

TRIPWIZARD TERMS & CONDITIONS

Dear Guest,

Below given is our terms and conditions regarding your tour in Darjeeling and Sikkim.

Through our experience gathered over the last couple of years, we have found that there are certain restrictions within which we have to operate. Keeping them in mind we have drafted our terms and conditions and some guidelines for you.

These are for you to read and get an understanding of how a tour is operated in Darjeeling and Sikkim region. These T&Cs are by no means designed to restrict you, but in fact to help you understand the finer nuances during the running of the tour. Some of the T&Cs have been put in place due to the touristic infrastructure or the lack thereof in the region, some due to geography and others keeping in mind the general culture.

We expect you to go through them and revert in case you have any question regarding any point mentioned below.

General Guidelines & Points

- Guides, entrance fees, vehicle parking fees, toll tax is not included in the package cost
- Air fare / Train fare is not included in the package cost
- Expense of personal nature such as tips, telephone calls, laundry, liquor, etc is not included in the package cost
- Room Heater, except in Premium and Luxury hotels is not included in the package cost
- Any item not specified in “cost includes” is not included in the package
- The package cost is calculated based on the vehicle / hotel details provided in the package. Any deviation from / addition to the package details will attract additional cost
- Due to hilly terrain and local traffic laws, at times vehicles are not allowed to go right up to the sightseeing point or the hotel. Guests are requested to cooperate with the driver during such scenario.
- Sightseeing tours usually happen till 5:00 PM in the evening. Requesting guests to manage time and not spend too much time at one spot. Company is not liable for missed sightseeing points and no request for refund will be entertained for missed points.
- Sightseeing points missed on one day will not be covered on the second day.
- Night service (After 7:00 PM) is not available in Darjeeling, Sikkim & Siliguri region.
- De tour may become inevitable during natural / manmade calamities like landslides, road blockages, political disturbance, etc. The additional cost arising due to such factors has to be borne by the guest which is payable directly to the driver during the course of the tour
- Guest above 60 or below 5 not allowed to visit North Sikkim
- Guests with medical conditions especially heart and breathing conditions are advised to not visit North Sikkim

- Mineral Water bottles are not available in North Sikkim. Guests are requested to carry a bottle with themselves at all times. They can be refilled at hotels
- Littering will attract fine
- Cigarette smoking or tobacco / tobacco product consumption is banned in public place (In all of Sikkim)
- Carry appropriate clothing as per the season and temperature for North Sikkim
- Eat popcorn. Helps in high altitude
- Carry medication for high altitude
- Keep yourself hydrated
- Do not stress / exert yourself. If you do not feel comfortable, ask the driver to drive you back to lower altitude

Child Policy:

- Children above 10+ years at the time of check in will be charged 100% as per Adult Rate
- Children of 05+ to 10 at the time of check in sharing parent's room will be charged as per Child with Bed or Child without Bed
- Children below 05 years at the time of check in complimentary on accommodation basis
- Hotels are very strict with the child policy. Please carry the age proof so that it can be produced when asked

Permit requirement for Tsomgo Lake, Baba Mandir & Nathu La

- 4 passport size photographs for each guest
- Original as well as 2 photocopies of identity proof (Aadhar Card, Driver's License, Passport, Voter's Card).
PAN CARD NOT ACCEPTABLE.

Permit requirement for North Sikkim (Lachung & Lachen).

- Same as above

Guests are requested to send us scanned copy / pictures of identity proof along with Name, Age and Gender of all the travellers through email / WhatsApp before the start of the tour so that we can pre – process the permits, especially for Nathu La. **Permit cost for Nathu La once confirmed, is non refundable.**

Guidelines w.r.t. transportation

- We provide exclusive vehicles in our packages.
- Pick up service from Airport / Railway Station will be provided between 6:00 AM – 5:00 PM. Guests arriving outside the mentioned time frame will have to stay in Siligur.
- Drop service to Airport / Railway Station will be provided for guests departing after 9:00 AM on the same day. Guest departing before 9:00 AM will have to come to Siliguri a night before.

- For guest departing anytime after 7:00 PM, the vehicles will transfer them to the Airport / Railway Station by 7:00 PM. Requesting guests to plan the departure accordingly.
- As there is shortage of space for car parking in the entire Sikkim & Darjeeling region – guest will have to wait at the Lobby in time for the vehicle to start their sightseeing / transfers. Also this is the primary reason why we offer only point to point service.
- Due to the services being on point to point basis and some local unwritten rules, we might be required to change vehicles based on the route. For example vehicle doing your sightseeing tour will not necessarily transfer you to the Airport.
- Because vehicles are likely to change during the course of the tour, guests are advised not leave behind any belonging in the car.
- Guests are requested to maintain the transfer / sightseeing timings, especially in Gangtok. Due to local traffic laws, vehicles are not allowed to remain parked in front of the hotels for long (also most of the hotels do not have dedicated parking lot). If there is delay in boarding the vehicle after it has arrived to receive the guests, the vehicle will be forced to leave and head to the nearest taxi stand. Guests will then have to make own arrangement to reach the taxi stand.
- **Due to local traffic law in Gangtok, Tata Sumo / Mahindra Max / Similar vehicles are not allowed to enter Gangtok town between 7:30 AM and 6:30 PM.**
Owing to this reason, during any transfer to Gangtok, these vehicles will drop the guest to local taxi stand where they will be transferred to a local cab (WagonR // Alto // Omni) which will drive then to the hotel. The cost for this transfer is usually included in the package
- **While transferring from Gangtok to other destination or Airport / Railway Station, guest will have to depart from the hotel at 7:30 AM. If there is any delay for whatsoever reason and no-entry comes to effect for these vehicles, the vehicle will leave for the taxi stand. Guests will then have to make own arrangement to reach the taxi stand.**
- We would appreciate if the guests do not lend their ears to the drivers. In our experience, a lot of times drivers have tried to misguide guests to suit themselves. It's best if the guests discuss the issue with us first.
- Should the guests feel the need to change the sightseeing schedule, we request to be informed about it a day in advance by 16:00 hrs. After the said time it becomes difficult for us as we would have already planned the next day.
Please note any additional cost arising due to the reschedule will be charged additionally
- At times, due to rush at the tourism office in Gangtok, permits are issued late for restricted areas (Tsomgo Lake, Baba Mandir, Nathu La, North Sikkim). Guests' patience is highly appreciated during such situations
- Operator reserves the right to re-arrange itinerary to suit hotel availability without changing the total number of days in each destination and without compromising any services.

Guidelines w.r.t. hotels

- Check-in 13:00 hrs. / Check-out time is 11:00 hrs.
- Most hotels in the region do not have lift. In case if guests have trouble in climbing the stairs only due to old age or medical conditions, we request to be informed in advance so that we can ask the hotels to book rooms at the lower levels of the hotels

- The tourism infrastructure in Sikkim & Darjeeling is not very developed and one should not expect or compare it with the standards of cities or other developed destinations. There is always scarcity of water and power in the region; hence guests may come across situation like hot-water being supplied on timely basis – morning & evening.
- Most hotels in North Sikkim are very basic. Unlike hotels in urban areas, hotels in North Sikkim provide basic services / amenities. Meals provided are more like simple home cooked meals, majorly consisting of vegetarian fare with very limited options for non vegetarian. This is primarily because of the location, which makes it is difficult to source good quality meat.
- Room heaters are available at additional cost. (Except in Luxury and Premium category hotels)
- A valid photo ID proof for all guests staying at the hotel is mandatory.

Payment Policy

- A token amount depending on the total tour cost needs to be paid to book the tour
- Payment amounting to 50% of the of package cost tour has to be paid within 2 days of payment of the token amount
- The remaining 50% has to be paid 15 days prior to the start of the tour
- For tours starting within 15 days from the date of confirmation, full amount has to be paid in advance
- We do not encourage payment on arrival or during the course of the tour

Cancellation Policy

- Full refund for cancellation before a month of the start of the tour
- Between 30 to 15 days 25% of the total tour cost will be deducted as cancellation charge
- After 15 days 50% of the total tour cost will be deducted as cancellation charge
- No refund will happen, if, for any unforeseen circumstance, guests have to abandon the tour midway
- Tours to North Sikkim (Lachung & Lachen) once confirmed, will be liable to a cancellation charge, whatsoever be the reason including natural calamities. Cancellation percentage for hotels vary from property to property. This cancellation amount is fixed by the hotels themselves.
- Cost for any permit, tickets, etc will not be refunded once they have been procured
- Any claim for refund has to be done during the course of the tour. Any claim after that will not be entertained
- All refund will happen through Cheque, DD or NEFT only. No cash refund