

Tour Package Policies & Service Note

(For Guests)

Travelling to places is an investment of lifetime memories and MAD Travels truly understands that. Thus, to maintain transparency and get best of experiences, we strongly advise all our guests to read below terms and conditions carefully.

Enjoy our informative reading!!!

Packages Note

- ✓ All our package are customizable except Fixed Departure.
- ✓ Guests are requested to have every discussion in written as verbal communications will not be entertained. The packages offered by MAD Travels can be customized according to guest's wish.
- ✓ To ensure smooth services, Company can also make alternations in the tour. The reasons for such changes can be acts of god, technical problems, sudden service issues, government policies or any other similar situation.
- ✓ Package will not be considered booked until advance amount have not been received by us.
- ✓ Travel dates of DND (Date not decided) packages should be affirmed within 3 Months of invoice issuance date. Delays may lead to certain inconveniences.
- ✓ To give better experiences to our guests, our company also rolls out special offers. This includes upgraded Hotels, Room Category, and Vehicle Type. No additional cost will be levied for such upgrades and this exciting news will be shared with you either before or during the trip.

Package Costing Notes

- ✓ Any Changes, Upgrades and Add-ons in the tour package may attract additional cost.
- ✓ We have the right to recover a fair amount if child/children age is informed wrong to the company.
- ✓ Prices for early check in, late check-out, rooms for fresh up or any upgrade in room category will cost extra according to Hotel Policies.
- ✓ Hotels may apply extra cost for using games room, disco, spa, gym or any other amenities. Also, amount paid for the room doesn't include room heater charges, Mini Bar, Telephone bills etc. The amount for these services will be directly paid at hotel.
- ✓ Taxi will be used according to the above itinerary.
- ✓ For Extra timings or off route destination extra cost will be levied.
- ✓ Guests will solely be responsible to bear the penalty charges for inconveniences caused by them during the tour. This includes any damage done to hotel property or vehicle, carrying out prohibited activities, conflicts with other people or any similar disruptions.
- ✓ Extra cost may be charged due to natural calamities/political disturbances/ new orders passed by government/risks to lives or any other situations over which company has no control.
- ✓ Freebies and Discounts offered by MAD Travels are for limited time only. After that regular rates / inclusions will be applicable. Thus, guests are advised to book their package before the cut off dates.

Service Notes

- ✓ Guests can avail only those services as mentioned in booking voucher.
- ✓ Check in & Check out time will be according to Hotel Policy. Also, early check in and late check-out scenarios will be subject to availability.
- ✓ In every package, base category rooms will be reserved in hotels unless until specified by executives.
- ✓ Meal timings must be followed as per instructed time by the hoteliers. Packages booked with meal plans will have Fixed Menu (Buffet or Room Service).
- ✓ Transfers must be followed as per instructed time by the transporters
- ✓ Flights, trains, stay arrangements; certain sightseeing's, adventure activities or similar services will be subject to ideal weather conditions or Season period.
- ✓ Any complimentary services (If not provided) cannot be claimed in form of cash or alternative services.
- ✓ For No Shows or any un-availed service, MAD Travels shall not be responsible. This includes missed flights, meals, transfer or any other booked services. For alternative arrangements extra cost will be levied.
- ✓ Due to geographical differences, few places may not have as lavish facilities as that of developed tourist destinations. In such places, Hotels are categorized on the basis of location, services and costing and not as 3 star, 4 Star and so on. The vehicle types are limited and may not be of latest models. Also general infrastructure such as hospitals, petrol pumps, ATMs etc may also be missing. Thus, Guests are requested to be well-pre- pared for such destinations in advance.
- ✓ MAD Travels shall not be responsible for any delays or cancellations due to Heavy Traffic Jams, blocked roads, technical faults, strikes, natural disasters or any unforeseen event. Such situations may also demand for some extra services vis-a-vis extra cost.
- ✓ Please notify about your complaints or claims within 7 days of "See Off" dates as beyond this period issues may not be promptly resolved

Documents Notes

- ✓ Guests can avail only those services as mentioned in booking voucher.
- ✓ Screenshots of identity proof and payment receipt are required in order for the confirmation letter to be released.
- ✓ The customers are advised to read the confirmation voucher carefully and approve it within 24 hours of issuance. Any errors/changes shall not be entertained afterwards.
- ✓ Kindly carry confirm tickets, Permits, Visa, passport etc. depending upon the package type, destination and inclusions. These documents are mandatory during check-in / check-out procedures.
- ✓ Few adventure activities may require you to sign "Indemnity bond". In such scenarios, MAD Travels will not hold any liabilities.

Payment Policy

- ✓ 50 % of the total package is mandatory in order to confirm the booking.
- ✓ Remaining 50 % of the package cost will be collected before Five to seven days of tour.
- ✓ Packages can also be booked by depositing token amount. However, next instalments must be made timely and as instructed by our team.

Process Of Making Advance Payment

- ✓ Cash Deposit in our Canara Bank Account.
- ✓ You can pay through Google pay, PayTM, Net Banking etc.
- ✓ You can also pay in EMI (Easy Monthly Instalments)

Cancellation & Refund Policy

- ✓ All the cancellations must be communicated in written.
- ✓ Token amount is non-refundable in any cases.
- ✓ Cancellations made 15 Days prior to travel date will attract cancellation charges. Cancellations charges will vary from 25 % - 50% of the total tour package cost.
- ✓ 100 % Retention charges will be levied for bookings cancelled within 15 days of travel date or No show scenarios.
- ✓ No refunds will be given in case of missed or unused services. This includes Flights, Trains Hotel stays, meals, sightseeing, transfers, entry ticket, permits or any other MAD Travels services.
- ✓ MAD Travels have the right to cancel your Invoice due to insufficient Advance Amount i.e. 50% of the total tour Package Cost.
- ✓ In case, clients are suspected to indulge in any kind of illegal activity or violent behaviour, MAD Travels will immediately stop the services while holding all the refunds.

Amendment Policy (Prepone & Postpone)

- ✓ All amendments must be communicated in written.
- ✓ In order to prepone /postpone the tour, please reach us 15 days prior to the journey date. Postponing & preponeing your tour will attract 15 % of the total tour package cost.
- ✓ In all prepone or postpone scenarios, services and costing will be subject to availability and season/off season time.
- ✓ The validity of "Postponed Packages" is 1 Year from the date of booking.
- ✓ The invoice Number allotted to you is transferable i.e. you can pass your booking to any of your friends/ relatives. (Please Note: In order to transfer your booking you must meet the above terms and conditions first).
- ✓ Few service providers may apply postpone/prepone charges even after meeting above requirement. In such cases postpone/prepone charges will deducted from the advance amount deposited.

*Yes! We Are Here
To Serve You Something Different!!! 😊*

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