

**Important Information,
Booking Information and Booking Form**



IMPORTANT INFORMATION

At Greaves Travel we strongly hope that your holiday lives up to your expectations. Our years of experience in dealing with the Indian Subcontinent has gone into formulating the tour itineraries on offer. Due care has been taken to put the best possible ground arrangements in place for you to have a memorable holiday. However, we seek your patience and understanding while travelling in the Subcontinent. Sometimes minor problems may occur, but our ground staff will always be on hand to try and solve such occurrences. The following information is provided to help you prepare and get the best out of your holiday. Please read this information carefully.

1 PASSPORTS

Please ensure that your passport is in order. You will need a full 10 Year British Passport, valid for at least 6 months beyond your planned return date. Passports can be obtained by post from any of the Passport Offices located throughout the country. These offices are at Glasgow, Liverpool, Peterborough, Durham, Belfast and Newport South Wales. Passports can also be obtained from The London Passport Office, Globe House, 89 Eccleston Square, London SW1V 1PN, in person by appointment only. For any enquiry concerning passports please refer to www.gov.uk/browse/abroad/passports.

2 VISAS

Visas are required for entry into **India, Nepal, Bhutan, Sri Lanka** and the **Maldives**. Up-to-date information on visa requirements can be found on our website at:

<https://www.greavesindia.co.uk/about-us/faqs-travel-guide/#passport-visas>

Please be aware that visa information is subject to change by the relevant government at any time.

3 HEALTH AND DISABILITY

Please be aware that we cannot provide medical advice, you should always seek advice from a medical professional.

In order to travel to some destinations, you may require travel vaccinations. You should contact a qualified healthcare professional at least 2 months before the date of travel, for all medical advice including details of recommended vaccinations and whether any additional measures, such as malaria treatment, are advised.

Please inform us at the time of booking if you or any of your party suffer from a disability. We will do our utmost to provide an itinerary to suit your needs however there are accessibility challenges with many hotels throughout India.

Your itinerary may include sections with high altitude, for example areas of Bhutan and Nepal. If you suffer from any health condition which could increase the risk of traveling to a high-altitude area, for example circulation, heart or respiratory problems, you must consult with your doctor before confirming your booking. If you are unsure whether your itinerary includes any high-altitude areas please check with our staff and then confirm with your doctor whether it is safe for you to travel before confirming your booking with us.

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Your itinerary may involve exposure to environmental, climatic, food-borne and water-borne health risks, for example in areas of India, Nepal, Bhutan, Sri Lanka and the Maldives. You are responsible for obtaining appropriate medical advice before travel, including advice regarding vaccinations, preventative medication and fitness to travel. You acknowledge that responsibility for complying with medical advice, vaccination requirements and recommended health precautions rests with you. We strongly recommend that all travelers obtain comprehensive travel insurance which includes medical expenses, emergency evacuation and repatriation (see Section 7 Travel Insurance below for further details).

4 YOUR FINANCIAL PROTECTION

Our holidays are financially protected by the ATOL scheme. When you buy any ATOL protected flights or flight inclusive holiday from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong. For more information about financial protection and the ATOL Certificate go to:

<https://www.caa.co.uk/atol-protection/atol-compliance/complying-with-the-atol-standard-terms/atol-certificates/>

5 FOREIGN & COMMONWEALTH OFFICE ADVICE

You are strongly advised to check for any Foreign, Commonwealth & Development Office advice concerning travel to India before booking your holiday. Please ask one of our consultants for further information or alternatively, the information can be obtained from <https://www.gov.uk/foreign-travel-advice>.

6 DATA PROTECTION

In order to process your booking and to ensure that your travel arrangements run smoothly and meet your requirements, we need to use the information you provide such as name, address, any special needs/dietary requirements etc. We take full responsibility for ensuring that proper security measures are in place to protect your information. We must pass the information on to the relevant suppliers of your travel arrangements such as airlines, hotels, transport companies etc. The information may also be provided to security or credit checking companies, public authorities such as customs/ immigration if required by them, or as required by law. Additionally, as your holiday is outside the United Kingdom and European Economic Area (EEA), controls on data protection in your destination may not be as strong as the legal requirements in this country. We will not however, pass any information onto any person unless this is necessary to facilitate your travel arrangements and will ensure that any transfer of your personal information is in accordance with data protection laws. This applies to any sensitive information that you choose to give to us such as details of any disabilities, or dietary/religious requirements. If we cannot pass this information to the relevant suppliers, whether inside the UK and EEA or not, we cannot provide your booking.

The data controller for your booking is Greaves Travel Ltd and its data protection policy can be located at <https://greavesindia.co.uk/about-us/data-protection-policy/>. You are entitled to a copy of your information held by us. If you would like to see this, please contact us. Please note that where information is also held by your travel agent, this is subject to your agents own data protection policy.



7 TRAVEL INSURANCE

Greaves Travel requires that you take out comprehensive travel insurance as soon as your booking has been confirmed, to cover the period starting from confirmation of your booking and ending on your holiday return date (inclusive of the return date). Please ensure that this includes, but is not limited to, appropriate cover against trip cancellation, the cost of any medical expenses, including repatriation due to injury/illness/death, cover for pandemic related cancellations or expenses (including for holiday interruption, quarantine, all additional hotel expenses, medical assistance and hospitalisation), any loss of luggage, personal items or money and personal liability you might incur whilst overseas. Such insurance must remain in force for the duration of your travel arrangements.

Greaves Travel are not insurance providers and cannot offer advice on insurance products. It is essential that you discuss both your itinerary and your specific needs with your chosen policy provider to ensure you are fully protected. Please read your policy details carefully, ensure that you are familiar with the scale of your cover and take the relevant documentation with you on your holiday.

We cannot accept responsibility for any loss that you or any member of your travelling party suffers if the individual is not adequately insured. You will be asked, at the point of signing the booking form, to provide evidence of your insurance policy or to follow up with details immediately afterwards where a policy is not already in place at the point of booking. Failure to maintain adequate insurance may affect our ability to assist you in the event of illness, injury or disruption during your travel arrangements.

You are independently responsible for the cost of any insurance product you choose to purchase.

INDIA SPECIFIC INFORMATION

8 TRANSPORTATION

TRAVELLING BY ROAD

The roads in India can be very unpredictable and are frequently narrow, bumpy and pot-holed. At times you will also see livestock wandering along the roads. Journey times can vary for these reasons and also due to a change in road conditions which can be brought on by the monsoons. This is beyond the control of Greaves Travel. All our drivers are, however, trained and experienced. We generally use air-conditioned sedan cars. Where we offer trips to larger groups, we may also use deluxe air-conditioned coaches, but these cannot in anyway be compared to that of western coaches.

TRAVELLING BY TRAIN

Train travel in India is very interesting and a better way to measure the rhythm of the country. Trains in India are basic but are usually comfortable. Where possible we will always try and reserve first class or air-conditioned carriages, but these cannot always be reserved and do not exist on all routes. Our tour consultants will be glad to discuss the facilities available on the route you would be taking. Overnight train journeys are generally not recommended.

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TRAVELLING BY AIR

When booking the international airfare we will use our special inclusive tours fares from the airlines. Whilst these are very competitive fares it does mean that they are heavily restricted / inflexible tickets and do not allow for changes or any refunds once they have been issued. Our itineraries include some internal air travel in India. The main airlines used are Air India and Jet Airways, however there are other domestic carriers. Inflight catering is basic. Travel is in economy class. Unfortunately, some airlines have a reputation for flight delays, cancellations and occasionally strikes. These aspects can be trying at times and patience, and a good sense of humour will help a great deal. Such problems are outside of Greaves Travel's control, however we will offer a suitable alternative with the minimum change to the itinerary as possible at no extra cost to yourself. Should you find this unsuitable our agents will endeavour to make arrangements as per your instructions, however any extra costs will have to be borne by the traveller. Please note all domestic flights in India have a baggage restriction of 15kgs per person in economy class.

9 ACCOMMODATION

The standards of accommodation vary dramatically throughout the Indian Subcontinent. The comparison of these standards with the western code of classification is not possible. As many of the hotels in India are constantly trying to improve their services, you may occasionally find that your hotel has building work being carried out. We will of course try to arrange your accommodation at another hotel should we know in advance that the building work is being carried out, however if this is not possible we will try and arrange for your room to be as far away from the building work as possible, although this cannot be guaranteed.

10 AIRPORT DEPARTURE TAXES

The cost of our tours include airport departure taxes from both India & the UK.

11 TIME DIFFERENCE

Indian standard time is 5 and a 1/2 hours ahead of GMT. India has only one-time zone.

12 ELECTRICITY

The electric current in India is 230-240V and electricity is widely available in the main towns, cities and tourist destinations. Sockets are the three round-pinned variety, similar (but not identical) to European sockets.

13 GRATUITIES & TIPPING

This is entirely at your discretion. However, the following may be helpful. If service is not included in the bill, 10% is usually the accepted amount. Hotel and railway porters will expect about 50 rupees for one piece of luggage and about 200 rupees for a trolley full. At the end of your stay if you wish to tip your sightseeing guide and driver, an acceptable amount for the guide would be approximately between 400 – 500 Rupees per day; and for the driver, it would be approximately 500 rupees per day or more depending on the distance covered.

14 CURRENCY

There are no restrictions on the amount of foreign currency you may bring into India, provided a declaration is made in the currency declaration form given to arriving passengers. However, cash, bank notes up to US \$10,000 or equivalent need not be declared at the time of



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entry. It is advisable to change your money through authorised banks and hotels. Hotels are probably the most convenient option, as their rates are usually only a little poorer than the banks. Always keep your receipts, as you will need them at the end of your trip if you wish to convert your rupees back to your own currency. The units of Indian currency are the rupee and the paise. There are 100 paise in the rupee. Paper money comes in the denominations of 5, 10, 20, 50, 100, 200, 500 and 2000 rupees and coins are available in 1, 2, 5 10 and 20. All major credit cards are accepted in most hotels and restaurants and government shops. There are ATM machines at all major airports, as well as in all major cities.

15 SHOPPING

India is a shopper's paradise with the promise of some excellent buys! However, as a word of caution, import duty may be levied on certain items that you have purchased when you reach the airport to depart India. Many local shopkeepers may claim that there is no duty levied, but this could be incorrect information.

Please try and carry back all the goods that you purchase with you to avoid storage charges. If you are planning major shopping, please seek information and advice from customs authorities before departing on your tour. When shopping for expensive items such as precious stones, carpets etc, the shopkeepers may guarantee the authenticity of the item, but expert knowledge is essential to ascertain their true value. For general shopping we recommend the Government Emporiums, and the shops in the hotels where quality and price are a little more reliable. You will find a huge choice of goods, from fashion bags and shoes, to Indian silks and handicrafts. Do not forget that any item that is more than 100 years old is banned from export out of the country, as is ivory, crocodile skin and other wildlife products. We pride ourselves on the quality of our sightseeing guides. However, if at any time you feel pressured by the guides to purchase any goods, we would be grateful if you would bring it to the attention of our local representatives. Please note that bargaining is common in India at most of the establishments except at the Government Emporiums where prices are generally fixed.

We will not be responsible for your dissatisfaction in respect of any item purchased during the course of your journey.



STANDARD INFORMATION FORM FOR PACKAGE HOLIDAYS

PART 1 – GENERAL

The combination of travel services offered to you is a package within the meaning of the Package Travel and Linked Travel Arrangements Regulations 2018.

Therefore, you will benefit from all EU rights applying to the packages. Greaves Travel will be fully responsible for the proper performance of the package as a whole.

Additionally, as required by law, Greaves Travel has protection in place to refund your payments and, where transport is included in the package, to ensure your repatriation in the event that it becomes insolvent.

PART 2 – KEY RIGHTS UNDER THE PACKAGE TRAVEL AND LINKED TRAVEL ARRANGEMENTS REGULATIONS 2018

- Travellers will receive all essential information about the package before concluding the package travel contract.
- There is always at least one trader who is liable for the proper performance of all the travel services included in the contract.
- Travellers are given an emergency telephone number or details of a contact point where they can get in touch with the organiser or the travel agent.
- Travellers may transfer the package to another person, on reasonable notice and possibly subject to additional costs.
- The price of the package may only be increased if specific costs rise (for instance fuel prices), and if expressly provided for in the contract, and in any event not later than 20 days before the start of the package. If the price increase exceeds 8% of the price of the package, the traveller may terminate the contract. If the organiser reserves the right to a price increase, the traveller has a right to a price reduction if there is a decrease in the relevant costs.
- Travellers may terminate the contract without paying any termination fee and get a full refund of any payments if any of the essential elements of the package, other than the price, has changed significantly. If before the start of the package the trader responsible for the package cancels the package, travellers are entitled to a refund and compensation where appropriate.
- Travellers may terminate the contract without paying any termination fee before the start of the package in the event of exceptional circumstances, for instance if there are serious security problems at the destination which are likely to affect the package.
- Additionally, travellers may at any time before the start of the package terminate the contract in return for an appropriate and justifiable termination fee.
- If, after the start of the package, significant elements of the package cannot be provided as agreed, suitable alternative arrangements will have to be offered to the traveller at no extra cost. Travellers may terminate the contract without paying any termination fee, where services are not performed in accordance with the contract and this substantially affects the performance of the package and the organiser fails to remedy the problem.
- Travellers are also entitled to a price reduction or compensation for damages or both where the travel services are not performed or are improperly performed.
- The organiser has to provide assistance if the traveller is in difficulty.

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- If the organiser or the retailer becomes insolvent, payments will be refunded. If the organiser or, where applicable, the retailer becomes insolvent after the start of the package and if transport is included in the package, repatriation of the travellers is secured. Greaves Travel has taken out insolvency protection with the Air Travel Organisers Licensing (ATOL) scheme. Travellers may contact this entity or, where applicable, the competent authority; (Civil Aviation Authority, Gatwick Airport South, West Sussex, RH6 0YR, UK, telephone: 0333 103 6350, email: claims@caa.co.uk) if services are denied because of Greaves Travel's insolvency.

PART 3 – THE PACKAGE TRAVEL AND LINKED TRAVEL ARRANGEMENTS REGULATIONS 2018

The Package Travel And Linked Travel Arrangements Regulations 2018 are available at:
<https://www.legislation.gov.uk/ukxi/2018/634/contents>



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BOOKING CONDITIONS

These Booking Conditions include important information and set out contractual terms and conditions which apply to any booking made with GREAVES TRAVEL LTD, 53 Welbeck Street, London W1G 9XR. Registered in England No. 1032421 ("Greaves Travel", "you", "us" or "our").

We can be contacted at Tel: 0207 487 9111 or email: tours@greavesuk.com.

Greaves Travel has taken out insolvency protection with the Air Travel Organisers Licensing (ATOL) scheme. Travellers may contact this entity at Address: Civil Aviation Authority, Gatwick Airport South, West Sussex, RH6 0YR, UK, Telephone: 0333 103 6350, or email: claims@caa.co.uk.

When we refer to "you" and "your" this means the person making a booking with us and all other named members of the party.

1 MAKING YOUR BOOKING

a) To make a booking you must read, complete and sign the Greaves Travel booking form. The person signing a booking form confirms that they have the authority to make, change and if necessary, cancel the booking on behalf of all named members of the party and is accepting these Booking Conditions on behalf of all party members. These Booking Conditions apply equally to all named party members, who should be provided with a copy.

b) A non-refundable deposit is payable at the time of booking. The amount of that deposit reflects the costs and liabilities that we are likely to incur upon confirming your booking and is calculated as follows:

- where the holiday price is less than £4,000 per person, a non-refundable deposit of £800 per person; and
- where the holiday price is £4,000 per person or more, a per person non-refundable deposit equal to 20% of the total per person holiday price.

If you book less than 10 weeks before departure, full payment of the booking price must be submitted with your booking form.

c) On receipt of your completed booking form and the required payment, Greaves Travel will issue a Confirmation Invoice. A contract will be formed once the Confirmation Invoice has been issued.

d) Our contract is made up of these **Booking Conditions**, the signed **Booking Form** and your final **Booking Itinerary** provided to you prior to you signing the Booking Form.

2 ADVANCED PAYMENTS

Due to advanced payment requirements imposed by certain suppliers (including, without limitation, some hotels, private charter operators, luxury trains, wildlife resorts & other service providers), we may require payment of a higher non-refundable deposit and/or additional staged payments on certain itineraries. Any such requirements will be notified to you, together with the total booking price, before you confirm your booking and will form part of your contract with us. Additional staged payments relating to bookings with a private



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charter element are typically non-refundable (we will notify you if this is the case when we first provide you with the payment schedule) and will be taken into account when calculating cancellation charges under paragraph 6.

3 TRAVEL AGENTS

If your booking is made through an authorised Travel Agent, Greaves Travel will address all communications to that Travel Agent.

4 YOUR BALANCE PAYMENT

The balance of the price of your holiday must be paid at least 10 weeks before your departure date. If the balance is not paid in time, we reserve the right to treat this as you cancelling your holiday and retain your deposit in line with the cancellation charges set out in paragraph 6 below. If you make your booking within 10 weeks of departure you must pay for the holiday in full at the time of booking.

5 ALTERATIONS TO YOUR BOOKING

a) If, after we have issued the Confirmation Invoice, you wish to make any amendments to your travel arrangements, the person who signed the booking form must notify us in writing at tours@greavesuk.com. We will do our utmost to make the requested changes, which may be subject to additional charges, however we will not always be able to. The amendment request must be accompanied by a payment of £75 per person to cover our administration costs.

b) If after the commencement of your holiday you request any amendment to your arrangements or accommodation, we and our agents will do our best to implement it, but we cannot guarantee that it will be possible. In the event of such an amendment being made you will be liable for any cancellation/retention charges that may be levied by third parties for the previously booked service and for costs incurred by us and our agents in attempting to secure any revised arrangements.

c) Please note that you may also need to take out additional insurance as a result of any change or alteration to your booking.

6 CANCELLATION BY YOU

Standard Bookings (excluding Private Charter Bookings)

a) You may cancel your holiday at any time provided that the cancellation is communicated to us in writing, either directly or via the travel agent with whom you made your booking. As we will already have incurred various costs, we will retain your deposit and any other non-refundable advance payments, and may apply cancellation charges up to the maximum amounts shown below.

**Period before departure
within which written
cancellation is
received by us**

**Amount of cancellation
charge shown as a
percentage of the total
holiday price (including deposit)**



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Greater than 70 days	Loss of deposit only
57 to 70 days	50%*
56 days or less	100%

* If your deposit totals 50% or more of the total holiday price, no additional cancellation charges will be payable for a cancellation between 57 to 70 days

Private Charter Bookings

b) Where your booking includes a private charter element (including, without limitation, a private aircraft, helicopter, yacht, boat, train or other privately chartered transport service) (**Private Charter Bookings**), different cancellation charges may apply. The applicable cancellation charges for Private Charter Bookings will be notified to you before you are bound by the contract and will be set out in the Booking Form and/or Booking Itinerary. Such charges will reflect the non-recoverable deposits, staged payments, cancellation charges and other commitments that we have paid or become contractually obliged to pay to the relevant charter operator. The cancellation charges applicable to your booking form part of your contract with us. By confirming the booking, you agree that such charges represent a reasonable and proportionate reflection of the losses, liabilities and supplier commitments that we incur as a result of cancellation.

Insurance

c) If the reason for cancellation is covered under the terms of an insurance policy, you may be able to recover some or all of the cancellation charges from your insurer, subject always to the terms of the relevant policy.

Transfer of Booking

- d) If, you wish to transfer your booking to another person, we will assist you provided that:
- you notify us of the proposed transfer in writing at least 7 days before departure; and
 - the person to whom the booking is to be transferred satisfies all the conditions applicable to the holiday (which are set out in your Booking Itinerary and these Booking Conditions); and
 - you pay any reasonable costs and expenses we incur in effecting the transfer.

No transfer will be allowed after this time. Where we approve the transfer of your booking, both you and the person to whom it is transferred will be jointly and severally liable to pay us the price of the holiday (or, if part of the price has been paid, the balance of the price) together with any additional costs we incur in effecting the transfer.

Unavoidable and Extraordinary Circumstances

e) If you cancel before the start of your booking because of an Unavoidable and Extraordinary Circumstance at your destination, and those circumstances significantly impact the performance of either your booking or the carriage of your party to the destination, you will not have to pay any cancellation charges, and your deposit will be refunded. See paragraph 10 for details of what counts as an Unavoidable and Extraordinary Circumstance.



7 COMPLAINTS

a) We are responsible for the performance of your holiday. If you have a problem during your holiday, please report the matter in the first instance to our ground representatives at your holiday location or to the manager of the hotel in which you are staying or the supplier of the service concerned. If your complaint cannot be resolved locally, you must report the matter to us by phone or email within 48 hours (or as soon as possible after that), so that we are given the opportunity to remedy the problem while you are still away. If the matter is not resolved to your satisfaction, on your return you should write a letter to our Tours Manager at our head office within 28 days. We will acknowledge your letter upon receipt, and within 28 days of receipt send you a full reply, or a full explanation for any further delay. In any event the full reply will be sent within 56 days of receipt of your letter.

We will need to investigate your complaint and so it is important that any complaint is notified to us within the time periods specified above. Otherwise, we may not have the opportunity to investigate and rectify the problem.

b) It is our policy to take all steps to ensure that every aspect of your holiday conforms with your booking such that complaints do not arise. However, in the unlikely event that a problem does arise which we have not been able to resolve to your satisfaction, we will reimburse you an appropriate sum, for example if a problem arises on one night of your stay, we may reimburse the equivalent of the cost of the accommodation for that night. If you suffer any damage as a result of your holiday not conforming with your booking, provided that we are responsible (see paragraph 12 below for further details of when we are responsible), we may also pay you a reasonable level of compensation.

8 PRICES

Once your booking is accepted by us, we will not make any alteration to the price of your holiday within the period of 20 days before the date on which you are due to depart. Outside of this 20 day period, we may need to revise the price of the holiday upwards or downward solely to allow for variations in: i) transportation costs resulting from the cost of fuel or other power sources; ii) dues, taxes or fees chargeable for services such as landing, taxes or embarkation fees at ports or airports, or iii) the exchange rates applied to the particular package. If such changes in price amount to more than 8% of the holiday price, you will be entitled to cancel your holiday with a full refund of all monies paid (except for any amendment charges incurred in relation to booking amendments previously made by you). Should you decide to cancel for this reason, you must exercise your right to do so within 14 days from the date on which we notify you of such changes to the price. Any refunds will be paid to you within 14 days of cancellation.

9 ALTERATIONS TO YOUR HOLIDAY BY US

It is unlikely that we will have to make any changes to your holiday, but we do plan the arrangements many months in advance. Occasionally, changes may have to be made to your tour (e.g. itineraries, hotel accommodation or other travel arrangements), and these changes may be either major or minor.

a) A minor change is any change apart from a major change as defined below. We will inform you about any minor changes once we are aware of them.



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b) A major change is an alteration to your flight time by more than 12 hours, a change in type or standard of accommodation or a significant alteration to the main characteristic of your holiday such as a change to the destination or the dates of the trip. When a change is a major change, we will advise you as soon as is reasonably possible. You will then have the choice of accepting the change, taking an alternative holiday subject to any change in price that we communicate to you (where the alternative holiday is of a lower price, we will refund the difference), or withdrawing from the contract and accepting a full refund of all monies paid (except for any amendment charges incurred in relation to booking amendments previously made by you). Any refunds will be paid to you within 14 days of cancellation.

In addition, in appropriate cases, we will pay the following compensation per adult (on the assumption that the full balance of your booking has been paid when we notify you of the major change).

Compensation per person, based on the time before departure that the major change was notified to you:

14-55 days before departure: £20

0-13 days before departure: £40

You will not receive any compensation in the event that a major change is made as a result of Unavoidable and Extraordinary Circumstances.

10 CANCELLATION OF YOUR HOLIDAY BY US

It is unlikely that we will need to cancel your booking, however we reserve the right to do so.

a) In circumstances where we cancel your booking, you can either choose to receive a refund of all monies paid, or accept an alternative holiday of an equivalent or lower standard (subject to availability), and where the holiday is of a lower standard to the one originally booked we will refund the difference between the cost of the new holiday and the sums which you have paid to us. Any refunds will be paid to you within 14 days of cancellation.

b) Unless the cancellation is due to Unavoidable and Extraordinary Circumstances, if we cancel your booking within 8 weeks of departure, we will also pay you compensation on the same scale to that shown in paragraph 9 above. If we need to cancel your booking due to Unavoidable and Extraordinary Circumstance, we will not pay any compensation.

Unavoidable and Extraordinary Circumstances means a situation beyond our control, the consequences of which could not have been avoided, even if all reasonable measures were taken. Examples are likely to include war, insurrection, riots, acts of terrorism, serious security issues, pandemics, outbreaks of serious disease and natural disasters and extreme weather conditions making it unsafe to travel.

11 PROVISION OF SERVICES AND ASSISTANCE WHILST YOU ARE AWAY

a) If, whilst you are on holiday, we find that it is not possible to provide a significant proportion of the travel services which we agreed to provide to you or we become aware we will be unable to, we will make suitable arrangements at no extra cost to you for the continuation of your holiday. We will also, where appropriate, reimburse you the difference between the services agreed to be supplied and those actually supplied. Where we cannot



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make such alternative arrangements, or where these arrangements are not reasonably acceptable to you, we will, where appropriate, arrange for you to return to the location from which you departed at the beginning of your holiday by the same form of transport used for your outbound journey (or, if that is not available, another form of transport) and will, where appropriate, pay you a reasonable level of compensation.

b) Where you are in difficulty, we will provide appropriate assistance without undue delay, by providing appropriate information on health services, local authorities and consular assistance; and assisting you to make distance communications and find alternative travel arrangements. We may charge a reasonable fee to cover our costs for such assistance if the difficulty is caused intentionally by you or through your negligence.

c) Our responsibilities extend only to travel services forming part of the package booked with us. Any flights, accommodation, transport, excursions, activities or other arrangements independently arranged by you or on your behalf by a third party do not form part of your package with us and are outside our control and responsibility. If you voluntarily depart from, replace or alter any travel arrangements included within your package during your trip, any replacement arrangements selected by you shall be treated as independently arranged services. We shall have no responsibility for the performance, suitability, safety or consequences of any independently arranged services.

12 OUR RESPONSIBILITY

a) We do not limit our liability where we cannot do so by law, nor do we limit our liability for personal injury or damage caused intentionally by us or with our negligence.

b) We will not be liable for any loss or damage suffered by you or your party which results from: (i) business losses; (ii) the acts or omissions of you or any member of your party; (iii) the acts or omissions of a third party unconnected with our provision of travel services to you, that are unforeseeable or unavoidable; and (iv) Unavoidable and Extraordinary Circumstances (as defined in paragraph 10). This does not affect your rights under paragraph 10 in the event that we are required to cancel your booking due to Unavoidable and Extraordinary Circumstances.

c) If any international convention (for example conventions that apply to travel by air, sea or rail) limits the extent of, or the conditions under which, compensation is to be paid in respect of any part of your booking, the same limitations will apply to Greaves Travel.

d) Subject to paragraphs (a), (b) and (c) above, we are responsible for the performance of your holiday and accept liability should any part of your holiday arrangements booked with us not be as described by us and not be of a reasonable standard and will pay you reasonable compensation for loss or damage that you suffer as a result. The maximum amount of compensation which we will pay you in any circumstance will be 3 times the total cost of your holiday. If you are awarded compensation under any passenger rights legislation or international convention, we are entitled to deduct this from any sum paid to you as compensation by us.



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13 VISAS

Greaves Travel will not be responsible if entry or departure is denied or delayed for any reason whatsoever by the authorities of any country. Up-to-date information on visa requirements can be found on our website at: <https://www.greavesindia.co.uk/about-us/faqs-travel-guide/#passport-visas>. However, it is your responsibility to ensure that you hold the correct and valid travel documents including visas for all countries to be visited and you are independently responsible for the cost of any visas. Bookings do not include the cost of visas and Greaves Travel accepts no responsibility for travellers who have incorrect or insufficient documentation.

14 SPECIAL REQUESTS

If you have any special requests, you should inform Greaves Travel or any travel agent through whom you make a booking at the time the booking is made. We will advise the relevant suppliers of such requests but cannot guarantee that they will be met. Furthermore, Greaves Travel will not be liable if such requests are not met.

15 ATOL – YOUR FINANCIAL PROTECTION

a) When you buy an ATOL protected flight or flight inclusive package from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong.

b) We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where we aren't able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable).

c) If we, or the suppliers identified on your ATOL certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

16 CONDITIONS OF CARRIAGE

a) When your holiday includes travel on airline(s), the terms and conditions of that airline will apply, which may limit or exclude liability. Please read any airline terms carefully.

b) Children and infants must be the required age on the date of the relevant flight, to qualify for child or infant status. For details of the applicable age limits and seating requirements, please check with our staff prior to booking.



Important Information, Booking Conditions & Booking Form



c) There is no guarantee that flights will depart at the time specified and we will not be liable for any flight delays. Where there is a significant delay to your flight we will use reasonable endeavours to arrange for the air carrier to provide you with care and assistance such as appropriate meals, but we ourselves will not make any such provision. If there is a delay to your flight you may also be entitled to compensation directly from the airline.

17 COMMUNICATION OF INFORMATION

Unless otherwise agreed by us, all communications with you (including information relating to the security we have taken out against our insolvency, information about travel arrangements and contact details and any other notices which we have to provide you in order to fulfil our legal obligations) will be sent to the person who signs the booking form. It is their responsibility to ensure that all members of the Group receive a copy of all such communications.

18 THIS CONTRACT

These terms are governed by English law and wherever you live you can bring claims against us in the English courts. If you live in Wales, Scotland or Northern Ireland, you can also bring claims against us in the courts of the country you live in. We can claim against you in the courts of the country you live in.

You can only transfer your contract with us to someone else if we agree to this.

Nobody else has any rights under this contract. This contract is between you and us. Nobody else can enforce it and neither of us will need to ask anybody else to sign-off on ending or changing it.

If a court invalidates some of this contract, the rest of it will still apply. If a court or other authority decides that some of these terms are unlawful, the rest will continue to apply.

Even if we delay in enforcing this contract, we can still enforce it later. We might not immediately chase you for not doing something or for doing something you're not allowed to, but that doesn't mean we can't do it later.



Important Information, Booking Conditions & Booking Form



BOOKING FORM

GREAVES TRAVEL LIMITED 53 WELBECK STREET, LONDON, W1G 9XR
TOURS DEPARTMENT Tel: 0207 487 9111 email: tours@greavesuk.com

Please read the important information and the booking conditions carefully before completing the details on the form, in block letters, and return with your remittance.

ALL CORRESPONDENCE WILL BE SENT TO THIS ADDRESS

1. LEAD TRAVELLERS DETAILS:

Full Name	
Address	
Postcode	
Tel	
Email Address	
Emergency contact and Tel:	

2. TOUR DETAILS

DATE OF DEPARTURE	
DATE OF RETURN	
TYPE OF ROOM REQUIRED (Circle)	SINGLE / TWIN / DOUBLE

* When flying with British Airways they are able to inform you directly by email/SMS of flight cancellation

3. DETAILS OF ALL PASSENGERS TRAVELLING - PLEASE PRINT NAME AS THEY APPEAR IN PASSPORT

Title	Name as per Passport	Surname as per Passport	Nationality	Date of Birth	Passport Number	Place & Date of Issue	Expiry Date



Important Information, Booking Conditions & Booking Form



4. REMITTANCE

A non-refundable deposit is payable at the time of booking as follows:

For bookings with a holiday price of less than £4,000 per person: £800 per person.

For bookings with a holiday price of £4,000 per person or more: 20% of the total per person holiday price, per person.

Certain itineraries, including those involving private charter arrangements or suppliers requiring advance payments, may require a higher deposit or additional staged payments in accordance with the Booking Conditions. Any such requirements are set out below.

If reservation is made within ten weeks of departure, then the full amount is payable.

Holiday price per person: £	Number of persons:	Deposit payable per person: £	Total Deposit Amount	Total remittance enclosed: £

5. CANCELLATION CHARGES FOR PRIVATE CHARTER BOOKINGS (WHERE APPLICABLE)

Where your booking includes a private charter element (including, without limitation, a private aircraft, helicopter, yacht, boat, train or other privately chartered transport service) ("**Private Charter Bookings**"), different cancellation charges may apply instead of those set out in our Booking Conditions.

The applicable cancellation charges for your Private Charter Booking are as follows:

Period before departure within which written cancellation is received by us	Amount of cancellation charge shown as a percentage of the total holiday price. <i>We will deduct from this charge any non-refundable amounts paid by you in advance, including your deposit.</i>

6. HOW DID YOU HEAR OF GREAVES TRAVEL?

NEWSPAPER (specify)	
MAGAZINE (specify)	
PAST CLIENT	
TRAVEL AGENT	
OTHER (please specify)	

Would you like to receive our newsletter for updates and special offers? You can unsubscribe at any time by contacting us or selecting the unsubscribe link within emails.

Yes/No. (Please circle)

7. METHOD OF PAYMENT

To make a bank transfer please use the below details:

ONLINE BANK TRANSFER – Barclays Bank.

Greaves Travel Ltd / Sort code: 20-91-79 Account number: 80323209

IBAN: GB71 BUKB 2091 7980 3232 09 SWIFTBIC – BUKB GB22

For other forms of payment please contact your tour consultant



Important Information, Booking Conditions & Booking Form



8. INSURANCE

I undertake on behalf of myself and all members of my party to obtain and maintain comprehensive travel insurance which provides adequate health and repatriation cover in accordance with the Booking Conditions. Please supply Travel insurance details to us, including Policy Provider, Policy Number and Emergency Assistance Number. If insurance has not yet been arranged at the date of signing this Booking Form, I undertake to provide these details immediately following purchase.

SIGNATURE.....

DATE

9. DECLARATION

I agree on behalf of myself and all other persons on this booking form that I have read and understood the Booking Conditions and Important Information and warrant that I have the authority of all persons named on this Booking Form to make the booking subject to these Booking Conditions. All members of the party accept responsibility to keep up to date and comply with health, passport and visa requirements. I am over 18 years of age. I also agree that where applicable, I authorise my agent to arrange this booking with Greaves Travel on my behalf. I acknowledge that where my booking includes a private charter element, bespoke cancellation charges may apply as set out in this Booking Form.

SIGNATURE

DATE

DATA PROTECTION: For information on how Greaves Travel processes your personal information, please see the Data Protection section within the Important Information provided above or consult Greaves Travel's full data protection policy located at [here](#).

Visas are compulsory for visits to India, Nepal, Bhutan, Sri Lanka and the Maldives. Up-to-date information on visa requirements can be found on our website at:
<https://www.greavesindia.co.uk/about-us/faqs-travel-guide/#passport-visas>.

