1. Passports must be valid for at least six months beyond the completion of your trip. All foreign nationals entering India are required to possess a valid international travel document in the form of a national passport with a valid visa obtained from an Indian Mission or Post abroad. A Visa is required for all of the countries in The Subcontinent, including India, Nepal, Bhutan, and Sri Lanka. The applicants are requested to visit website of the Indian Mission concerned for detailed information about Indian visa. [http://www.immigrationindia.nic.in/](http://www.immigrationindia.nic.in/)

2. Check In at most of the hotels in India is at 1400 hours and Check Out is 1200 hours. Early Check In / Late Check Out are subject to availability.

3. Prices are subject to change with any increase in the cost.

4. Rates include only those items specified in your itinerary.

5. These rates are confidential and the Agent cannot disclose these rates to a third party without the written consent of Cox & Kings Limited.

6. All arrangements made by Cox & Kings Limited are in the capacity of an agent only. Cox & Kings Limited will not be liable for claims or expenses arising from circumstances beyond our control such as accidents, injuries, delayed or cancelled flights & acts or forces of nature.

7. For package deals, Cox & Kings Limited may not be in a position to provide supporting bills. Supporting bills may be provided only where available and only if the same is agreed in writing before confirmation of any tour/conference/event.

8. In case, at the time of booking, we do not get the accommodation in the same hotels; will book an alternate hotel / category of room for which the supplement / reduction will be advised to you accordingly.

9. Any meals (Breakfast, Lunch, and Dinner) as per meal plan of the package would be in the coffee shop of the hotel, in case room service or meals taken at specialty restaurant the same would be at an extra cost. There will be no refund/ discount if breakfast/ or any meals included in the package are not utilized

10. During the visit to the Taj Mahal, guests will have to travel from the parking lot to the main gate by battery operated Non air-conditioned vans except for those staying at Amarvilas as Amarvilas provides golf cart from hotel to Taj Mahal for in house guests. These battery operated Non air-conditioned vans cannot be pre-booked & guests will have to wait in queue with the other tourists for their turn.

11. Visitors going to a religious place on the tour should be modestly dressed. Admission will be denied or may be denied (depending on the code of conduct followed at the religious place being visited) to anyone wearing short pants/skirts, sleeveless t-shirts/blouses. Bare shoulders and mid-riffs are not permitted and should be covered with shawls.

12. Cox & Kings Limited’s cost is based on contracted rates for leisure business. No
Conference / business/ corporate activity has been envisaged in the tour cost. Including any such activity may result in the above group being treated as a Business delegation and the hotels may like to charge separate contracted rates for Business delegations.

13. Any additional expense incurred due to a change in the Government of India and Reserve Bank of India regulations pertaining to taxes, fuel hikes, entrances to the monuments and transport, fluctuation in the rate of exchange, and any force majeure situation due to political conditions, Cox & Kings Limited reserves the right to adjust the tour price accordingly.

14. Smoking in Public Places has been prohibited in India. Public places include, open spaces, restaurants, hotels, pubs, discotheques, banquet halls, etc. No services would be allowed in separate smoking enclosures/ areas, if available, with the exception of rooms designated as “smoking room” in hotels.

15. Force Majeure: Cox & Kings Limited shall not be liable to pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected by or you otherwise suffer any damage or loss as a result of “force majeure”. In these Booking Conditions, “force majeure” means any event which Cox & Kings Limited or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riot, civil strife, actual or threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control. Cox & Kings Limited and its associates are not liable for any compensation for damage caused by a force majeure or other unforeseen events that Cox & Kings Limited or its associates could not have prevented even through utmost care. Cox & Kings Limited would notify our clients/agents timely of such force majeure events as and when feasible and will aim to limit the damage and supplement cost befalling the clients/agents for making alternate arrangements deviating from the planned program.

16. In case of any refunds / adjustments, if applicable, the same will be processed between Cox & Kings Limited and the Foreign Tour Operator. No refund will be given directly to the clients in India.

17. Any dispute will be settled within the guidelines framed by Cox & Kings Limited and at courts and forums at Mumbai shall have exclusive jurisdiction in this regard.

18. It is a clear understanding between the parties that Cox & Kings and/or its Associates while procuring of services to be provided shall act merely as a Service Provider and shall not be in any manner responsible/liable for any defect (s) or deficiency (ies) or delay (s) or accident (s) or unforeseen event (s) for the services or products of the third party service providers including but not limited to Airlines, Railways, Insurance, Cruises, Surface Transporters, Camel/Elephant/Bullock cart rides, Hotels, Restaurants etc. and shall not be responsible for or liable for any act or omission of such third party service providers engaged by Cox & Kings and its Associates. The Clients / Agents shall be deemed to have understood, recognised, accepted and owned up the hazards and risks associated with such services or products and Cox & Kings and its Associates shall be released of all the liabilities / responsibilities of the same unless caused by negligence of Cox & Kings. It is further agreed between the parties that when Cox & Kings and/or its Associates procures the services for them as such, their respective terms and conditions shall be made applicable. Since, the expectations and perceptions of the offered service quality may vary from individual to individual, by engaging Cox & Kings Limited and/or its Associates to book/arrange for such services, the Clients/Agents agree not to hold Cox & Kings and/or its Associates, Directors and Employees liable / responsible for any compensation whatsoever for the Services provided by the third party service providers falling short of Clients/Agents’ expectations and / or arising out of any accidents or unforeseen events.”
19. Cox & Kings Limited suggests that apart from regular travel insurance - your insurance should also cover natural / man-made or technical hazard causing significant / non significant physical damage / destruction or loss of time, life & property.

20. Cox & Kings Limited recommends you to seek medical advice from your GP (General Practitioner) or travel clinic doctor prior to your travel and carry an adequate quantity of the recommended medicines. Please note, any person such as local guides, accompanying guides, drivers or any other service providers apart from the Doctor is not certified to prescribe or suggest any medicine for any kind of illness and we strongly discourage travelers to go by such advice. Cox and Kings Limited and its associates would not be liable for any untoward consequences resulting from same. In case of any health problem/illness (major or minor) – we would recommend you to use the Doctor on call service provided by the hotel or consult the nearest reliable medical facility to receive attention.

21. Self push Baggage trolleys are available at various locations throughout the airports to help you comfortably carry your carry-ons, shopping items, or check-in/claimed articles. Should you require help in pushing your baggage trolley, please let us know in advance enable us to check with the airport authority/airlines keep you informed on the availability and procedure for hiring the porter who will move your trolley from the carousel to the vehicle or from the vehicle to the check in counter. Our representative will meet and assist you on your arrival and on your departure from/till the permissible limits as per the security regulations of the Airport Authority.

22. As per the rules and regulations of the Aviation Ministry, passengers can carry a limited weight of luggage with them. Checked Baggage allowance for domestic flights within India is different as per the class of travel such as for adults and children travelling in the Business Class permissible per person limit is 30 Kilograms (66 Pounds) and in Economy (Coach) class it is 15 -20 Kilograms (33-44 Pounds). Hand baggage allowance for domestic flights within India is 7 Kilograms (15 Pounds). For infants, baggage allowance varies between 0-10 Kilograms depending on the flight carrier. There may be few changes in the rules of domestic and international flights regarding the baggage allowance (Checked/Hand baggage). Please note the baggage allowance limits as given above are to be taken as an indication since these are carrier regulated and might differ between carriers or between flight sectors or with change in airlines policies. Detailed information regarding the permissible baggage limits is generally displayed on the official website of most of the airlines and may be consulted before taking the flight to the desired destination.

23. Please note along with the standardized security screening procedures followed at all airports in India, a few additional security checks are imposed at airports in the state of Jammu and Kashmir. At present and till further notice, security procedures at Srinagar, Leh and Jammu airports include screening of vehicles, as well as all passengers and baggage. Passengers must register at the Foreigners Registration Counter on arrival and departure from these airports.

24. Republic Day (26th January) & Beating Retreat Celebrations (29th January) – Traffic Disruptions in Delhi:
On 26th January, the air space in Delhi is closed for a few hours in the morning which (along with fog in this time of the year) may result in the rescheduling of flights. Due to the parade
function and its rehearsals, there are traffic diversions from 20th to 29th January in the city. The order or timing of Delhi city tour may have to be rescheduled accordingly – we shall discuss the changes with the guests and keep you informed of the same.

**Recommendation:** In view of the increased security measures being taken during this period, the following is recommended:
1. Carry your passport or other identification while moving around the cities and outside your hotel.
2. Cater for additional travel time in view of traffic diversions/spot checks.
3. Avoid early morning flights on the 26th of January.

**25. Stay in Houseboat**
Houseboat standards may vary and in general cannot be considered equivalent to hotel accommodation. Wherever you choose to stay in Houseboats, please note these are small, locally built and retain much of their original ambience. The room size, shape and design can vary along with air-conditioning provision. Houseboats have simple facilities and limited menu available on board. The food is by far traditional and service can be slow, as most of the time the staff is local though trained regularly. We ask for your patience as this is compensated by the entire atmosphere and experience.

26. During festivals and holy processions in India, special traffic regulations may be enforced by the traffic department & city administration without any prior notice depending on the traffic conditions. To avoid our guests experiencing any discomfort due to same, we may have to take on the spot decisions and alter the sightseeing schedule or prepone/postpone travel from one destination to another. At certain places, it may also be required to alter the mode of transport (such as using auto rickshaws or cycle rickshaws) to access the sightseeing point. We shall keep the guests and you updated of all such changes as deemed necessary for the safety and security of the guests.

27. During winters (especially from mid December till end January), we experience fog in parts of the Indian Subcontinent affecting visibility during morning and late evening hours resulting in train, flight schedules getting disrupted in parts of the subcontinent. Please note, flight delays can cause problems with onward connections, hotel and holiday arrangements, which needs to be rescheduled. Although the airline will sometimes make alternative arrangements to get guests to the next destination at no extra cost; costs may be involved for services after arrival, in the form of additional accommodation, transfers and onward tickets. We are at times forced to alter sightseeing trips to offer experiences under utmost day light, especially of the Taj Mahal. We may be required to amend the sunrise and sunset trips to the Taj Mahal by day time trips in the interest of the guests. In the same way, corrective measures will be undertaken in ensuring sightseeing tours are conducted in a feasible and logistically possible manner and that the onward journey does not get disrupted because of foggy conditions.

_Unfortunately, since most services are paid for in advance, any services missed due to delays are non-refundable._

Please also be informed that many international flight tickets are non-changeable and non-refundable.

As the weather conditions cannot be predicted in advance, we endeavour to keep all our guests informed of any changes and / or alterations to the programme due to flight /train arrival or departure re-scheduling or other situations that may occur during their travel with us in the Indian Subcontinent. Should any expense be incurred during this period, we will inform you of the same and supplement invoice will be raised accordingly.
Cox & Kings recommends you to **insure yourself/your guests** against all such eventualities and they travel with a comprehensive Travel Insurance Policy from the point of origin.

28. **Premium zones game drives in the National Parks of Madhya Pradesh**

Please note Premium zones game drives in the National Parks of Madhya Pradesh have a higher entry fees. For a balanced approach we would be processing the bookings for few of the game drives in Premium zones as listed above in Cost Inclusions. The zone confirmation along with the timing is subject to availability. Final number of confirmed Regular and Premium zone drives and their respective timings will be advised upon receiving the status from the Forest Authorities. In case, confirmed Premium zone drives are less than those accounted for in your cost, we would be refunding the difference between the Regular zone and Premium zone entry fees either to you or to your travel agent as the case may be.

Morning game drives are of longer duration (4-5 hours) as compared to afternoon game drives (03 hours). This is of particular significance for Kanha National Park Premium zone game drive.

In Kanha, though both Regular and Premium zones are approachable from either of the 03 gates, the Premium zone is nearest to Kisli Gate. To reach Kanha Premium zone from the other two gates (Mukki or Sarhi) - it takes approximately 01 hour from inside the park and 02 hours from outside the Park (the distance between Kisli and Mukki gate being approximately 40 Kilometers). If staying in a hotel near Mukki gate (Sarhi does not have much hotel options being a relatively new gate), it is best recommended to visit the Kanha Premium zone during morning game drives and drive from inside the Park.

For the afternoon game drive in Kanha Premium zone, it is suggested to start 02 hours prior from hotels near Mukki gate and drive from outside for entry into Premium zone through the Kisli gate. AC Vehicles at an additional cost (as given above) are recommended for a comfortable drive to and from Kisli gate to your hotel.

For your reference, we have mentioned the nearest gate to your hotel alongside the hotel name given above. Please let us know your preferred timing for the Premium Zone visits at Kahna National Park enable us to keep the same into consideration while processing the booking.

29. **Road Travel**

In the Indian Subcontinent, there are completely different customs & practices when it comes to road usage and road craft, and all types of vehicles, people and animals can be found moving about, even on the main roads. To most visitors, road journeys in the Indian Subcontinent can seem quite startling at first sight; however, all our drivers are well experienced and in tune with other road users, allowing you to relax and enjoy the extraordinary sights and sounds en route.

Road condition in India can run full range from new to very poor and that the travel may involve riding on un-surfaced roads or tracks made of materials such as sand, gravel, riverbeds, mud, snow, rocks and other natural terrain. In remote areas, there are rough, unsealed roads covering a vast section of the rural and mountainous regions and existing road surfaces can also get affected due to ongoing construction work, poor maintenance etc at any time of the year.

*Important*:* Road conditions in the Indian Subcontinent change throughout the year, due to monsoon rains, landslides and extreme weather patterns and journey times can vary to a great extent at all times of the year which is beyond the control of Cox & Kings.*
30. Triple Sharing Concept
Please be informed that the concept of triple beds in hotel rooms is almost non-existent in Indian Subcontinent. Although depending on the hotel policy and availability, extra rollaway bed/mattress may be provided in a double or twin bedded room to facilitate triple sharing.

31. E-Visa Desks at the Airport
At the airport, travellers with E-Visas should get down from the aerobridge, turn left and proceed straight towards the E-Visa desk at the end of All Passport Holder counters, skipping a possible wait at the visa booth. You may refer to the below image as a representation of the location of E-Visa desk at the Delhi Airport.

32. Activities – Wildlife Safari / Boat ride / Desert & Rural Safari/ Bicycle & Rickshaw ride /Metro or city bus rides/Walking tours/ Animal rides
Please be aware that local laws governing transportation safety in Indian Subcontinent differ from those in the western world or from your home country. As per your itinerary, you may indulge in an activity that includes alternate mode of transport including canters and jeeps, bicycle and auto-rickshaws, metros and city buses, camels, elephants and horses and a variety of boats.

All passengers participating in village/desert safaris should be ready for a rustic experience as local jeeps may have side facing seats (seats placed along the length of the vehicle). Also, please be informed that most of the Wildlife Safari vehicles are open and as such vehicles like jeeps/canters used for safaris and for other sightseeing tours/excursions may or may not have seat belts. For rides and activities involving animals, though all animals used are domesticated, guests should be aware of the associated and inherent risks involved in the mentioned rides and activities. Accordingly, Cox & Kings Limited, its associates, the Local Organizing Committee (LOC) and/or any of their employees and/or directors/partners/associates shall not be liable/responsible in any manner whatsoever for their varied behaviour, unpredictable reactions, sudden movements etc. which may cause any loss, damage, injury, hazardous conditions or illness of whatsoever nature and howsoever caused, suffered by the participants or to their property directly or indirectly, by the reason of attending the mentioned rides and/or participating in the mentioned rides/activities involving animals or lead to cancellation of the said ride/activity.
Please note when in crowded areas such as during rickshaw rides, walking tours or on Metros and city buses, the chances of accidentally losing money or luggage cannot be
ignored. It is recommended to leave important documents such as passport, air tickets and other valuables in your hotel safe, carry less money and travel light when metros or city buses are to be used to explore the city. We suggest you to keep photocopy of your important documents such as passport, air tickets, credit card with you at all times.

All guests must acknowledge that they are aware of the risks involved depending on the type of tour taken.

**Boats:**  
To take part in any boat ride, you need to be of average mobility to be able to climb on and off all these boats unaided; able to disembark onto makeshift docks without handrails, or onto muddy and slippery riverbanks.

**Canters**  
These are large, open trucks with wooden bench seats in the back and used for safaris on sharing basis in the national parks.

**Elephant ride at Amber Fort (Jaipur)**  
Elephant ride can be taken uphill to the Amber Fort subject to the directives received from the Rajasthan State Tourism Board. The ride cannot be booked or guaranteed in advance and is provided on first-come-first-serve basis only. Due to limited authorized number of rounds for each elephant and long queues for booking, an early departure from the hotel is recommended for guests taking this ride. Also, elephant ride at the fort is subject to availability on the day of visit and is not available during certain festivals every year including Dhulandhi (Holi Festival –March), Chaitra Navratra (March-April), Navratra (September-October).

**Important:** At all times, our Tour Managers, Local Guides, and Representatives will assist and brief guests about these activities but cannot guarantee the uninterrupted services during their stay in Indian Subcontinent. All guests must bear full responsibilities for such activities releasing Cox & Kings Limited, its associates, its directors, its agents of any claim. It would be in your interest to buy a suitable insurance to cover all risks associated with such travel.