

TERMS & CONDITIONS FOR SCHEDULED PACKAGE TOURS - 2018

GENERAL INFORMATION

1. **Tourists/Pilgrims who are booked in any of the Package Tours, are requested to fulfill the Guest Registration Form before departure of the tour.**
- 2.(i) Tourists/Pilgrims who are booked in the below mentioned package tours, are requested to report **ONE DAY BEFORE DEPARTURE** at the following TRHs where pre accommodation charges are included in the ticket.
 - a) Tour no. 1 (Every Thursday) Tour no. 5 (Every Wednesday) Tour no. 12 (Every Monday), to report at **Rishilok Tourist Complex, Muni-ki-Reti, Rishikesh, Tel: 0135- 2430373.**
 - b) Tour no. 4 (Every Tuesday & Friday), Tour no. 6 (Every Wednesday), to report at **Bharat Bhoomi Tourist Complex,Haridwar Bye Pass Road,Rishikesh, Tel: 0135-2433002.**
 - c) **Tour No 7 (Every Monday), Tour No. 8 (Every Saturday) & 10 (Every Friday & Wednesday)** to report at **Ganga Resort Tourist Complex, Shishamjhari, Muni-ki-Reti, Rishikesh, Tel: 0135 - 2438651.**
 - d) **Tour No.2 (Every Wednesday),03 (Every Monday),09(Every Friday) & Tour No.11 (Every Thursday)** to report at **Rahi Motel, Hardwar, near Bus Stand Hardwar,Tel:01334-228686.**
- (ii) - . **Foreign tourist in any of the Scheduled Package Tour No.3 & 4 (By Bus) are prohibited to stay at Harsil with the defense restrictions. If any foreign tourist is booked in Tour No. 3 or 4, the accommodation arrangements shall be made by the Manager TRH Harsil at nearby private Hotel / Lodge accordingly.**
3. For the purpose of package tour, individual above 3 years and below 12 years, will be treated as a child. Separate seat is provided to a child.
4. Seat number is allotted on the 'First Come – First Served' basis strictly in Bus Package Tours. In the event of any seat cancellation, the next reserved seats are moved forward accordingly.
5. Tourists are advised to bring torch, raincoat, heavy woolen clothes and light medicine like avomine or as per doctor's advice to meet the primary needs.
6. The Pilgrims/Tourists will take care of their belongings by themselves during the tour and Nigam takes no responsibility for any misplacement, losses or damage for their belongings.
7. Vegetarian meals at moderate rates are available in Nigam's Tourist Rest Houses except in few places. Where such facility is not available the same is conveniently available in the local market. The pilgrims/Tourists shall have to pay the cost of meals separately at all the places.
8. Tourists are advised not to carry cooking gas cylinder and other inflammable items as it is strictly prohibited to carry such items in tourist vehicles
9. Some of the Treks, as per the itinerary, involve a continuous ascent of gradual and steep gradients. Treks are through dense forests, ascending vallies, encountering towering waterfalls. Most of the people enjoy walking these distances but the old and infant may find it strenuous. Dandies (local Palanquin) and ponies are available and the charges will have to bear all the expenses by the travelers/tourists.

10. Yatra office also organizes Yoga package, White water river Rafting, Trekking, Local excursions & wild life safari tours by its customize package tours to cater the needs of tourist.
11. Meals on modified American plan (morning bed tea, breakfast, evening tea, snacks and dinner) is included in tour no. 6 only i.e. Rishikesh-Badrinath 4 days tour programme. Rest of all the tours are without meals. For meals, ponies, dandies, Ropeway charges and all the other expenses tourist will have to pay themselves at the spot. **The meals indications in all the tour programmes are mentioned for the time consuming references only.**
12. The Pilgrims/Tourists booked in T.No. 7 are requested to obtain Gaumukh permit directly by producing Identification certificate either before The Chief wild life warden, 5 Chandrabani Mohabbewala Dehradun, Uttarakhand, Fax No. 0135-2644691 or D.F.O Uttarkashi Fax No. 01374-222964. GMVN shall not be held responsible to obtaining permit for Gaumukh visit.

TRANSPORT

1. In the package tours conducted by GMVN the transport arrangements will be made available by 2 X 2 27 seater coach, 12 seater Tempo travelers, Tata Sumo Victa & Innova etc.
2. Package tours are being organized on availability of a minimum number of seats which are given below: -
- | | | |
|----|--|------------------|
| a) | Non A.C. (2X2 Bus) 27 Seater | 18 seats minimum |
| b) | Non A.C Tempo Travellar (2x1)12 seater | 10 Seats |
| c) | Non A.C Tata Sumo front face | 04 Seats |
| d) | A.C Innova | 04 Seats |
3. In the event of inadequate booking, the tour will either may be cancelled and in such case money will be refunded or reserved for the next available tour, depending upon the tourist desire.
4. Ponies, Porters and Dandies (local Palanquin 4 men carrier) are available at the following motor heads: - (With own arrangement & payment basis on the spot)
- | | | |
|----|----------------------|--|
| a) | Jankichatti : | Yamunotri (5 km trek One Way) |
| b) | Gangotri : | Bhojwasa (14 Kms trek one way) / Gaumukh (18 km trek One Way) |
| c) | Gaurikund/Sonpryag : | Kedarnath (17 km trek One Way from Gaurikund) / (22 Km Trek One way from Soneprayag) |
| d) | Govindghat | - Ghangaria (14 KM Trek One way) |
| e) | Ghangaria | Valley of Flowers (18 Km trek one way)/ Hemkund (20 km trek One Way) |
5. In case of inadequate seats booked in the bus tour and are less than 7 seats, the amount of ticket shall be refunded or an alternate tour shall be conducted on tourist's consent. Nigam has right to change the suitable vehicle according to the number of guests. It will be conducted by light vehicle and in such case Guide services will not be provided & Guide charges will be merged in transport head.
6. **Helicopter services for Kedarnath darshan are being offered by M/S Pawanhans helicopters & some 4-5 private aviation companies. Each company has its own online booking system. Tourists/Guests has to make its own helicopter service arrangements and**

GMVN shall not be held responsible for non arrangement or availability due to any unforeseen circumstances.

L.T.C. FACILITY

1. Pilgrims/Tourists availing L.T.C. facility (**Only in Transport Head**) will be provided with due travel certificate against the amount of transportation charges after completion of the tour only.

ACCOMMODATION FOR SCHEDULED PACKAGE TOURS

1. Type of accommodation for different tours:
 - a) Tour no. 1 ,2, 3, 4, & 12 (By Non A.C Bus) & Your No.5(By Non AC Tempo), twin shared rooms with attached bath facilities. The tour no 12, three Night stay at Ghangaria, the arrangement of attached bath accommodation will be made available in **Private Lodges /Hotels**.
 - b) In tour no. 6 (By 2x2 Non A.C Bus), twin shared rooms attached bath facilities with pure simple vegetarian meals **except Lunch**. - **First day Dinner to last day Morning Breakfast (Bed tea, Breakfast/tea & Dinner)**.
 - c) In AC Innova tour no.7, 8, 9, 10 & 11 rooms with twin sharing attached bath facilities will be provided. For Tour No.7,the accommodation at Bhojbasa shall be in dormitory/tent.
2. The Scheduled Package Tours which are being organized by 2x2 Non AC buses, the guide services will be provided on availability basis.
3. Cloak room facilities are available at Muni-ki-Reti, Gaurikund, Hanumanchatti,Sayanachatti, Phoolchatti, Jankichatti, Gangotri & other last motor head & base of Kedarnath/ Bhojwasa & Yamunotri trek enroute journey on payment basis.
4. On the day of return from the tour, the traveler/tourists will have to make their own arrangement for night halt at Muni-Ki-Reti/Rishikesh/Ganga Resort/Rahi Motel Hardwar. They may however, reserve in advance the accommodation at the tourist Bungalow Muni-Ki-Reti/Rishikesh/Ganga Resort/Rahi Motel Hardwar on payment.
5. In Case Nigam accommodation is fully booked, alternate accommodation in private lodges/guest houses/Hotels at Badrinath & other places will be provided.
6. If a guest instead of checking in at the reserved place, reaches else where and requests for adjustment of the amount, It shall not be entertained. Tourist will follow the rules prescribed by the Tourist Rest Houses.
7. **Accommodation Shifting rules for schedule package tour/Customize package tour (On availability basis) while travelling enroute.**
 - Change required by the tourist/guest while travelling enroute on the same day of actual check in the charges are allowed before 12 noon. The tourist are advised to seek coordination in between both the concerning managers instead of contact yarta office. Further, the tourist will pay all the differences at the new tourist rest houses if the accommodation available. Additional payment of change in accommodation will be paid by the tourist on the spot.
 - A. Service charges 20% of new tarrif.
 - B. Taxes i.e. luxury tax & service tax as applicable.
 - C. Difference new tarrif minus old tarrif.

D. Total Amount payable A+B+C

Note- In case the new tariff is less than the old tariff no refund will be paid to the tourist and shall not be considered in calculation point no 'D' as mentioned above. Change in the programme will be accepted for legitimate reasons with satisfactory evidence. The right to make the change in advance booking lies with the AGM (T) at Yatra Office GMVN Ltd.

PAYMENT AND REFUNDS RULES

1. The booking is accepted on full advance payment, covering the cost of tickets through a Bank Draft drawn in favour of Garhwal Mandal Vikas Nigam Ltd, Payable at Rishikesh / PRO Office or by cash payment in the office/cash counter or M.D. GMVN Ltd. Central A/C No. on first come first served basis.
2. Senior Citizens, male above 60 yrs and female above 55 yrs of age will have to produce their age certificate **before departure of the tour** so that they may get 15% discount in transportation. For identification one can produce his/her photo identification Passport, Driving license, voting card and education certificate etc. at the time of the booking. The tourist/guest should carry attested copy of age verification document during the journey attested by booking incharge.
3. Further, in the event of the pilgrim/tourists leaving the tour midway due to personal reasons, **any claim for refund of money either full or part will not be entertained** by the management.
4. The cancellation rules are as per information received upto office hours 6.00 PM as follows:-

<u>Refund amount</u>	<u>(From the total Amount of tour)</u>
a) 15 or more days before the starting date of tour	- 90%
b) 9 or 14 days before the starting date of tour	- 80%
c) 6 to 8 days before the starting date of tour	- 60%
d) 5 days before the starting date of tour	- No Refund
e) In case of Online refund 5% bank charges will be deducted.	

The cancellation shall be entertained on written information received through either email, fax or by hand to the concerning booking offices.

5. Refund will be made after producing original cash receipt and cancellation charges will be deducted on the full amount of the ticket. For example if a tourist pays 50% of advance and then after cancels the seat. cancellation charges will be calculated on full ticket fare. The amount either full or part duly sanctioned for refund to tourist/pilgrims shall be refunded to him/them by the concerning booking office where deposits were made for the package tour reservation.
6. **No refund will be made in the eventuality of the tour, being cancelled Scheduled/Additional tour due to natural calamities, beyond the control of management.**
7. Any amount either full or part duly sanctioned for refund to tourist/pilgrims shall be refunded to him/them by the office where deposits were made for the package tour reservation.
8. If a guest instead of checking in at the reserved destination place reaches elsewhere and request for adjustment of the amount, it shall not be entertained.
9. **The postponement of the seat is not asmissible within no refund period i.e. 05 days before the departure date of tour.**

10. **Postponement of seat for next tour date will be allowed free of charge once for a legitimate reason only. In case of second postponement, an amount of 20 % of the tariff shall be imposed.**

RIGHTS OF GMVN

1. In case of difference of opinion between parties and GMVN officials, the decision of Managing Director GMVN shall be final and binding to both the sides. Any disputes, claim or legal proceedings between the pilgrims/tourists & the Nigam shall be subject to the jurisdiction of the court of District Dehradun (Uttarakhand) only within 90 days as per rules.
2. In the event of tour break down on account of natural calamities or any kind of unforeseen events enroute, alternate arrangement for pilgrims/tourists to the next destination as per tour programme will be made through locally available transport.
3. The above terms & conditions are subject to suitable revision, addition & alterations as per the decision of the management at any time without prior notification.

ONLINE RESERVATION

1. Tourist/pilgrims can avail the reservation facility through online at www.gmvnl.in
2. The facility for Advance reservation is also available at GMVN offices in many cities. (For addresses look overleaf).