

Terms & Conditions

Dear Customer before using our services you are required to read the user agreement and accept all the terms and conditions. The same are listed below for your reference.

USE OF WEBSITE

This page sets forth the terms and conditions under which PARAS HOLIDAYS provides the information on this Website, as well as the terms and conditions governing your use of this site. By making use of this site, you shall be presumed to have agreed to the terms and conditions we have outlined below and these terms and conditions constitute your binding obligations towards Paras Holidays. If you do not accept these terms and conditions, do not continue to use or access this site.

For the purpose of the User Agreement, 'You' shall mean any natural or legal person who has agreed to become a member of the Website by providing Registration Data while registering on the Website and accepted this electronic version / electronic record of the User Agreement and has allocated himself a unique identification user name ("Username" and "Password"). Use of the Website is available only to persons who can form legally binding contracts under the Indian Contract Act, 1872. Persons who are "incompetent to contract" within the meaning of the Indian Contract Act, 1872, including minors, infirm, undischarged solvents are not eligible to use the Website.

WEBSITE ACCURACY

The information given in this website is as accurate as we can make it. Our website descriptions are of amenities normally available. However, circumstances can change due to any events beyond our control. Major road works may necessitate route changes. Indian restaurant may close or change management. All of these may cause us to make changes in the itineraries. Where we may know of these sufficiently in advance we will notify you, otherwise our tour managers or local representatives will inform you of the changes on the spot. Please note that the website is design a few months in advance. There are also very big Fairs and Exhibitions lasting upto two weeks. Where all the hotels are fully booked several years ahead. Every effort is made to avoid such dates, but in few instances where it is unavoidable, it may be necessary to stay in hotels in other cities.

MEALS

There are pre-set Menus provided for breakfast on the tour, the type of breakfast is clearly indicated in the brochure. Unlike an airline, we cannot process for a special meal nor can we guarantee a special diet for customers. We, however, reserve right to change the meal arrangement if circumstances make it necessary to do so.

In the event that the tour participant wakes up late and misses the breakfast offered to him or in the event that the Tour participant is out on his own and reaches late and misses dinner, then no claim can be made by him for the meal which he has missed and not utilized.

HOTELS

You will be out sightseeing most of the time and hence we have taken care to select hotels which are comfortable whilst keeping cost down. The list of hotels selected for each place is set out in this brochure. Most of the rooms have a private path or shower. In Europe, we take extra care to select locations for our tour and hence we may be confirmed either in the city center or away from city center. Hotels do not have any air conditioners or fans due to favorable weather conditions. In Europe, since the rooms are comparatively small we will recommend only three people in one room for your own comfort. Triple rooms are usually no larger than twin rooms and the third bed is often a roll away cot put in a twin bedded room for the night.

ITINERARY CHANGES

We may often operate more than one coach per departure date. For the comfort and convenience of our passengers we will sometimes reverse the direction, or slightly amend the itinerary. We will try to advice you of these amendments, prior to the start of the tour or on the tour. In the event that the tour participant

misses a part of the sightseeing tour or any such tour due to delay on his part he will not be entitled to claim refund of the same.

COACH / SITTING

We use air conditioned / air cool luxury coaches. We have found it fair to operate daily seat rotation on board or coach, so no seat numbers are allocated. For tours to Europe the average travelling hours is approximate 8 hours a day. The coaches are equipped with an emergency washroom, however this facility is not to be used in lieu of the frequent comfort stops. If you are carrying any high value items on the coach, we advise you not to leave them behind when you leave the coach.

And we will not be responsible or liable in case of theft or robbery of the said items from the coach. All baggage and personal effects are at all times and in all circumstances your responsibility.

TIPPING

Tipping is customary in all parts of the world for services rendered (eg. porters, coach drivers etc.). Your Tour manager will be pleased to advise you of the same.

PARAS HOLIDAYS PVT. LTD. BOOKING CONDITIONS

Paras Holidays Pvt. Ltd. is marketing and / or coordinating tour under its brand name **Paras Holidays**.

Payment Options

Online Card Payments

Visa, Master and American express Card payments are processed through an online payment gateway system. You need not worry about your card information falling into the wrong hands because your bank will authorize the card transaction directly without any information passing through us. In approximately 25-30 seconds (depending on your internet connection) your bank will issue, using the online payment gateway, an authorization code and confirmation of completion of transaction.

PAYMENT FOR LAND ARRANGEMENT ABROAD

Customers undertake to pay the cost of land arrangement abroad (Hotel Rooms, Sightseeing, Transportation, Meals etc.) from the proceed of foreign exchange purchased by concerned traveler from an authorized Foreign Exchange dealer (Including Exchange drawn for private travel). The said amount will be collected in INR and will be charged as per prevailing bank card rate as on the day of making payment.

PAYMENT BY AGENT ON BEHALF OF THEIR CLIENTS FOR LAND ARRANGEMENT

Our online subagents undertake to pay the cost of land arrangements abroad (Hotel Rooms, Sightseeing, Transportation, Meals etc.) for their clients from the proceed of foreign exchange purchased by concerned traveler/s from an authorized foreign Exchange dealer (Including Exchange drawn for private travel). The said amount will be collected in INR and will be charged as per prevailing bank card rate as on the day of making payment.

SCOPE OF ACTIVITY

We are travel and holiday organizers only. We do not control or operate any airline, neither do we own or control any shipping company, coach or coach company, hotel, transport or any other facility or service mentioned in this brochure. We take care in selecting all the ingredients in your holiday, but because we only select and inspect them and have no control in running of them, we cannot be responsible of any delay, improper services provided by an independent agency, airlines, transport, hotel any provider of services, for any injury, death, loss or damage which is caused by the act or default of the management or employees of any hotelier, airline, shipping company coach owner / coach operator who are the company's independent contractor arising outside our normal selection and inspection process.

We are also not responsible for the delay or deficiency in services provided by agency, airlines, transport, hotel any provider of services, or/and any act or actions of co-traveller, co-passenger which may result in availing the following and/or other services on the tour.

REGISTRATION

The tour participant has been supplied with details of the tour arrangement and the Tour Brochure for the relevant year. The Tour participant shall read the same carefully before filling and signing the registration form terms and conditions on Brochure registration form, Payment receipt shall be bringing on the parties and shall constitute contract between the parties, on the Tour participant signing registration form and making payment towards part consideration of the tour. Each Tour participant shall sign the registration form.

The signing of the registration form by the Tour participant shall mean acceptance in totality of the Terms and Conditions contained herein by the Tour participant. The company reserves the right to decline to register any person or persons as Tour participant for any Tour without assigning and reason whatsoever.

DEFINITION

- Tour participant means the person/persons in whose name and/on whose behalf the booking is made and/or whose name is on the booking for, provisional confirmed passenger Tour(ptt) Company means – Paras Holidays Pvt. Ltd.
- Independant contractors means any hotelier/ hotel owner, owner of any Airlines or Shipping company or Railway, Ferry Boat owner/Owner/operator, Cruise Coach operator or any other person or organisation who have been selected by the company to render services to the Tour participant.

1. There is no contract between the company and the Tour participant until the company has received the appropriate non-refundable deposit. The full payment must be received in accordance with payment laid down

2. The company has the right at any time and for any reason:

- To terminate contract after acceptance of deposit but prior to the commencement of Tour without assigning any reason whatsoever. If the company terminates the contract, the company may refund the amount of deposit to the Tour participant without payment of any interest.
- To amend, after, vary or withdraw any tour holiday, excursion or facility it has advertised to published or to substitute an independent contractor of similar class if it is deemed advisable or necessary. In either case, the company shall not be liable for any damage, additional expense or consequential loss suffered by the Tour participants or for any compensation claim.

VISA

It is the responsibility of the Tour participant to hold valid travel documents such as pass ports and visas and to furnish all documents required by the company for application of the same. In the application for visa made by any Tour participant or by the company on behalf of the Tour Participant is rejected by the concerned embassy or authorities due to inadequate documents furnished by the applicant or due to any other reason whatsoever, the company shall not be liable or responsible for the same. All cost, charges in respect of the said application for the visa shall be borne by the Tour participant.

Photographs: Paras Holidays Pvt. Ltd. reserves the right to publish the passengers' photographs or group photographs taken during the tour without intimation or permission from the said passenger.

HEALTH AND INSURANCE

It shall be the duty of the Tour participant to inform the company in case the Tour participant has any medical condition that may effect his ability to enjoy and pursue fully the Tour arrangements. The company reserves right to, where appropriate, to ask the tour participant to provide written certification of his medical fitness before his departure. It is advisable that the tour participants acquire adequate

insurance cover to secure their life, health and property. It may be noted that the tour cost does not include the insurance premium and that the Tour participant has to acquire the same at their cost.

3. No person other than the company, in writing has the authority to vary add, amplify or waive any stipulation representation, term or condition set forth in this brochure.

4. In the event of the company exercising its right to amend or alter any tour or holiday advertised in their brochure after such tour or holiday has been booked, the Tour participant shall have the right.

- To continue with the Tour or holiday as amended or altered.
- To accept any alternate tour or holiday which the company may offer. In either of these above cases the Tour participant shall not be entitled to the company and shall not be liable to the tour participant for any damage, additional expense consequential loss suffered by him or to pay any amount as refund.
- If the event of the company is unable to conduct a particular tour, the company shall at its own discretion refund the amount of the cost of the said Tour to the tour participant will not be entitled to make any grievance thereafter in respect of the same.

5. The company shall in no circumstances whatsoever be liable to the tour participant or any person traveling with him for:

- Any death, personal injury, sickness, accident loss, delay, discomfort, increased expenses, consequential loss and/or damage or any kind of theft howsoever caused.
- The temporary or permanent loss of or damage to baggage or personal effects howsoever caused.

In this condition the expression "howsoever caused" includes with full negligence on the part of any person.

- If in the event that the tour participant is booked on a particular airline and due to certain reasons the said flight is over booked and the tour participant is not allowed to board the flight, the Tour participant shall not hold the company responsible for the same and no claim whatsoever can be made by the Tour participant against the company.
- The company shall not be responsible and/or liable for any damage caused to the Tour participant due to reasons beyond the control of the company (Force Majeure Vis Majeure)

6. No liability on the part of the company arising in any way out of this control in respect of any Tour, holiday, excursion facility shall exceed the total amount paid or agreed to be paid for the Tour holiday, and shall in no case include any consequential loss or additional expense whatsoever.

7. If the Tour participant has any complaint in respect of services provided by any of the independent contractors, the Tour participant shall immediately notify the same in writing to the independent contractor and a copy thereof should be handed over to the Tour management of the company in order to enable the company to take up the matter with the independent contractor.

- Any claim or complaint by the Tour participant must be notified to the company in writing within fifteen days of the end of Tour. No claim notified to the company outside the period will be entertained and the company shall incur no liability in respect thereof.

CANCELLATIONS

All services such as Airlines seats/Hotel accommodation/ground transportation for group tours are pre-blocked well in advance. We are liable to pay penalties to all our suppliers/vendors if these services are released within the below mentioned time frame.

- If circumstances make you cancel the Tour, the cancellation must be intimated to us in writing. Such Cancellation will attract the following Cancellation Charges. The followings are the cancellation charges will be levied over & above of the initial non refundable.
- If Circumstances forces you to cancel the tour, the cancellation must be intimated to us in writing. As per the booking conditions of the tour, we are constrained to levy the following cancellation charges per person.
- If you cancel you're the after issue of UK visa, the registration amount of Rs 10,000/- plus the UK visa charge are non refundable.
- In case UK visa is denied more than 30 days before the schedule date of departure only Rs 2000/- will be charged as administration fees along with the UK visa fee. But if the UK visa is

denied within 30 days of the scheduled departure date, the registration amount of Rs 10,000/- plus the UK visa charges are not refundable.

- In case schengen visa is denied, more than 30 days before the schedule date of departure only Rs 15,000/- will be charged along with the UK & schengen visa fee. But, if the UK visa is denied within 30 days of the scheduled departure date, the entire Indian Rupees component of the tour is not refundable.

Cancellation Charges Per Person when a Cancellation is made Charges

30 days or more prior to the departure of the Tour Complete INR amount + 20% of the Euro amount

20 days prior to the department of the Tour Complete INR amount + 30% of the Euro amount

15 days prior to the departure of the Tour Complete INR amount + 75% of the Euro amount

0-14 days or less prior to departure of the tour or a "No Show" on the tour 100% of the Tour Cost

The company reserves the right to determine the quantum of refund payable in case of cancellation or amendment of a Tour due to Force Majeure. Such refund would be based on various factors like the number of participants, the cancellation policies of suppliers like hoteliers, coach operators etc. and the decision of the company on the quantum of refund shall be final. Refund (if any) or amendments and/or cancellation will be paid directly to Tour participants by the company. It would take at least 45 days to process such refunds. In case the company exercises their discretion to alter, amend or cancel any Tour advertised in the Brochure and the Tour participant who had registered for such tour exercising the option to continue

with the Tour as altered or amended, or to accept any alternative tour which the company may offer, the company shall not be liable for any compensation, damage, additional expense or consequential loss suffered by him/her or to pay any amount as refund to the Tour participant.

Even in case of a Tour for which the payment was made in foreign Currency with or without part payment in Indian rupees the said refund shall be made only in Indian rupees at prevailing rate on date of refund as per existing rules and regulations.

There shall be no refund if the Tour participant fails to join at the Group of the commencement of the Tour, or joins the group late or leaves the group before culmination of the Tour.

There shall be no refund if the Tour participant does not or cannot utilize any service included in the Tour cost of the Tour like meals, room excursions etc. nor can any refund be made for lost misplaced or destroyed travel tickets or vouchers.

CONDITIONS OF TRAVEL

The Tour participant will have to strictly follow the Tour program and return to India as per the validity of air ticket. Those Tours participant who do not travel with the group throughout the Tour shall under no circumstances be entitled to any refund. It shall be noted that for all purposes it shall be the responsibility of the Tour participant to reach the place of commencement of the Tour and register with the representative of the company at the appointed place, date and time.

Tour participant shall not behave in a manner which may cause distress to other Tour participants or which may create the risk of danger or damage to property of the company, the other Tour participants or others.

It is hereby declared that the immunities provided under this contract shall be available to the company's managers, including Tour managers, Employees, Servants and agents but not to the independent contractors selected by the company.

Each of these conditions shall be severable from the other and if any provision be invalid illegal, illegal or unenforceable the remaining provisions shall nevertheless have full force and effect. It is a condition of Booking that you take out a Holiday Insurance from your local travel insurers. The prices quoted in this Brochure have been calculated at the rate prevailing at the time of printing of this brochure. The company reserves the right to amend the prices published in this Brochure in

case of Currency fluctuations, changes in the various cross rates of exchange, and/or fuel costs, before the date of departure and the surcharge accordingly. All such increases in price must be made for in full before departure by the Tour participant.

For all claims, disputes of whatsoever nature relating to the Tour marketed/co-ordinated by Paras Holidays Pvt. Ltd. the courts in Delhi shall alone have jurisdiction. Forfeiture of Deposits: The company shall be within its rights to forfeit the non-refundable interest free deposit paid by the tour participant to the company along with the booking form duly completed with the request for confirming the seat(s) for the tour booked by the tour participant, in the event the tour participant cancels booking or on failure on the part of participant to adhere to the tour payment schedule as set out in letter given at the time of booking or in the event of the Visa of any country(ies) is not granted or the tour participant is unable to travel on the tour booked by the tour participant due to any reason whatsoever including medical ground or sickness, the non refundable deposit shall stand forfeit.

The company accepts all payment by account payees cheques/ draft only. All payments must be paid at least 15 days before departure. It is the responsibility of the customer to pay the cost of land arrangement/ hotel booking abroad out of the proceed of the foreign exchange purchased from an authorized dealer as per Reserve bank of India guidelines. The company will NOT be held responsible for any irregularity in drawing foreign exchange or payment of land arrangement abroad The passenger must ask for a payment receipt from Delhi office only.

Our branch office has no authority to accept cash. All customers must pay full payment by Account Payee/Demand draft/Cheque only.

All tours are subject to laws, rules of RBI/GOI.

PRIVACY POLICY

www.parasholidays.org is committed to protecting your privacy. Paras Holidays respects your privacy and recognizes the need to protect the personally identifiable information (any information by which you can be identified, such as name, address, and telephone number) you share with us. We would like to assure you that we follow appropriate standards when it comes to protecting your privacy on our websites. It is important to us that our customers retain their privacy while taking advantage of the services that we have to offer. To this end, we adhere to the following basic principles:

- We employ the highest levels of security to keep your personal information strictly confidential.
- We will not disclose or sell any of your personal information, including your name, address, credit card number or transaction history to any third party without your permission.
- We do not use cookies.

Please be aware, however, that our site contains link to other sites and that the privacy practices of other sites may differ from those of www.parasholidays.org.

If you wish to modify your personal profile information stored in our database please click here. If you have any additional questions or concerns regarding our privacy policies, please email us at info@parasholidays.org and we'll respond within 24 hours.

Changes to this Privacy Policy

We reserve the right to change this Privacy Policies. If our privacy policy changes in the future, it will be posted here and a new effective date will be shown. You should access our privacy policy regularly to ensure you understand our current policies. Please reference the privacy policy in your subject line. Paras Holidays will attempt to respond to all reasonable concerns or inquiries within Seven business days of receipt.