



IMPORTANT INFORMATION
BOOKING CONDITIONS & 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 programmes 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, 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 travel to India. As a British passport holder you have the option to apply for a single entry E-Tourist Visa or a six-month multiple entry tourist visa for India. If you need assistance in applying for the six-month multiple entry tourist visa or an E-Tourist Visa, then Greaves Travel can process the application on your behalf for an admin fee.

E-Tourist Visa (eTV)

E-Tourist Visa (eTV) is allowed for a maximum of two visits in a calendar year and valid for 30 days from the date of arrival. Once issued it is valid for single entry, non-extendable and non-convertible

Please be aware of unauthorised online Indian visa websites. We request all our clients to apply for an e-TV (e Tourist Visa) only through the official website:

<https://indianvisaonline.gov.in/visa/tvoa.html>

Six Month Multiple Visa

If you are travelling in and out of India more than once in six months or travelling to India more than once on the same trip, then you need to apply for a six month multiple entry tourist visa.

To apply for Six Month Tourist Visa please log onto www.indianvisaonline.gov.in/visa/

Visas are also required for entry into Nepal, Bhutan, Sri Lanka and Maldives. Please contact your Greaves Tours Consultant for further information.

IT IS YOUR RESPONSIBILITY TO ENSURE THAT YOU HOLD THE CORRECT AND VALID TRAVEL DOCUMENTS INCLUDING VISAS FOR ALL COUNTRIES TO BE VISITED. GREAVES TRAVEL CAN ACCEPT NO RESPONSIBILITY FOR TRAVELLERS WHO HAVE INCORRECT OR INSUFFICIENT DOCUMENTATION.

3 HEALTH

Your itinerary may include sections where the altitude exceeds 10,000 feet (3,048 meters). If you suffer from circulation, heart or respiratory problems we advise that you consult with your doctor before confirming your booking.

There are no compulsory vaccinations for travel to India, although it is strongly recommended that you are protected against the following:- Polio, Tetanus, Typhoid, Hepatitis And Malaria, which is taken in a tablet form. We advise that you contact your doctor at least 4 weeks before the date of travel, for all medical advice. Some areas including Bhutan and Nepal may be areas of high altitude, please check with our staff before confirming your itinerary and then check with your doctor that it is safe for you to travel.

An inoculation against Yellow Fever is required if you have visited any infected area within 5 days prior to arrival.

4 YOUR FINANCIAL PROTECTION

Many of the flights and flight-inclusive holidays in this brochure are financially protected by the ATOL scheme. But ATOL protection does not apply to all holiday and travel services listed in this brochure. Please ask us to confirm what protection may apply to your booking, when you buy an 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: www.atol.org.uk/ATOLCertificate

5 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 due to the 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. The coaches we will use are also constructed locally. We will 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. However, trains in India are basic but 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.

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. Greaves Travel can take no responsibility if such a problem were to arise. 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.

6 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.

7 AIRPORT DEPARTURE TAXES

The cost of our tours include airport departure taxes from India & the UK. Some taxes can only be paid on departure from the country, this will be advised at time of booking.

IMPORTANT INFORMATION CONTINUED

8 WEATHER CHART FOR INDIA BY REGION

REGION	SEASON	CLIMATE	MAX TEMP °C	MIN TEMP °C
HIMALAYAS (example) SHIMLA, CORBETT PARK, NEPAL, BHUTAN	Winter (December - February)	Cold	8 / 10	0 / 6
	Spring / Fall (November, March, April)	Cool days, Cold nights	14 / 20	8 / 16
	Summer (May)- October)	Pleasant, possible showers	18 / 22	14 / 18
NORTH INDIA (example) DELHI, AGRA, RAJASTHAN	Winter (December - February)	Cool days, Cold nights	16 / 22	4 / 10
	Spring / Fall (November, March, April)	Warm days, pleasant nights	20 / 28	12 / 22
	Summer (May - October)	Hot, possible Monsoon Rains	32 / 44	22 / 28
CENTRAL INDIA (example) VARANSI, KHAJURAHO, BHANDAVAGHAR, KANHA	Winter (December - February)	Hot days, cooler nights	20 / 28	10 / 13
	Spring / Fall (November, March, April)	Hot days, cooler nights	20 / 37	13 / 22
	Summer (May - October)	Very Hot, Monsoon Rains	36 / 44	22 / 26
WESTERN INDIA (example) GUJARAT, MUMBAI, GOA	Winter (December - February)	Warm days, cooler nights	28 / 32	13 / 22
	Spring / Fall (November, March, April)	Hot days, cooler nights	28 / 32	13 / 22
	Summer (May - October)	Very Hot, Monsoon Rains	31 / 32	23 / 26
SOUTHERN INDIA (example) CHENNAI, KERALA	Winter (December - February)	Hot days, cooler nights	24 / 39	16 / 20
	Spring / Fall (November, March, April)	Hot days, cooler nights	26 / 35	20 / 26
	Summer (May - October)	Very Hot, Monsoon Rains	30 / 38	23 / 28

NOTE: The above temperature chart shows average temperatures by region and will differ from city to city as each region covers a large area. More Weather details will be available for each individual itinerary.

9 TIME DIFFERENCE

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

10 FOREIGN & COMMONWEALTH OFFICE ADVICE

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

The information given above is correct at time of going to press and to the best of our knowledge. Please call us on telephone 0207 487 9111 for any clarification or advice concerning your tour.

11 DATA PROTECTION POLICY

Your booking: 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 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 not responsible for part of your travel arrangements. This applies to any sensitive information that you give to us such as details of any disabilities, or dietary/religious requirements. (If we cannot pass this information to the relevant suppliers, whether in the EEA or not, we cannot provide your booking. In making this booking, you consent to this information being passed on to the relevant persons.)

Please note that where information is also held by your travel agent, this is subject to your agents own data protection policy. Your data controller is: Greaves Travel Ltd.

You are entitled to a copy of your information held by us. If you would like to see this please contact us. We may make a small charge for providing this to you.

12 ABTA STATEMENT

Greaves Travel Ltd is a Member of ABTA with membership number V9610. ABTA and ABTA Members help holidaymakers to get the most from their travel and assist them when things do not go according to plan. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. For further information about ABTA, the Code of Conduct and the arbitration scheme available to you if you have a complaint, contact ABTA, 68-71 Newman Street London W1T 3AH or www.abta.com

13 TRAVEL INSURANCE

Greaves Travel strongly recommend that you have insurance cover for your holiday. Such insurance would ensure that you are fully covered against unexpected cancellation charges, medical expenses arising abroad, repatriation costs in cases of injury/illness/death, loss of luggage or money and personal liability claims. Greaves Travel cannot be held responsible if you do not purchase travel insurance or if you purchase inadequate insurance cover for your holiday.

We will be happy to refer you to suitable travel insurance companies for appropriate insurance cover for your holiday. Please contact our tours consultants for the details.

14 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. European round pin plugs will go into the sockets, but as the pins on Indian plugs are somewhat thicker, the fit is loose and a connection not always guaranteed*

15 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

IMPORTANT INFORMATION CONTINUED

your sightseeing guide and driver, an acceptable amount for the guide would be approximately between 300 – 500 Rupees per day; and for the driver, it would be approximately 500 rupees per day.

16 CURRENCY

There are no restrictions on the amount of foreign currency or travellers cheques you may bring into India, provided a declaration is made in the currency declaration form given to arriving passengers. However, cash, bank notes and travellers cheques up to US \$10,000 or equivalent need not be declared at the time of entry. For safety and convenience we would advise that you take the majority of your money in travellers cheques. 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, 500 and 1000 rupees and coins are available in 50 paise and in rupee coins of 1, 2 and 5. All major credit cards are accepted in most hotels and restaurants

and government shops, as are travellers' cheques in US dollars or Sterling.

There are ATM machines at all major airports, as well as in all major cities.

17 SHOPPING

India is a shopper's paradise with the promise of some excellent buys! However, as a measure of precaution, always check on the levels of import duty levied for items that you wish to purchase. 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 cannot be responsible for your dissatisfaction for any cause whatsoever in respect of any item purchased during the course of your journey.



BOOKING CONDITIONS

These Booking Conditions include important information and set out contractual terms and conditions which apply to any booking or bookings you make with GREAVES TRAVEL LTD, 53 Welbeck Street, London W1G 9XR. Registered in England No. 1032421.

1 MAKING YOUR BOOKING

a) To make a booking you must complete and sign the Greaves Travel booking form, accepting on behalf of all your party the terms of those booking conditions. A deposit of £500 per person must be enclosed with your booking forms, if, however, you book less than 10 weeks before departure, full payment should be sent with your booking form.

Please note that a service charge will be levied on payment by credit cards

b) On receipt of your completed booking form and the required payment, Greaves Travel will issue a Confirmation Invoice, please note that your accommodation, flights and other arrangements will only be requested by Greaves Travel once your booking form has been received. Your Confirmation Invoice, in such cases, will include your requested package cost and you will be advised of any accommodation, flights, etc., which are still on request and not confirmed at the time the Confirmation Invoice is issued. Thereafter you will be kept informed of the progress made. A valid contract comes into effect once a confirmation invoice is issued with all reservation status being confirmed.

ADVANCED DEPOSITS

Due to advanced deposit conditions imposed by some hotels, luxury trains, wild life resorts & services in India, we may require a higher non-refundable deposit on certain itineraries. Our staff will inform you at the time of booking.

We cannot make reservations without arranging transfers and the services of one of our representatives.

2 TRAVEL AGENTS

If your booking is made through a Travel Agent, Greaves Travel will address all communications to that Travel Agent. All monies paid by you to Travel Agent are held by them under or in contemplation of this contract and will be held by them on behalf of Greaves Travel until such monies are forwarded to Greaves Travel.

3 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 must reserve the right to cancel your holiday, retain your deposit, and apply the cancellation charges set out below. If you make your booking within 10 weeks of departure you must pay for the holiday in full at the time of booking.

4 ALTERATIONS TO YOUR BOOKING

If, after we have issued the confirmation invoice, you wish to make any amendments to your travel arrangements, we will do our utmost to make the changes, provided that written notification is received at our offices from the person who signed the booking form, or from his/her travel agent, at least 4 weeks before your departure date.

This must be accompanied by a payment of £25 per person to cover our administration costs. Any alteration by you within 2 weeks of departure will be treated as a cancellation of the original booking and will be subject to the cancellation charges set out in clause 6 below. Please note that you may also need to take out additional insurance as a result of your change or alteration. 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 for the previously booked service and for costs incurred by us and our agents in attempting to secure any revised arrangements.

5 CHANGES TO BROCHURE

We reserve the right to alter any of the information contained in the brochure at any time before your booking is accepted and a contract comes into existence between us. If we do so, we will make sure that any changes which affect your holiday will be communicated to you before we accept your booking.

6 CANCELLATION

You, or any member of your party, may cancel your holiday at any time providing that the cancellation is made by the person signing the booking form and is communicated to us in writing either directly or via the travel agent with whom you made your booking. As this incurs administrative costs, we will retain your deposit and in addition may apply cancellation charges up to the maximum shown below.

Period before departure within which written cancellation is received by us	Amount of cancellation charge shown as a percentage of the holiday price
Greater than 70 days	Balance
57 to 70 days	30%
43 to 56 days	40%
31 to 42 days	80%
1 to 30 days	100%*

If the reason for cancellation is covered under the terms of an insurance policy, you may be able to reclaim these sums, subject of course to the terms of the policy. If, after we have accepted your booking, you are unavoidably prevented from proceeding with your holiday (for example, due to illness, death of a close relative, redundancy or jury service) and you wish to transfer it to another person, we will try to assist you, provided you tell us of the proposed transfer at least 30 days before the due date of departure and provided that the person to whom you wish to transfer the booking satisfies all the conditions applicable to the holiday which are set out in the brochure and these Booking Conditions. No transfer will be allowed after this. Where we approve the transfer of your booking, both you and the person to whom it is transferred will be individually and jointly 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.

* Some Trains and Hotels may have alternative cancellation policies The above cancellation charges reflect the charges made to us by hotels, trains or other entities with whom we have booked your holiday. In the event that any such entities require a higher charge than that quoted above, we reserve the right to request such higher charge from you

7 COMPLAINTS

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, fax within 48 hours, 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 immediately, 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. You must appreciate that we will need to investigate your complaint and if you do not follow this simple procedure, we cannot accept responsibility, as we will have been deprived of the opportunity to investigate and rectify the problem. 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 on occasions a problem does arise that, notwithstanding that you have followed the procedure set out in this paragraph, we have not been able to resolve to your satisfaction. In this event we will reimburse you with the equivalent of the cost of the accommodation for one night at the destination at which the problem arose.

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 30 days before the date on which you are due to depart. Outside of this 30 day period, we may need to revise the price of the holiday upwards or downward solely to allow for variations in:

- i) transportation costs, including costs of fuel;
 - 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.
- Even in such cases, we will absorb an amount equivalent up to 2% of the holiday price which excludes insurance premiums or any amendment charges. You will only have to pay the balance of any price increases which exceed 2% of the holiday price. If such changes in price amount to more than 10% of the holiday price, you will be entitled to cancel your holiday with a full refund of all monies paid except insofar as such sums represent premiums paid for holiday insurance or amendment charges. 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.

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 (eg. itineraries, hotel accommodation or other travel arrangements), and these changes may be either major or minor. Where a change is a minor change, we will, if practicable, advise you before departure, but we are not obliged to do so, or to pay you compensation. A minor change is any change apart from a major change as defined below. When a change is a major change, (and a major change is either an alteration to your flight time by more than 12 hours or a change in type or standard of accommodation) we will advise you as soon as is reasonably possible. You will then have the choice of accepting the change, taking an alternative holiday (and where this is of a lower price, we will refund the difference), or withdrawing from the contract and accepting a full refund of all monies paid. In addition, in appropriate cases, we will pay the following compensation per adult (on the assumption that the full balance has been paid) and the periods mentioned are the time before departure after notification to you. Period before departure within which a major change is notified to you or your travel agent.

Compensation per person	
Less than 56 days	£20
Less than 14 days	£40

BOOKING CONDITIONS CONTINUED

10 YOUR FINANCIAL PROTECTION

Many of the flights and flight-inclusive holidays (in this brochure) are financially protected by ATOL scheme. But ATOL protection does not apply to all holiday and travel services listed in this brochure. Please ask us to confirm what protection may apply to your booking. If you do not receive an ATOL Certificate then the booking will not be ATOL protected. If you do receive an ATOL Certificate but all the parts of your trip are not listed on it, those parts will not be ATOL protected, for more information about financial protection and the ATOL Certificate go to www.atol.org.uk/ATOLCertificate

11 CANCELLATION OF YOUR HOLIDAY BY US

We reserve the right in any circumstances to cancel your holiday. However, subject to paragraph 12 in no case will we cancel your holiday less than 6 weeks before the scheduled departure date except for reasons of force majeure or failure on your part to pay the final balance.

In circumstances where we are unable to provide the holiday booked, or where you cancel the holiday as set out in paragraph 9 above, we will return to you all monies paid, or offer an alternative holiday of equivalent standard (subject to availability) or a holiday of lower standard (subject to availability) in which event we will refund the difference in sums which you have paid to us. If a cancellation occurs within 6 weeks of departure, we will pay you compensation on a similar scale to that shown in paragraph 9 above.

12 EXTRAORDINARY CIRCUMSTANCES

In the event that your holiday is cancelled by extraordinary circumstances connected either with your flight or destination our obligation will be limited to reimbursement of the cost of your flight ticket or if your flight is inordinately delayed, reasonably caring for you in the meantime. In such circumstances we will also do our best to obtain reimbursement in whole or in part of the cost of your hotel booking or booking with other entities such as trains. However, to the extent that we are not able to obtain reimbursement for such costs we shall not be liable to reimburse you. For the purpose of this paragraph extraordinary circumstances shall be deemed to exist if they could not have been avoided notwithstanding that all reasonable measures have been taken and may, in particular, occur in cases of political instability, meteorological conditions incompatible with the operation of the flight concerned, security risks, unexpected flight safety shortcomings and strikes that affect the operation of an operating air carrier.

13 PROVISION OF SERVICES

If, whilst you are on holiday, we find that it is not possible to provide a significant proportion of the 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, compensate you for the difference between the services agreed to be supplied and those actually supplied. Where we cannot 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 compensation.

14 OUR RESPONSIBILITY

(i) Where you do not suffer death or personal injury, we accept liability should any part of your holiday arrangements booked with us in the UK not be as described in the brochure and not be of a reasonable standard, and, subject to (iii), (iv) and (v) below, will pay you compensation. The maximum amount of compensation which we will pay you in any circumstance will be a refund of your holiday cost (excluding any insurance premium), a refund of any directly attributable expenses, and a daily sum of £72.00 per person. We will use the maximum sum to assess the appropriate sum due to you in the circumstances of your particular complaint. Any sums received by

you from suppliers, such as from airlines due to the Denied Boarding Regulations 1992 (in this case sums paid by the airline constitute the full amount of your entitlement to compensation for all matters following from the airlines actions) will be deducted from any sum paid to you as compensation by us. (ii) Where you suffer death or personal injury as a result of an activity forming part of your holiday arrangements booked with us before departure, we accept responsibility subject to (iii), (iv) and (v) below. (iii) We accept liability in accordance with (i) and (ii) and subject to (iv) and (v) below except where the cause of the failure in your holiday arrangements or any death or personal injury you may suffer is not due to any fault on our part or that of our servants, agents or suppliers, and is your own fault, or the actions of someone unconnected with your holiday arrangements or due to unusual or unforeseeable circumstances or events which neither we, nor our servants, agents or suppliers could have anticipated or avoided even with the exercise of all due care. (iv) Where a claim (whether for personal injury or non personal injury) arises out of loss or damage suffered during the course of air travel, rail travel, sea travel, road travel or hotel accommodation, our liability and/or the amount of compensation you will receive will be limited in accordance with the provisions of any relevant International Conventions, namely the Warsaw Convention 1929 (including as amended by the Hague Protocol 1955), the Berne Convention 1961, the Athens Convention 1974, the Geneva Convention 1973 and the Paris Convention 1962. Copies of these Conventions can be supplied to you upon written request. (v) It should be noted that our acceptance of liability in (i), (ii), (iii) and (iv) above is conditional upon assigning any rights that you may have against any of our servants, agents or suppliers which is in any way responsible for the failure of your holiday arrangements or any death or personal injury you may suffer. Such acceptance of liability is also subject to your following the procedures of notification of complaints set out in clause 7.

15 VISA

At your request we will on payment of an administration fee apply for a visa to cover your travel arrangements. The visa will be issued by the duly appointed representatives of the countries that you propose to visit to whom we will provide details of your journey and your personal details as provided by you. However, we cannot be responsible if, notwithstanding the visa that has been issued, entry or departure is denied or delayed for any reason whatsoever by the authorities of any country.

16 WHAT IS INCLUDED IN YOUR TOUR PRICE

- Economy class International flights - On Request
- UK & Indian Departure Tax - Economy class domestic flights.
- All road and rail transportation as described in the brochure.
- Airport/Railway transfers and sightseeing as detailed in the itinerary.
- Entrance fees at monuments and other places of visit.
- Double/Twin sharing accommodation with private bath or shower and toilet in each room.
- Meals as described on the respective price panel.
- Services of our escorts, tour guides and local representatives, where appropriate.
- Excursions and tours where specifically detailed.
- Portage.

WHAT IS NOT INCLUDED IN YOUR TOUR PRICE

- Travel Insurance, Cost of visa/passport.
- Transport between your home and airport/port/station and vice versa.
- Airport departure taxes from Nepal/Bhutan.
- The cost of personal items such as laundry, drinks with meals or otherwise, telephone calls and incidentals, etc.
- Meals other than specified.
- Optional excursions.
- Gratuities/Tips for service paid on personal basis

17 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 has no liability to you if such requests are not met.

Please inform us at 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 many hotels throughout India do not provide some of the simplest requirements.

18 ARBITRATION

Any dispute between you and us which we have not managed to resolve amicably shall be referred to arbitration under a special scheme devised for the travel industry by the Institute of Arbitrators by arrangement with the Association of British Travel Agents. The scheme provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on the customer in respect of costs. It does not apply to claims for an amount over £5,000 per person or £25,000 per booking form or to claims mainly in respect of physical injury or illness. Further details supplied on request.

19 CONDITIONS OF CARRIAGE

When your holiday includes travel on airline(s), the conditions of carriage of that airline(s) apply, some of which may limit or exclude liability. This brochure is the responsibility of Greaves Travel Ltd. It is not issued on behalf of, and does not commit the airlines mentioned therein or any airline whose services are used in the course of the holiday. Please note that a child must be under 12 years of age, and an infant must be under 2 years of age, on the date of their outbound flight to qualify for child/infant status. Copies of such international conventions and conditions of carriage can be supplied to the client by us upon request. There is no guarantee that flights will depart at the time specified, and we do not have any liability for any delay which may arise. Where such delay does arise, we will use our best endeavours to arrange for the air carrier to provide appropriate meals etc, but we ourselves will not make any such provision.

20 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 your responsibility to ensure that all members of the Group receive a copy of all such communications and you must indemnify us for any failure to do so.

21 THIS CONTRACT

Please note that if any of these Booking Conditions is found to be invalid or unenforceable, then the remainder of these Booking Conditions will not be affected but will remain valid and enforceable. This contract is made on the terms of these Booking Conditions which are governed by English law and both parties shall submit to the jurisdiction of English courts at all times.

BOOKING FORM



GREAVES TRAVEL LIMITED 53 WELBECK STREET LONDON W1G 9XR

TOURS DEPARTMENT Tel: 0207 487 9111 Fax: 0207 486 0722 E-Mail: tours@greavesuk.com

The air holidays and flights in this brochure are
ATOL Protected by the Civil Aviation Authority.
Our ATOL number is ATOL4023

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.

1. NAME & ADDRESS FOR CORRESPONDENCE OR AGENT STAMP	2. TOUR DETAILS
NAME..... ADDRESS POST CODE TEL HOME TEL WORK EMERGENCY CONTACT TEL	DATE OF DEPARTURE DATE OF RETURN TYPE OF ROOM REQUIRED - SINGLE TWIN DOUBLE SMOKING REQUIRED INFO* MOBILE NUMBER* EMAIL* * 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 APPEARS IN PASSPORT							
TITLE	NAME AS PER PASSPORT	SURNAME AS PER PASSPORT	NATIONALITY	DATE OF BIRTH	PASSPORT NO..	PLACE & DATE OF ISSUE	EXPIRY DATE

4. REMITTANCE			
Deposit payable at the time of booking is £500 per person. If reservation is made within ten weeks of departure, then the full amount is payable.			
No of persons	Deposit @ £500 per person	Total	Visa Required
			YES / NO

6. METHOD OF PAYMENT	
Cheques to be made payable to Greaves Travel.	
* I wish to pay by credit card, and authorise Greaves Travel to debit my account the amount of:	
£	from my: MasterCard Amex Visa Debit Card iss. no
*Please note credit card charges will be incurred between 1-3%.	
Please contact us for further details	
CARDHOLDERS NAME (please print)	START DATE
ADDRESS	SECURITY CODE
CARD No	EXPIRY DATE
SIGNATURE OF CARDHOLDER	DATE

5. HOW DID YOU HEAR OF GREAVES TRAVEL?	
TRAVEL AGENTS	MAGAZINE*
NEWSPAPER*	PAST CLIENT
TOURIST BOARD	*PLEASE SPECIFY
OTHERS*	
From time to time we would like to send you information about our other services. you do not wish to receive further information please tick this box <input type="checkbox"/>	

7. IF YOU ARE UNABLE TO SUPPLY INSURANCE DETAILS, PLEASE SIGN INDEMNITY STATEMENT BELOW	
I undertake on behalf of myself and all members of my party to arrange holiday insurance which provides adequate health and repatriation cover. I absolve Greaves Travel of all possible liabilities which may arise if I fail to take out adequate insurance cover and indemnify Greaves Travel for any costs incurred due to my failure to take out adequate insurance cover.	
SIGNATURE	DATE
Please supply Travel insurance details to us.	

8. ONLINE BANK TRANSFER	
FRANK WATER VOLUNTARY CHARITY DONATION	Sort: 20-91-79 Account number: 80323209 IBAN: GB62BARC 2091 7980 3232 09 SWIFTBIC - BARCGB22 I have transferred to the above account the sum of £
Amount to be added to invoice £	
Further info visit www.frankwater.com	

9. DECLARATION	
I agree on behalf of myself and all other persons on this booking form that I have read and understood the unaltered Booking Conditions, Important Information and the Insurance Conditions (where applicable) and warrant that I have the authority of all persons named on this Booking Form to make the booking subject to these conditions. All members of the party personally accept responsibility to be aware of, 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 make this booking on my behalf.	
SIGNATURE	DATE
Visas are compulsory for visits to India, Nepal and Bhutan, Greaves Travel can obtain visas for British Passport Holders resident in the UK only. (Please see visa section for cost details)	

LONDON
53 WELBECK STREET, LONDON W1G 9XR
TOURS DEPARTMENT TEL: 0207 487 9111 FAX: 0207 486 0722
EMAIL: tours@greavesuk.com WEBSITE: www.greavesindia.com

