

Booking Terms and Conditions

Please read the following terms and conditions carefully. You must not accept any booking unless you understand and agree with the following terms and conditions.

Passports & Visas

All travellers must have a valid passport for international travel and many countries require at least 6 months validity from the date of return and some countries require a machine-readable passport. When assisting with an international travel booking, we will assume that all travellers on the booking have a valid Indian passport. If this is not the case, you must let us know. It is important to ensure you have valid passports, visas and re-entry permits which meet the requirements of immigration and other government authorities. Any fines, penalties, payments or expenditures incurred as a result of such documents not meeting the requirements of those authorities will be your sole responsibility (except to the extent caused by fault on our part). If you need more information regarding visas, passports and other travel document requirements for your trip, please contact us.

Travel Insurance

We strongly recommend that you take out appropriate travel insurance to cover your travel arrangements. To take out travel insurance through us, please contact us

Health

You must ensure that you are aware of any health requirements and recommended precautions relevant to your travel and ensure that you carry all necessary vaccination documentation. In some cases, failure to present required vaccination documentation (e.g. proof of Yellow Fever vaccination) may deny you entry into a country. We recommend that you consult with your local doctor, travel medical centre or specialist vaccination clinic before commencing your travel.

Amendment and Cancellation Fees

Cancelled bookings may incur charges. These charges can be up to 100% of the cost of the booking, regardless of whether travel has commenced. Fees and extra charges may also apply where a booking is changed and when tickets or documents are re-issued. Where we incur any liability for a supplier cancellation fee or charge for any booking which you cancel, you agree to indemnify us for the amount of that fee or charge. Where you seek a refund for a cancelled booking for which payment has been made to the supplier, we will not provide a refund to you until we receive the funds from that supplier.

Taxes

Airline taxes are subject to change and are confirmed at the time your airline ticket is issued or re-issued. There may also be a local tax charged at some airports.

Agency

We act as an agent only. We sell various travel related products as agent on behalf of numerous transport, accommodation and other service providers, such as airlines, coach, rail and cruise line operators, and as agent for all of our wholesalers. Our obligation to you is to (and you expressly authorise us to) make travel bookings as agent on your behalf and to arrange relevant contracts between you and travel service providers. We have no responsibility for these services nor do we make or give any warranty or representation regarding their standard. All bookings are made on your behalf subject to the terms and conditions and limitations of liability imposed by these service providers. We can provide you with copies of the relevant service provider terms and conditions on request. Your legal recourse for travel services is against the specific provider and, except to the extent a problem is caused by fault on our part, not against us. Specifically, if for any reason (excluding fault on our part), any travel service provider is unable to provide the services for which you have contracted, your remedy lies against the provider and not with us.

Liability

To the extent permitted by law, we do not accept any liability in contract, tort or otherwise, for any injury, damage, loss (including consequential loss), delay, additional expense or inconvenience caused directly or indirectly by the acts, omissions or default, whether negligent or otherwise, of third party providers over whom we have no direct control, force majeure or any other event which is beyond our control or which is not preventable by reasonable diligence on our part. Our liability will also be limited to the extent that any relevant international conventions limit the amount of compensation which can be claimed for death, injury, or delay to passengers and loss, damage and delay to luggage. Under circumstances where our liability cannot be excluded and where liability may be lawfully limited, such liability is limited to the remedies required of us under applicable consumer laws.

Special Requirements

Please liaise with your Travel Manager regarding any special requirements you may have for your travel arrangements such as special meal and seating requests.

Frequent Flyer

Please advise your Travel Manager of your loyalty program membership details (air, hotel or car) for inclusion in your booking. Please check your loyalty program for the specific terms of your membership. We cannot guarantee that the supplier will credit you with points for your booking.

Travel Documents:

Travel documents include (without limitation) airline tickets, hotel vouchers, tour vouchers or any other document (whether in electronic form or otherwise) used to confirm an arrangement with a service provider. Travel documents may be subject to certain conditions and/or restrictions including (without limitation) being non-refundable, non-date-changeable and subject to cancellation and/or amendment fees. Travel documents cannot be transferred to another person to use. All airline tickets must be issued in the name of the passport/photo identity holder. An incorrect name on a booking may result in an inability to use that booking and the booking being cancelled. Please review your travel documentation carefully and advise us immediately of any errors in names, dates and timings. You must ensure you have all your travel documents and e-tickets prior to travel. Please let us know if you believe you have not received any required documentation.

Privacy Policy

We are committed to protecting your personal information and agree to handle your personal information in accordance with our Privacy Policy. By providing personal information to us, you agree that our Privacy Policy will apply to how we handle your personal information and you consent to us collecting, using and disclosing your personal information as detailed in our Privacy Policy. In particular, you agree that in certain circumstances (such as where you request us to book international travel for you), we are permitted to disclose your personal information to overseas recipients. Such recipients may include the overseas travel service providers (e.g. airlines, accommodation or tour providers) with whom you make a booking. These travel service providers will in most cases receive your personal information in the country in which they will provide the services to you or in which their business is based. We may also disclose your personal information to our overseas related entities and to service providers who perform services for us within and outside of India. Generally, we will only disclose your personal information to these persons in connection with facilitation of your travel booking and/or to enable the performance of administrative and technical services by them on our behalf. Where we disclose your personal information to any person (including all overseas recipients), you agree that we will not be required to ensure that person's compliance with Indian privacy laws or otherwise be accountable for how they handle your personal information. When used above, "disclose" includes to transfer, share, send, or otherwise make available or accessible to another person or entity.

Monies Not Held On Trust

All monies paid by you to us will be the property of us and will be a debt due and payable to the travel service provider once the services to which the money relates have been provided. You agree and acknowledge that such monies will not be held by us on trust for and on behalf of you and we may hold such monies in any account as we see fit, including with our own and/or other customer monies.

Governing Law

If any dispute arises in relation to the agreement between you and us, the laws of India will apply. You irrevocably and unconditionally submit to the exclusive jurisdiction of the courts of India, and waive any right that you may have to object to an action being brought in those courts.

Additional Information

Seating and Meal Preferences

Seating and meal preference requests are not guaranteed by airlines and may be changed without notice. Your preferences are maintained via your membership details with the specific airline. Please ensure your preferences are up to date to ensure reward points, seating and meal requirements are current.

Airport Security and Carry-on Baggage on International Flights

To increase your safety, strict regulations are in place regarding the carrying of liquids, aerosols and gels as hand luggage on all international flights into and out of India. These rules are needed to protect you from the threat of liquid explosives

Acknowledgement

I acknowledge that I am 18 years of age or older and that I understand and agree with the above terms and conditions.