with the confirmed booking arrangements and these terms and conditions. E. & O. E. (Errors and Omissions Excepted)

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