

# Booking Conditions

Please take the time to read and understand the booking conditions set out below prior to booking a tour with Slumdog Travels.

1. **Our contract**  
All bookings are made with Slumdog Travels (CRN: 09583874) (us/we). By booking a tour with us you are deemed to have agreed to these Booking Conditions (which constitutes the entire agreement between you and us) and your booking will be accepted by us on this basis. The services to be provided are those referred to in your booking confirmation invoice.
2. **Validity**  
All the itineraries, dates and prices displayed on the Slumdog Travels website are indicative only.
3. **Deposit requirement**  
You are required to pay a non-refundable deposit of £100 per person per trip for your booking to be confirmed. If your booking is made within 30 days of the departure date then the full amount is payable at the time of booking.
4. **Confirmation of booking**  
On receipt of your booking request we will provide you with a Quote in writing via email. Please refer to your booking request email for details including tour itinerary and total amount payable. Please note your Quote is valid for 7 days and will be void henceforth.
5. **Confirmation of payment**  
Once you have agreed with the final quote, an invoice will be issued along with a booking form and details of the payment method. The full amount is payable within 7 days of the invoice being issued. If this payment is not paid on or before the due date we reserve the right to treat your booking as cancelled. Upon receipt of the payment, a booking confirmation email will be sent with final details of the tour package.
6. **Your personal details**  
In order for us to confirm your travel arrangements you must provide all requested details with the balance of the trip price. Necessary details include full name as per passport, date of birth, nationality, passport number, passport issue and expiry date and any pre-existing medical conditions you have which may affect your ability to complete your travel arrangements. Your booking cannot be confirmed without provision of these details.
7. **Cancellation by the traveller**  
All cancellations must be made in via email to Slumdog Travels and will be subject to the following cancellation charges from the date the cancellation is received:
  - 30 days or more prior to departure: loss of deposit for each cancelled passenger.
  - Between 15-29 days prior to departure: 50% of total tour cost for each cancelled passenger.
  - Between 15-3 days prior to departure: 75% of total tour cost for each cancelled passenger.
  - 2 days or less prior to departure: 100% of total tour cost for each cancelled passenger.

If you leave a tour for any reason after it has commenced we are not obliged to make any refunds for unused services. Also if you start the tour after the initial tour departure date or leave it prior to its completion, no refund will be made.

8. **Cancellation by us**

We reserve the right to cancel a tour in any circumstances at any time up to 30 days before departure. We may cancel a trip at any time prior to departure if, due to terrorism, natural disasters, political instability or other external events it is not viable for us to operate the planned itinerary. If we cancel your trip, you can transfer amounts paid to an alternate departure date or receive a full refund. In circumstances where the cancellation is due to external events outside our reasonable control refunds will be less any unrecoverable costs. We are not responsible for any incidental expenses that you may have incurred as a result of your booking including but not limited to visas, vaccinations, travel insurance excess or non-refundable flights.

9. **Inclusions**

The price of your tour includes:

- all accommodation as listed in the final invoice
- all transport listed in the final itinerary
- sightseeing and meals as listed in the final itinerary
- the services of a tour guide as described in the final itinerary
- all government taxes

10. **Exclusions**

The price of your tour does not include:

- international or internal flights unless specified
- airport transfers, taxes and excess baggage charges unless specified
- meals other than those specified in the final itinerary
- visa and passport fees
- travel insurance
- optional activities and sightseeing and all personal expenses
- tips and gratuities for guides and drivers

11. **Age and health**

All travellers under the age of 18 must be accompanied by an adult who is responsible for the child's day to day care.

Please note we cannot guarantee triple or joining rooms for families; accompanying adults may be required to share with others in the group on a twin share basis.

It is your responsibility to ensure that you obtain proper and detailed medical advice at least two months prior to travel for the latest health requirements and recommendations for your destination.

12. **Passport and visas**

You must carry a valid passport and have obtained all of the appropriate visas and permits to enter into India. Your passport must be valid for 6 months beyond the duration of the trip. It is your responsibility to ensure that you are in possession of the correct visas, permits and certificates for your trip; please refer to the Tour Notes for details. We are not responsible if you are refused entry because you lack the correct passport, visa or other travel documentation.

13. **Travel insurance**  
We strongly recommend that all our travellers take out travel insurance which covers against illness, injury, death, loss of baggage and personal items, cancellation and curtailment caused during the tour organised by us. We are not liable for any cost incurred by the customer on any tours if not adequately insured.
14. **Change of itinerary**  
While we endeavor to operate all tours as described we reserve the right to change the tour itinerary.  
  
Before departure: If we make a major change we will inform you as soon as reasonably possible if there is time before departure. When a major change is made you may choose between accepting the change, obtaining a refund of money paid or accepting an alternative tour offered. The definition of a major change is deemed to be a change affecting at least one day in five of the itinerary.  
  
After departure: We reserve the right to change an itinerary after departure due to local circumstances or events outside of our control. In such emergency circumstances the additional cost of any necessary itinerary alterations will be covered by us. Please note we are not responsible for any incidental expenses that may be incurred as a result of the change of itinerary such as visas, vaccinations or non-refundable flights.
15. **Tour compliance**  
You must at all times comply with the laws, customs, foreign exchange and drug regulations of India, and you also agree to travel in accordance with our responsible travel guidelines.
16. **Acceptance of risk**  
You acknowledge that participation in the tour involves a degree of personal risk. You will be visiting places where the political, cultural and geographical attributes present dangers and physical challenges greater than those present in our daily lives. We use information from government foreign departments and reports from our own contacts in assessing whether the tour should operate.  
  
However it is also your own responsibility to acquaint yourself with all possible relevant travel information and the nature of your tour. You acknowledge that your decision to travel is made in light of consideration of this information and you accept that you assume the personal risks attendant upon such travel.
17. **Shopping**  
Shopping can be fun and entertaining, especially in local markets, where many copies of international brand names can be purchased for next to nothing. However, Slumdog Travels, its staff and employees are not qualified nor permitted to ensure or guarantee the quality or value of any goods purchased or the suitability of any retail outlets visited and the security of using a credit card to purchase such goods. In all cases the purchasing of goods and the use of a credit card for those transactions is entirely at the customers own risk and at all times the customer must use their own discretion.
18. **Limitation of liability**  
We contract with a network of companies, government agencies and individuals to assist in the running of our tours as agent for these third parties. We are not responsible for the acts and omissions of these third parties.

- a) We will accept liability for the negligence of our staff or agents causing death or physical injury to persons or loss or damage to personal property only to the extent it is obliged under the applicable law. Our obligations, and those of our suppliers providing any service or facility included in your holiday, are to take reasonable skill and care to arrange for the provision of such services and facilities. This acceptance of liability is subject to clause c. below.
  - b) In other circumstances we are responsible to you for the proper performance of this contract. This acceptance of liability is subject to clause c. below.
  - c) We shall not be liable for any damage or loss if the failure to carry out the contract is:
    - attributable to you.
    - attributable to a third party unconnected with the provision of the services contracted for and the event is unforeseeable or unavoidable.
    - due to unforeseen and unusual circumstances beyond our control, the consequences of which could not have been avoided even if all due care had to be exercised.
    - due to political disputes, border closures, refusal of visas, industrial action, climate or other matters of a similar nature and any other force majeure.
    - due to an event which the Company, even with all due care, could not foresee or forestall.
  - d) Except in cases involving death, injury or illness, any liability covered under clause b. above is limited to two times the price paid. In the case of damaged property the liability is limited to a maximum amount equal to the amount paid by or on behalf of the owner of the property. In all cases the Company specifically excludes all liability for indirect or consequential loss or expense including loss of profits and in all cases our liability will be limited in accordance with and/or in an identical manner to the contractual terms of the companies that provide the transportation for your travel arrangements.
  - e) Our acceptance of liability in clauses a and b above is subject to assignment by you of your rights against any agent, supplier or sub-contractor which is in any way responsible for the unsatisfactory arrangements or your death or personal injury.
19. **Optional activities**  
Optional activities not included in the tour price do not form part of the tour or this contract. You accept that any assistance given in arranging any optional activities does not render us liable for them. The contract for the provision of that activity will be between you and activity provider.
20. **Errors & omissions**  
Although we have made a concerted attempt to verify the accuracy of statements made in our tour documentation including tour itineraries and website we cannot be held responsible for any error, omission or unintentional misrepresentation that may occur.
21. **Claims & complaints**  
If you have a complaint about your tour please inform your tour contact in India at the time in order that they can attempt to rectify the matter. If satisfaction is not reached through these means then any further complaint should be put in writing to us within 14 days of the end of the tour. If no complaint has been received within those 14 days, then no complaint can be lodged against Slumdog Travels as per this Agreement.

22. **Severability**  
In the event that any condition contained in these Booking Conditions is unenforceable or void by operation of law or as being against public policy or for any other reason then such condition shall be deemed to be severed from this contract or amended accordingly only to such extent necessary to allow all remaining conditions to survive and continue as binding.
23. **Photos and marketing**  
You consent to us using images of you taken during the trip for advertising and promotional purposes in any medium we choose. You grant us a perpetual, royalty-free, worldwide, irrevocable licence to use such images for publicity and promotional purposes.
24. **Email addresses**  
By providing an email address on the Booking Form or through the website you have agreed to receive emails from Slumdog Travels which may contain marketing, specials and promotional material.
25. **Privacy policy**  
Any personal information that we collect about you may be used for any purpose associated with the operation of the tour or to send you marketing material in relation to our events and special offers. The information may be disclosed to our agents, service providers or other suppliers to enable us to operate the tour. We will otherwise treat your details in accordance with our Privacy Policy (available for viewing on our website).
26. **Financial protection**  
The Package Travel, Package Holidays and Package Tours Regulations 1992 require us to provide security for the monies that you pay for the package holidays booked from us and for your repatriation in the event of our insolvency.
27. **Applicable law**  
The laws of England govern these Booking Conditions to the fullest extent allowable. Any disputes in connection with a trip or these Booking Conditions must be initiated in the courts of England.
28. **Updating of booking conditions**  
The Company reserves the right to update and/or alter these booking conditions at any time, and it is the clients' responsibility to be familiar with them. The latest booking conditions can always be found on the company website and will supersede any previous versions.