

# How to Book

## WHERE TO BOOK

You can book tours online as well as offline.

You can book **ONLINE** on [www.comfortmytravel.com](http://www.comfortmytravel.com) or through our office or our own Travel Agent.

## INTRODUCTION

All our products are sold subject to these Terms and Conditions as amended from time to time and the contract between you and us shall be governed by the same. If you book any third party products through us, their Terms and Conditions would be applicable in addition to our Terms and Conditions.

## ELIGIBILITY

Indian nationals eligible to travel must have necessary permits / visa, medical insurance and travel documents required to travel throughout the tour. In case of tours to SAARC countries, where required, the Clients should have a passport valid for at least 6 months from the date of return of the scheduled tour or as applicable and have been granted the necessary permits / visa, international certificate of vaccination, insurance, other travel documents and clearances etc. You should be willing to abide by applicable RBI guidelines and Government of India rules.

## CONTRACT

Please thoroughly read and sign the Booking Forms and the 'Terms and Conditions' Form per party after perusing the How to Book Rules, Terms and Conditions, and itinerary of our website. In cases where tour participants belong to more than one family under a single form, it shall be signed by the head of each family and it will be considered as acceptance of our contract and assuming full responsibility.

In case the Travel Agent or any other person signs the Booking Form, it shall be conclusively presumed that the tour participants had given the necessary authority to the agent to sign the Booking Form and Terms and Conditions on their behalf and assuming full responsibility

If you are booking through your Travel Agent, you should make all necessary payments to your Travel Agent and the Travel Agent will be paying the Company on your behalf.

The signing of the Booking Form and Terms and Conditions form and payment receipt issued for initial payment made for the tour cost will be a legally binding contract between the parties.

## Payment Schedule for Land Package Only

Sr.No.	Payment Item	Amount in INR per person	Date of payment
1	Interest free non-refundable booking amount	Rs.3,000	Immediately upon booking
2	Balance Payments	As per the selected tour	Within 20 days from the booking date or 30 days before departure date whichever is earlier

## Payment Schedule for Airfare Packages (Air Ticket and Land Arrangements):-

Sr.No.	Payment Item	Amount in INR per person	Date of payment
1	Interest free non-refundable booking amount (for direct flights)	Rs. 15,000	Immediately upon booking
2	Interest free non-refundable booking amount (for via flights)	Rs. 20,000	Immediately upon booking
3	Balance Payments	As per the selected tour	Within 20 days from the booking date or 30 days before departure date whichever is earlier

**NOTE:**

If you are booking your tour within 30 days of the departure date, then 100% of the tour payment must be made immediately, before any service can be provided. This booking will be subject to availability.

Booking amount for any add-on packages or extension taken with the main tour or separately will be Rs. 10,000/- per person.

**DOCUMENTATION**

A. For buying foreign exchange component of tour cost for International Travel other than travel to Nepal and Bhutan, following documentation is required:

- a. A copy of PAN card, which is Mandatorily required.
- b. In the case of the minor where PAN Card is not available, the PAN Card details of parent/guardian are required.
- c. You will have to provide a declaration in Form 60 in case you do not have PAN Card.
- d. Cheque / Demand draft to be in the name of "Comfort Cabs Pvt Ltd."
- e. Physically signed booking form by the traveler.
- f. Physically signed terms and conditions form by the traveler.

B. We would also require the following documents from you, under the Reserve Bank of India KYC Guidelines:

- a. Physically signed LRS cum Form A2 by the traveller [Only for international travel]
- b. Signed photocopy of the first 2 pages and last 2 pages of your passport.
- c. Valid Visa issued by the country of visit.
- d. Air tickets.
- e. Address Proof:

## FEATURES

### TRANSACTIONS WITH INDIVIDUALS (Address proof) DOCUMENTS

(i) Passport, (ii) PAN Card, (iii) Voter's Identity Card, (iv) Driving License, (v) Job Card issued by NREGA (vi) Aadhar Card

In case of LOW risk customers, "simplified measures" can be applied which shall be deemed to be "officially valid documents":

Identity card with applicant's photograph issued by central/state government departments, statutory/ regulatory authorities, public sector undertakings, scheduled commercial banks and public financial institutions

Letter issued by a gazette officer with a duly attested photograph of the person

Where "simplified measures" are applied for verifying for the limited purpose of proof of address, the following additional documents are deemed to be Officially Valid Documents :

- vii) Utility bill which is not more than two months old of any service providers (electricity, telephone, post-paid mobile phone, piped gas, water bill)
- viii) Property or municipal tax receipt
- ix) Bank account or Post office savings bank account statement
- x) Pension or family pension payment orders, only if they contain address
- xi) Letter of allotment of accommodation

If the proof of address you are providing is in the name of some other member of your family with whom you are living and are closely related, then you would need to provide us such proof of address as mentioned above along with a declaration from the person named in such proof of address stating that you are a relative and are staying with him / her.

## PAYMENT OPTIONS

Please refer to the complete process under 'How to Book Online' and

1. Online, you can pay by **CREDIT CARD / DEBIT CARD** and transact directly on the site [www.comfortmytravel.com](http://www.comfortmytravel.com). If part payment has been made by credit card / debit card, the balance payment can be made by credit card, debit card, net banking, cheque, demand draft or cash.
2. You can pay by **CHEQUE / DEMAND DRAFT** in the name of 'Comfort Cabs Pvt Ltd'. Once the payment is cleared, only then will confirmation be made and the documentation be released. The Cancellation Policy will apply if the payment is not cleared within the specified time.
3. You can pay your TRAVEL AGENT who would pay the Company on your behalf in case the booking has been made by the Travel Agent.

**IMPORTANT:** Any payment made to your Travel Agent by you would not constitute payment to the company until the same is remitted to the account of the company and cleared. Please refer to the documentation section above for the detailed list of documents to be submitted at the time of booking.

1. You will have to additionally pay for all the bank charges including charges relating to credit card / debit card / net banking / cheque / demand draft at the applicable rate in addition to the tour cost.
2. The Company reserves the right to decline your booking/s for any Tour or to cancel your booking without assigning any reason.
3. The Non-Resident Indians (NRI) and Foreign Nationals are required to pay the entire tour cost in the Foreign Currency in USD / GBP / EURO / AUD / SGD.
4. In case of foreign exchange transactions, the prevailing rate of exchange on the date of the transaction would be applicable.
5. In case of bank transfers (remittance), bank charges as applicable will be charged extra.
6. In case you want to make either the full cost of the tour package (applicable for NRI / foreign nationals) OR the foreign currency component of tour cost (applicable for Indian Nationals) by foreign currency bank notes, then you will have to furnish the original invoice of Money Changer or Authorised Dealer.

## BALANCE PAYMENT

Please check your Invoice for the due date of your balance payments of the tour cost. The balance

payment needs to be paid to the company within 20 days from the booking date or 30 days before departure date whichever is earlier. If the booking is accepted within 30 days of the date of departure of the tour, the entire tour cost has to be paid up front. A delay in payment of your tour cost (part payment or full payment) can result in delays in processing your documentation, bookings and issue of tickets (if applicable) and other documentation. Furthermore, it would be considered as a cancellation of your booking from your end and result in levy of the applicable Cancellation Charges as per the cancellation schedule.

The Company reserves the right to amend the prices published in this brochure and on the website and to charge accordingly in case of currency fluctuations, increase in cost of fuel, travel arrangements, special / high season charge levied by the suppliers, hike in any government taxes or any taxes or permit / visa amounts and for any reason etc., before the date of departure. All such increases in price must be paid for in full before your departure.

If your booking is not accepted by the Company, the amount paid by you for the booking will be refunded by us without interest.

Exceptionally, in case your booking is accepted by us less than 3 days prior departure date of such tour, then you will have to pay the entire tour cost only by DD/cash / Pay order / RTGS/Cash.

#### **PROMOTIONS / OFFERS / SCHEMES**

Please note that promotional offers may have dissimilar terms and conditions which will be in addition to these terms and conditions and the requirements of the booking amounts, payments, deadlines and mode of payment may be defined in such promotions which will be over and above these terms and conditions. You will have to stick to the payment schedule prescribed under such offers, promotions or schemes in order to be eligible to avail benefits under such offers, promotions or schemes. If you fail to make the payment by the due date and / or do not comply with all the terms and conditions of the offer, promotion or scheme, you would not be eligible to receive the benefit under such offer, promotion or scheme. We shall have the absolute right to withhold any scheme or discount at any time after such scheme or discount is published.

**SERVICE VOUCHERS** A Service Voucher(s) is / are the written confirmation of your tour and entitles you to travel on the tour and must be presented by you to the Tour Manager or Service Provider as applicable. You will receive the Service Voucher(s) (with your air-tickets and train tickets, if applicable) approximately 3 to 5 days prior to departure, provided you adhere to the time schedule of documentation and payments in full. A delay in adhering to the above mentioned time frame would result in delay in issuing the documents for land arrangements, air tickets and arranging the permits / visa (if applicable) and may result in the cancellation of the Tour with applicable Cancellation Charges. No services will be provided if the Service Voucher in original is not in your possession. Important / emergency contact numbers are printed on the Service Vouchers and / or the briefing sheet provided to you. It is your responsibility to check the Service Voucher(s) carefully and to let the concerned staff at the company's offices or our Franchisees or through our Preferred Agents (PAS) or your Travel Agent (TA) know immediately in the event of any error. In some cases, you would be handed your internal flight / train / hotel vouchers by the Tour Manager / representative of the Company on arrival at your holiday destination. **TRAVEL DOCUMENTS REQUIRED WHILE ON TOUR**

It is entirely your responsibility to hold and carry on tour valid and genuine travel documents such as permits / visa, confirmed air / bus / train / cruise tickets and other documents confirming insurance to cover risk to life, limb and property for the duration of the tour, medical clearances, inoculation / vaccination certificates, permits, visa, etc. as the case may be to be able to travel as per your tour itinerary. The costs of processing the above travel documents are not included in your Tour Cost except for your insurance. The cost of travel insurance policy is included in the tour package excluding group tours and third party products. **TRAVEL BEYOND INDIA (SAARC**

## **COUNTRIES)**

For travel beyond India to countries such as Nepal, Bhutan, Sri Lanka and Maldives, the following travel documents would be required:

For Bhutan, if a Client is travelling from India then a 6-month valid Passport from the date of return of the scheduled tour or a valid Indian Election Identity Card, four photographs and return air ticket is necessary for identification purpose.

In case an Indian is traveling to Bhutan from Kathmandu then only a 6-month valid Passport from the date of return of the scheduled tour, four photographs, and return air ticket is necessary for identification purpose. A permit is given on arrival.

For Sri Lanka 30 days' visa on arrival is granted at Colombo Airport, provided one meets the following requirements:

6 months' valid passport from the date of return of the scheduled tour, Confirmed return Air Tickets, 2 recent passport size photographs

For Nepal - 6 months valid Passport from the date of return of the scheduled tour OR a valid Indian Election Identity Card. Visa is issued on arrival.

For Maldives 7 days' permit is given on arrival at Airport provided one meets the following requirements: 6 months valid Passport from the date of return of the scheduled tour, Confirmed Return Tickets

## **TRAVEL WITHIN INDIA**

You should carry a valid photo identification card issued by Govt. authorities.

For Sikkim, necessary permission to visit Tsomgo / Tshangu Lake and Yumthang. Please carry four passport size photographs for the permits.

For Lakshadweep, you will require an entry permit.

These terms are subject to change from time to time as per government policies.

## **HEALTH**

Please note that your health is entirely your risk and responsibility. Our tours are suitable for persons of reasonable fitness. They may not suit persons who are medically infirm or who have special needs or requirements whether due to age, medical conditions or otherwise.

It shall be your duty to inform us in writing in case you have any medical condition that may affect your ability to fully enjoy our tour arrangements or where the interests of other tour participants may be adversely affected by such condition. Under such conditions, we may decline to accept you or continue you on that tour.

We will not be conducting any medical tests, so it is your responsibility to provide us with a Medical Certificate, signed by a practicing Doctor. If you're not able to produce the document, we hold the right to decline to accept you or to continue you on the tour. Our actions in this regard may be guided not only by concerns for your health but also the convenience and health of the other tour participants.

In this regard, please note that service providers such as airlines may decline to accept you on medical grounds. Please carefully read and understand the rules and regulations of the service providers, because we shall not be responsible/liable for the consequences that you may suffer. To some extent, your losses on account of trip cancellation attributable to hospitalization as also your expenses of hospitalization due to the accident may be covered by insurance.

Please take note that, in case of death of the tourist(s) all the arrangements for transportation of the dead body including procuring the death certificate, post - more, re - partition of dead body and all personal effects / property and insurance claims etc. shall be made by accompanying relative and / or accompanying known acquaintances of the deceased. The entire expenses shall be borne by the accompanying relative / or accompanying known acquaintances of the tourist. The Company

or our tour representative shall not be responsible for the same. In case any of the relatives wants to visit the country where the tourist has expired, all the necessary arrangements shall be made by the said relative only at his / her cost.

Please note that you would have a direct contractual relation with the insurance company and we are not in any manner responsible for the decisions taken by the insurance company.

Notes:

- a) Comfort Cabs Pvt Ltd will provide Travel Insurance for passengers travelling to Kailash Mansarovar Yatra subject to approval by the insurance company and at an additional cost. For group tours and all third party products, insurance cost is not included in the tour cost.
- b) It must be noted that all Non-resident Indians / Foreign Nationals need to arrange for insurance on their own for the specified tour and time period as per the regulatory guidelines since Comfort Cabs Pvt Ltd will not be liable to provide insurance for Non-resident Indians / Foreign Nationals

### **FOREIGN EXCHANGE**

If you are travelling to SAARC countries except Nepal and Bhutan, your foreign exchange requirements have two components namely:

- 1 Tour Cost
- 2 Personal Forex

As per the present RBI Regulations, all resident Indians holding Indian passports travelling abroad on a private visit except Nepal and Bhutan are entitled to seek Foreign Exchange up to an aggregate amount not exceeding USD 2,50,000, in any one financial year irrespective of the number of visits undertaken during the year. This limit has been subsumed under Liberalized Remittance Scheme (LRS) with effect from May 26, 2015. If an individual has already availed any foreign exchange under the Liberalized Remittance Scheme in a financial year, then, the applicable limit for travelling purpose for such individual would be reduced from USD 250,000 by the amount so availed. Out of the overall exchange (USD 2,50,000) being sold to a traveller, exchange in the form of foreign currency notes or coins may be sold as below:

1. Not exceeding USD 3,000 or its equivalent to travellers proceeding to countries other than Iraq, Libya, Islamic Republic of Iran, Russian Federation and other Republics of Commonwealth of Independent States.
2. Not exceeding USD 5,000 or its equivalent for travellers proceeding to Iraq or Libya.
3. Full exchange may be released to travellers proceeding to Islamic Republic of Iran, Russian Federation and other Republics of Commonwealth of Independent States and
4. For travellers proceeding for Haj / Umrah pilgrimage - full amount of entitlement or up to the cash limit as specified by Haj Committee of India.

**NOTE:** The above specifications are subject to change as per the prevailing rules and regulations. At the time of booking, kindly confirm with your booking agent/office / franchisee about such quota.

### **YOUR TOUR COST**

For your travel to **SAARC** countries except Nepal and Bhutan, you will pay the total tour amount in Indian Rupees to 'Comfort Cabs Pvt Ltd' in favour of Comfort Cabs Pvt Ltd. along with duly completed and signed LRS Form and other documents given under **DOCUMENTATION** section towards release of foreign exchange towards the cost of tour. **YOUR PERSONAL FOREIGN EXCHANGE**

You can buy foreign exchange required for your personal expenses while on tour under LRS entitlement. We recommend that you purchase your personal foreign exchange requirements from our Foreign Exchange Division. It is advisable to carry your personal foreign exchange partly in foreign currencies and Pre-paid Cards / Travellers' Cheques. **AMENDMENT FEE**

In case of an amendment / cancellation, any new arrangements will be regarded as an entirely new booking and will be subject to availability and all requests must be made and then confirmed in writing and the Company reserves the right to make a charge of INR 1,000/- per person + service tax as applicable each time a change or amendment is made to a confirmed booking at your request. Please note that in case the amendment request is made within the cancellation period, Cancellation Charges will also apply as if cancellation was effected on the day the request for amendment is made. The Cancellation Charges will be in addition to the amendment fee. Terms and Conditions shall apply. **AIRLINE DATE CHANGE BEFORE DEPARTURE**

If are you travelling on an air ticket for a group tour issued by the Company and wish to travel in advance or return at a later date after the tour ends and are travelling on an air ticket issued by the Company, then you must pay the applicable difference between the group airfare within the package holiday tour cost and the market airfare for the changed sector. The same will be quoted by the Company to you on your request. Over and above this you are also required to pay an 'Airline Seat Rebooking and Reservation Fee' of INR 3100/- or as applicable per person per sector, per change depending on the airline (subject to availability of seats and ticket validity). **NOTE:** You will not be able to avail of the group transfers and accordingly you will have to make your own way to meet up with the group on arrival and / or to your next destination when your tour ends. **AIRLINE CONFIRMATION AND RE-CONFIRMATION**

If you are travelling by air, keep in mind though you may receive a confirmed air ticket for a particular sector, due to over booking of seats the airline may offload passengers and accommodate them on a subsequent flight for which we will not be responsible / liable. If you are booked on a group fare ticket, please note that seat allotment will be made only when you physically report at the airport check in counter. You are advised to report at the airport check in counter at least 2 to 3 hours prior to the departure time. Seat allocation is a matter of airlines discretion and availability of seats is not in the control of the Company. Hence, the Company shall not be held responsible / liable if you do not get seats together or do not get your preferred seats. **NOTE:** In case you are returning on a later date after the tour ends, the responsibility to re-confirm air tickets 72 hours prior to the departure would be solely yours. **TRANSFER FROM ONE TOUR TO ANOTHER**

A request in writing for transfer from one tour to another 30 days prior to the departure will be treated as cancellation on that tour and a fresh booking on another. In these cases, a transfer Fee of INR 1,000/- per person + service tax as applicable will be applicable in addition to the costs for re- processing your permits / visa / insurance / air tickets (if applicable) etc. due to the transfer to another tour. In case you transfer within the cancellation period, then the Cancellation Policy will also apply. Terms & Conditions shall apply. **PRE / POST TOUR / ADD ON EXTENSION**

#### **PACKAGES**

Pre / post tour accommodation / add on packages or extensions etc. are available to you at special rates. You must ensure that you request your Travel Agent / Offices / Franchisees for the same at the time of booking your tour. **CANCELLATION OF THE TOUR BY CLIENT**

If you wish to cancel your tour, you must intimate the Company as follows provided that such intimation should be given on a working day within working hours: OR 1. By email to info@comfortmytravel.com followed by a written communication to our registered office listed below OR

2. In writing on working days within working hours at the registered office of the Company: D-158 Rajaji Puram  
Lucknow, 226017  
Uttar Pradesh

If the Booking Form has been signed by one or more persons for themselves and for others mentioned in the form, then the communication signed by such signatory / s would be treated as a valid communication for cancellation for all such persons mentioned in the form, assuming full responsibility. The computation of the period of notice of cancellation shall commence only from the time the written request reaches the Company at its office in Lucknow on working days within office time at the details listed above.

In case of cancellation, the following Cancellation Charges would apply:  
**Land or Airfare Packages (Individual Holidays -FIT):**

<b>When a cancellation is made</b>	<b>Cancellation charges per person</b>
Clear 30 working days or more prior to the date of departure of the Tour or for non-payment of the balance Tour Cost within the stipulated time frame	Booking Amount
Clear 29 to 16 working days prior to the date of departure of the Tour.	25% of the Tour Cost
Clear 15 to 08 working days prior to the date of departure of the Tour.	50% of the Tour Cost
Less than 07 clear working days prior to the date of departure of the Tour.	100% of Tour Cost
<b>For tours with cruise:</b> Less than clear 80 - 50 working days (depending on the cancellation policy of the particular cruise liner) prior to the date of the departure of the tour for the Cruise portion.	100%

**NOTE:**

In case of third party products, such as cruise holiday, bus and train tickets, 5 Star hotels, services during the trade fair period, festival periods, the rules relating to payment terms, cancellation and the cancellation schedule prescribed by the concerned third party service provider would be applicable and in addition the company shall have the right to claim service and communication charges of INR 3,000/- per person.

There will be a service tax of 15% presently applicable over and above all mentioned charges. Hence, post deduction of cancellation charges with service tax, the balance amount will be refunded.

**For Airfare packages (Group holidays - GIT)**



<b>When a cancellation is made</b>	<b>Cancellation charges per person</b>
Clear 40 working days or more prior to the date of departure of the Tour or for non-payment of the balance Tour Cost within the stipulated time frame	Booking Amount
Clear 39 to 25 working days prior to the date of departure of the Tour.	50% of the Tour Cost
Clear 24 to 10 working days prior to the date of departure of the Tour.	75% of the Tour Cost
Less than 09 clear working days prior to the date of departure of the Tour.	100% of Tour Cost
<p><b>NOTE:</b>            In case of third party products, such as cruise holiday, bus and train tickets, 5 Star hotels, services during the trade fair period, festival periods, the rules relating to payment terms, cancellation and the cancellation schedule prescribed by the concerned third party service provider would be applicable and in addition the company shall have the right to claim service and communication charges of Rs. 3,000 per person.            There will be a service tax of 15% presently applicable over and above all mentioned charges. Hence, post deduction of cancellation charges with service tax, the balance amount will be refunded.</p>	
<p>It is a clear understanding between the parties that for the purpose of this clause cancellation can be due to any reason whatsoever including the reason of inability to participate due to any reason including illness, death, court orders, non-availability of travel documents etc. The Company shall not be responsible/liable to pay any compensation, interest or damages to you.</p> <p>As per the booking conditions, we hold the right to levy the aforesaid Cancellation Charges in addition to the actual administrative / service expenditure incurred towards travel insurance, retention charges by the supplier, permits/visa, if any, etc. You expressly agree to and accept the foregoing clause.</p>	

**CANCELLATION OF THE TOUR / AMENDMENT BY COMPANY**

We reserve the right to cancel any tour prior to departure without assigning any reason. In such a situation we would offer you alternative tour dates / tours or you would have the option of travelling as individual travellers or on group tours. If the alternative date / tour is not acceptable or you do not wish to travel as individual travellers, we would refund the money paid by you after deducting any other cost incurred by us on your behalf including cruises costs, permits / visa, airlines, insurance, etc. However, we would not be responsible or liable to pay any compensation or damages or consequential loss or to refund any other expenses incurred by you. However, in the event of the Company exercising its rights to amend or alter any tour / holiday advertised in their Brochure/ itinerary after it has been booked but prior to departure, you shall have the option to continue with the tour / holiday as amended or altered or to accept any alternative tour / holiday, which the Company may offer. In either of these above cases the Company shall not be responsible / liable to you for any damage, additional expenses, consequential loss / damage etc. suffered by you or to pay any amount as refund.

**REFUNDS**

If the tour or any part thereof cannot be conducted due to Force Majeure or Vis Majeure, the Company shall not be responsible / liable to give any refund to you. However, at its sole discretion, the Company may give the refund based on various factors like the number of participants, the Cancellation Policies of suppliers like hoteliers, transport operators, etc. The decision of the Company on the quantum of refund shall be final and binding upon you. It would take at least thirty 48 days to process the refund. It is clearly understood that there shall be no refund whatsoever if you do not or cannot utilize any of the services like hotels, sightseeing, rides, cruises, meals, entrance fees, optional tours etc. due to any reason whatsoever.

**APPLICABILITY**

The above conditions would apply to Clients who book on Comfort Cabs Pvt Ltd, third party products, and any promotions operated by the company from time to time.