

TERMS & CONDITIONS FOR DOMESTIC TOUR

All correspondence(s) in respect of Tours / Travel Services and bookings should be addressed to (a.k.holidays24@gmail.com) AK Holidays Tours and Travels, Macca Pahad, South Andaman, Andaman & Nicobar Islands.

BOOKING

On confirmation of booking, your contract is with AK Holidays Tours and Travels. A contract exists between us when we confirm your tour / travel services and have received the advance amount from your end.

PAYMENT

For the services contracted, a minimum deposit of 50% of the total cost is to be paid by you to AK Holidays Tours and Travels. The advance amount is required to hold the booking on a confirmed basis.

BALANCE PAYMENT

Balance payment of 50% is to be made 2 days prior to the date of start of services. Any booking made within 15 working days of the date of services would be considered a late booking, and for the same, the full and final payment is required to be made at the time of booking itself.

Note:

- *In the case of bookings for hotel, or resort, Cruise, water sport and site seeing bookings during peak season (15th December to 15th January), full payment is required to be made at the time of booking itself.*
- *During the peak season, the charges will be increased as per the hotelier's decision.*

MODE OF PAYMENT

Account Details

Account Name : A K HOLIDAYS TOUR AND TRAVELS
Account No : 00000043373595720
Bank Name : State Bank of India
Branch Address : Prothrapur
IFSC Code : SBIN0018262

Note:

- *In case of payment through credit / debit card, 5% bank charges would be levied over and above the total amount.*
- *All payments should be free and clear of any withholding tax and deduction.*
- *Bank charges, if any, for remittance (by remitting bank or by intermediary bank) would be strictly borne by the guest.*

PAYMENT PROCEDURE

Policy Regarding Cancellation / No Show / Early Departure

In case of cancellation of tour / travel services due to any avoidable / unavoidable reasons, the guest must inform us in email writing. Cancellation charges would be effective from the date we receive the letter through email writing, and cancellation charges would be as follows:

- More than 30 days before departure: 10% of the total cost
- 15-30 days before departure: 25% of the total cost
- 7-14 days before departure: 50% of the total cost

- Less than 7 days before departure: 100% of the total cost

Note:

- *Irrespective of the above-mentioned cancellation slabs, in case of cancellation of tour / travel services after the booking is made with us, a minimum of 10% service charges would be applicable.*
- *In case you cancel the trip after commencement, the refund is not applicable for hotel, cruise.*
- *Please note that if bookings during the peak season, no refund would be made*

REFUND

In regard to the refund of unused / unutilized services (which are paid for and cancelled in advance), the refund amount would be worked out based on the cancellation policy as described above and the money would be accordingly refunded to the guest who made the payment to us. Please note that the refund process may take within 2 weeks due to banking procedures. If the refund is made to the credit card account or bank account, the bank charges would be debited from the refund amount.

ARRIVAL AND DEPARTURE POLICY

- **Check-In Timings:** Depends upon the hotels policy. Early arrival is subject to availability. For guaranteed early check-in, reservation needs to be made starting from the previous night.
- **Check-Out Timings:** Late check-outs are available on request, subject to availability and charges as per the hotels policy is applicable.

EXTRA USAGE OF VEHICLE

Please note that the cost of extra usage of the vehicle (cars / coaches with the driver) which are not included in the services are chargeable as per the site seeing locations.

OUR LIABILITIES & LIMITATIONS

- After the tour / service cost is finalized, any increases in entrance fees for cellular jail, museums, light show, water sports, cruise fare, taxes, guide charges have to be borne by the guest.
- AK Holidays Tours and Travels rates are based on the prevailing rates as negotiated by us with the hotels, cruise etc. Hotels and cruise retain the right to modify the rates without notice. In case of such change, the rates quoted by us before modification can be changed by us according to the modifications by hotels or cruise.
- AK Holidays Tours and Travels and its associates act only in the capacity of an agent for the hotels, cruise, transporters & contractors providing other services & all exchange orders, receipts, contracts & tickets issued by us, are issued subject to terms & conditions under which these services are provided by them. The tickets, coupons, or passage contract in use by the carrier / hotel or other contractors rendering services shall constitute the sole contract between the clients and such contractors.
- AK Holidays Tours and Travels itineraries are samples, providing a general idea of the likely trip schedule. Factors like weather, road conditions, and participants' physical abilities may require changes. AK Holidays reserves the right to amend the itinerary, including transportation and accommodation, without notice, prioritizing participants' safety, comfort, and well-being. No rebates, allowances, or refunds will be provided; any extra costs will be payable by the client.
- AK Holidays Tours and Travels shall not be responsible for any delay or change in the programme or expenses incurred or special / consequential loss, injury, and damage - directly or indirectly - due to natural hazards, flight cancellations, accident, breakdown of machinery or equipment, breakdown of transport, weather, sickness, landslides, political closures, acts of God, perils incident to the sea, floods, fire, acts of Government or any other authorities, wars, civil disturbances, riots, theft, pilferage, epidemics, quarantines, medical or custom department regulations, defaults, or any other causes beyond our control or any untoward incidents or any

such causes whatsoever including any liability or extra expenses sustained by the clients. Further, the clients shall be liable for the liability or extra expenses incurred by him / her as a result of the foregoing causes.

- AK Holidays Tours and Travels shall not be responsible and shall not accept any liability towards the clients or his / her legal representative for any loss of property or damages resulting from death or injuries including loss of services which the clients may sustain on account of an act, negligence, or default by any transportation company, hotel agents or any other body of persons, its agents, or service providers providing such services or facilities or arising out of or while engaged in any tour, means of transportation or other services, whether due to ownership, maintenance, use, operation or control of any automobile, bicycle, boat, motor, or other vehicle in common carrier or otherwise and whether due to its or their negligence or otherwise or regardless of how caused. Clients using sporting equipment, bicycles, sailing boats, scuba diving gear, hired or supplied by hotels or rental bodies shall do so at their own risk.
- AK Holidays Tours and Travels do not have any insurance policy covering the expenses for accidents, sickness, loss due to theft, or any other reasons. Visitors are advised to seek such insurance arrangements in their home country. All baggage & personal property at all times are at the client's risk.
- AK Holidays Tours and Travels reserves the right to cancel any services if it deems that the tour, trip, or passage is impracticable for any reason or should circumstances warrant such action, upon refunding the value thereof and the client shall not have any other or further claim against the company by any reason thereof.
- AK Holidays Tours and Travels reserves the right to refuse to carry out its contract with any person whom it may consider undesirable in its absolute discretion and it shall not be required to show any reason for doing so. All disputes arising in connection with this agreement shall be referred to an Arbitrator to be appointed by AK Holidays Tours and Travels. All such disputes shall be subject to the jurisdiction of Andaman (India) Courts only. The laws of India shall govern the validity, interpretation, construction, performance, and enforcement of these terms and conditions.



AK Holidays

YOUR JOURNEY. OUR EXPERTISE.

