



Terms & Conditions

Prices / Services generally does not include: Visa Fees (excepting for Bhutan), International Airport Taxes, movie camera charges at monuments and national parks, any items of a personal nature, additional expenses resulting from the delay or extension of a trip due to weather, flight cancellations, political disputes, sickness or other causes beyond our reasonable control. Lunches and dinners are usually not included in the tours. (At some places like the National parks or remote areas the same is included. Wherever it is included, it will be mentioned in the tour proposal.)

Tipping: Tipping to your driver and guide at the end of the day / trip is normal but entirely at your discretion. If you are happy with the services you can tip. However, tipping is never included in the tour cost.

Deposits/Booking: For all tours there is a minimum deposit of 30% of the total tour value (if not otherwise decided at the time of booking which could be due to type of tour booked) at the time of booking and the balance is payable 30 days prior to the first day of the tour. If Cloud Itineraries books any international or domestic airfare then the same is payable upfront when confirmed for immediate issue.

Cancellations/Refunds: All cancellations should always be sent by email and kindly also fax a copy of the letter to avoid any date disputes later. Canceling the tour anytime within 30 days prior to commencement of the tour will result in forfeiture of 100% of the tour price.

Cancellation at any other time before that time period would attract a minimum charge of 250US\$ per person or 30% of the tour value whichever is higher (Adults and children). Note that there is never any refund for wildlife safaris from the Government Authorities. In case of luxury train tours and cruises, package, airfares, etc. the cancellation policy of the Railway Authorities or concerned departments / companies / airlines will apply.

You also confirm that in the case of no deposit being made for a confirmed tour and / or balance not paid before 30 days of the tour commencement (for whatever reasons) that gets cancelled, the above will still apply and you would send us the cancellation charges on good trust or the credit card guarantee will be charged.

Travel insurance is strongly advised at all times since we will never be under any circumstances be able to refund the tour cost amount that falls in the purview of this contract.

Changes in Tour Plan: India is a vast, diverse and intense country. At times there are situations where flights and trains get cancelled / delayed / rescheduled due to bad weather and or other problems like local unrest, strikes, natural calamities, etc. Under such conditions we always try to advice on the best



route possible and we even consult you. It is to be noted that though we try our best we do not commit any refunds whatsoever for unutilized services due to unforeseeable reasons like this. If for whatever reasons the guest (read client) changes the tour plan while on the tour no refunds or adjustments are possible in most cases. Yes, we do try our best in these cases also and in most of the situations we try to adjust the same too but in lot of cases this becomes impossible – so please bear with us. At the same time if because of any of the reasons mentioned above we need to buy new air tickets and book hotels or make any new arrangements the same will be charged as applicable and payable by the traveler.

If by any chance the traveler changes the tour plan while traveling then we would be charging for all new services and hotels as per the changed plan. We will try to adjust the pre-paid part being changed with the new part but again we do not commit the same since most of the services will be pre-paid for to the suppliers like the hotels, transporter, guide, etc.

Arrangements: Tour quotations are usually in USD (US\$), AUD (AU\$), GBP (£), EURO (€) or CAD (CA\$). They include planning, handling expenses, operational charges and all Government Taxes, etc. and are based on the current rate of exchange and tariffs. These are subject to change depending on international currency fluctuation, fuel surcharges, and/or inflation by the time one confirms the tour. However once a tour price is finalized and BOOKING FORM received, (even if tour deposit is not made) there is no change in price whatever be the reason. Note that even for NON RESIDENT INDIAN TOURISTS we always quote in foreign currencies. If the guest wants then all payments can be made in Indian currency calculated as per the prevailing exchange rates.

Limitation of Liability: Cloud Itineraries Pvt. Ltd. acts only as agents for hotels, transportation companies, land operators and suppliers of travel services (railways and airlines) and assume no liability in connection with the operation or service of any transportation, vehicle or hotel which may be used for services to Cloud Itineraries Pvt. Ltd. guests. Cloud Itineraries Pvt. Ltd. and its operators and agents will assume no liability for injury, damage, loss, accident, delay, irregularity or additional costs resulting directly or indirectly from any of the following causes: weather, failure of any means of transportation to adhere to schedules, quarantines, strikes, civil disturbances, theft, government regulations, or changes in transport and lodging beyond our reasonable control. Cloud Itineraries Pvt. Ltd reserves the right to change any itinerary at any time when it is deemed advisory for the safety of the guest or the group or to comply with government restrictions.

Assumption of Risk & Release of Liability: By booking the tour with Cloud Itineraries Pvt. Ltd., you acknowledge the risk and hazards of travel in India. You also accept the responsibility for your own welfare and waive future claims against Cloud Itineraries Pvt. Ltd. for liability to the maximum extent permitted by law. You understand that Cloud Itineraries Pvt. Ltd. contracts with a network of operators in India, Sri Lanka, Bhutan & Nepal through affiliate tour operators. These third party service providers are deemed qualified and experienced to the best of company's (Cloud Itineraries Pvt. Ltd.) knowledge. Therefore, you fully release and hold harmless Cloud Itineraries Pvt. Ltd. from any and all liability for all their acts or omissions. You agree that this Assumption of Risk and Release of Liability statement shall be



legally binding upon yourself, all minors under the age of 21 traveling with you, your heirs, successors, and legal representatives. You further agree to fully indemnify Cloud Itineraries Pvt. Ltd. from all and any liabilities to the maximum extent permitted by law and for all its costs, expenses, damages, etc (including attorney's fees) arising from or attributable to any claims or actions arising from your travel with Cloud Itineraries Pvt. Ltd. and which claims or actions are specifically released by you in this document.

Footnote: Booking a tour with us suggests that all of us understand and accept the above. This document has been well researched and most of the inputs have come from our past guests and even the language and final editing has been done by some of our good friends who traveled with us as clients from all over the world. Still if the language is too harsh or the conditions at times seem biased and in favor of the company kindly accept our apologies for the same as it is unintended. At the same time the hotels, flights, trains, etc. have stringent cancellation rules that we need to follow to be in business with them and maintain a sound track record. We always try to be very fair and are known for our "service first" & "at your service" attitude.