

SCENIC NEW ZEALAND & AUSTRALIA 14 Nights & 15 Days

Tour Code	- YGT NZAU SCE GT
Tour Type	- Scenic New Zealand & Australia 14 Nights & 15 Days
Tour Type	- Group Tour
Departure Dates	-
Departure Cities:	- Ex. Kochi / Coimbatore / Chennai / Bangalore
Countries & Cities	- 2 Countries & 6 Cities
Price:	- Rs.1,35,000 + 4060 AUD\$ (Rs.3,38,000/-) Per Person + 5% GST

Package Includes:

3 Nights Accommodation with breakfast in Grand Chancellor Auckland City Hotel or similar in Auckland
3 Nights Accommodation with breakfast in Rydges Lakeland Resort or similar in Queenstown
1 Night Accommodation with breakfast in Ashley Hotel or similar in Christchurch
3 Nights Accommodation with breakfast in Mantra Legends Hotel or similar in Gold Coast
2 Nights Accommodation with breakfast in Ibis Styles Kingsgate Hotel or similar in Melbourne
2 Nights Accommodation with breakfast in Metro Hotel Marlow Sydney Central or similar in Sydney
14 Lunches & 14 Dinners (Indian)
All Sightseeing & Transfers as per Itinerary in an A/c Coach on SIC Basis
Australia & New Zealand Visa Fee
Travel Insurance
Ex. Kochi / Coimbatore / Chennai / Bangalore Economy Airfare

Package Excludes: Optional Tours – Tips to Driver & Guide – Any Increase in Airfare & Increase in \$ Rate (1AUD\$ = Rs.50) – 5% GST

PACKAGE HIGHLIGHTS:

- Auckland City Tour
- Sky Tower in Auckland
- Full Day Rotorua Tour
- Queenstown City Tour
- Full Day Milford Sound Tour
- Day Tour from Queenstown to Christchurch via Mount Cook
- Dream World Tour in Gold Coast
- Movie World Tour in Gold Coast
- Melbourne City Tour
- Philip Island Tour in Melbourne
- Bondy Beach visit in Sydney
- Sydney City Tour
- Visit to Sydney Aquarium, Madame Tussauds, Sydney Wildlife, Sydney tower (Any 2 Attractions)

TOUR ITINERARY (Tentative)

Day 1: Auckland Arrival Transfer (D)

Arrival at Auckland Airport. Shuttle Transfer from Airport to hotel in Auckland. *Breath-taking scenery, sparkling harbours, island retreats, eclectic cultures, spectacular arts and events and so on..... This is Among world's TOP 10 city to live in. Auckland is New Zealand's largest city and main transport hub. The region is home to some 1.5 million people and is also the largest Polynesian city in the world. A stunning natural playground Auckland's diverse landscapes provide countless opportunities to get immersed in nature. In the west, lush native rainforest plunges down the hills to meet the sea on dramatic black sand beaches, while the east's sheltered golden sand beaches are fringed with red-flowering pohutukawa trees. To the north the rolling hills of wine country meet stunning coastlines and in the south you'll find*

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picturesque country gardens, unspoilt forest and tranquil bays to explore. Volcanoes New Zealand's Auckland region is dotted with 48 volcanic cones, which provide spectacular panoramic views of the city and harbour. Overnight Stay in Auckland Hotel.

Day 2: Auckland City Tour with Sky Tower (B, L & D)

*After Breakfast, morning is Free for Leisure. In the Noon proceed to **Auckland City Tour with Sky Tower**. Auckland is a city in the North Island of New Zealand. The most populous urban area in the country. Auckland lies between the Hauraki Gulf of the Pacific Ocean to the east, the low Hunua Ranges to the south-east, the Manukau Harbour to the south-west, and the Waitakere Ranges and smaller ranges to the west and north-west. The surrounding hills are covered in rainforest and the landscape is dotted with dozens of dormant volcanic cones. The central part of the urban area occupies a narrow isthmus between the Manukau Harbour on the Tasman Sea and the Waitemata Harbour on the Pacific Ocean. Auckland is one of the few cities in the world to have a harbour on each of two separate major bodies of water. Auckland, based around 2 large harbours, is a major city in the north of New Zealand's North Island. In central Queen Street, the iconic Sky Tower has views of Viaduct Harbour, which is full of superyachts and lined with bars and cafes. Auckland Domain, the city's oldest park, is based around an extinct volcano and home to the formal Wintergardens. Mission Bay Beach is minutes from Downtown. After Sky Tower guest has to come back to Hotel by themselves. Overnight Stay in Auckland Hotel.*

Day 3: Full Day Tour to Rotorua (B, L & D)

*After Breakfast, Travel from Auckland via Waitomo to Rotorua. Travel south through the fertile Waikato region to arrive at Waitomo. Enjoy a guided tour of the world famous **Waitomo Glowworm Caves** including an underground boat ride viewing the millions of glow worms on the cavern roof. On completion continue over the forested Mamaku Ranges to reach the '**Thermal City**' of Rotorua. Visit **Te Puia Thermal Reserve**, the Agrodome for a sheep and farm show. *This full day sightseeing tour has it all! Experience magical glowworms and world-famous limestone formations at Waitomo Caves as well as the rich cultural heritage and geothermal bounty of Rotorua. Leaving Auckland in the morning we travel through the lush farmland of the Waikato and King Country regions. Your experienced local driver guide will provide entertaining commentary and point out historical sites of interest. On arrival in the small town of Waitomo enjoy a 45-minute guided tour through the world famous Waitomo Glowworm Caves. Leaving Waitomo as we make our way to Rotorua in the heart of the Central North Island. Visit the Agrodome on the outskirts of Rotorua Get an insight into agriculture New Zealand's primary industry as you experience sheep-shearing and view a live sheep dog trial. At the conclusion of the Agrodome tour we make our way to Te Puia one of New Zealand's foremost cultural venues. At Te Puia's marae (meeting house) you will receive a traditional welcome and be invited to experience a Mori cultural performance in which ancient and modern stories are told through song dance poi and stick games. You'll gain an understanding of this unique culture and its history and be thoroughly entertained by the talented and charismatic performers. Next venture into a landscape unlike any other with a guided tour of the bubbling mudpools and active geysers of the Whakarewarewa Thermal Valley. See the world-famous Pohutu geyser unleash vapour jets up to 30 metres high. The tour also includes a visit to Te Puia's woodcarving and weaving schools where apprentices are trained in these traditional skills by master carvers and weavers. Evening Return back to Auckland. Overnight Stay in Auckland Hotel.**

Day 4: Auckland to Queenstown by Flight – Arrival Transfer in Queenstown (B, L & D)

After Breakfast, SIC Transfer to Auckland airport to take a flight to Queenstown. On arrival at Queenstown, SIC Transfer from Queenstown Hotel. Queenstown is located in the Otago region of the South Island of New Zealand. Surrounded by majestic mountains and nestled on the shores of crystal clear Lake Wakatipu, Queenstown's stunning scenery is inspiring and revitalising. Queenstown, New Zealand, is the Southern Hemisphere's premier four season lake and alpine resort. Highlights of Queenstown, New Zealand's adventure capital, include magnificent ski fields, world renown bungy jumping and the TSS Earnslaw. Overnight Stay in Queenstown Hotel.

Day 5: Half a day Queenstown Sightseeing Tour (B, L & D)

*After Breakfast, Proceed **Half a day Queenstown Sightseeing Tour** covering *Limousine South, Skyline Gondola Queenstown (SKYLINE GONDOLA Ride on Own)* on SIC basis. *Queenstown Highlights a half-day small group tour brings the stories to life in the must-see locations of the Wakatipu Basin. Your tour starts by taking in a superb viewpoint over**

Lake Wakatipu before visiting the AJ Hackett Bungy Bridge Gibbston Valley Winery a Lord of the Rings film location and Arrowtown all in the comfort and style of a luxury tour vehicle. Our Queenstown Highlight tours are designed for those who want to see it all and still have time for shopping or chillout in the afternoon. It is the best value tour in town! Overnight Stay in Queenstown Hotel.

Day 6: Full day Milford Sound Tour (B, L & D)

Full day SIC tour Milford Sound JUCY VISTA GLASS TOP COACH Tours. Welcome aboard our luxury toilet equipped glass roof coach. Settle into a comfortable reclining seat with enough leg room to satisfy even the tallest of passengers. Just sit back relax and enjoy the scenery a wonderful commentary and a journey of a lifetime. This coach is equipped with a multilingual GPS activated commentary system for non English speaking passengers and twin LCD screens that provide the same view as the driver sees from a forward mounted camera. The Eco Tours Fiordland trip is designed for comfort and a high level of personalised service including stunning scenic stops along the Milford Highway for photos and easy short nature walks that highlight some of the outstanding and beautiful aspects of Fiordland National Park. Arriving at Milford Sound you'll join a JUCY Cruise at 1:15pm (summer) / 1:45pm (winter) for a cruise of Milford Sound and lunch onboard the Maiden of Milford. The Maiden of Milford is a purpose built catamaran with three viewing decks that will take you on a cruise the length of majestic Milford Sound to the Tasman Sea and back. Numbers are limited on the cruise providing an uncrowded and personalised experience where all on board can enjoy close up viewing of seal colonies towering waterfalls and other marine life such as dolphins whales and the rare Fiordland Crested Penguin when present. **Overnight Stay in Queenstown Hotel.**

Day 7: Day Tour from Queenstown to Christchurch via Mount Cook (B, L & D)

After Breakfast, proceed to **Day Tour from Queenstown to Christchurch via MT. Cook.** Travel through the Central Otago region and onto the small town of Twizel. Continue north following the shores of Lake Pukaki to Mt Cook, New Zealand's highest peak. Visit the 'Church of the Good Shepherd' at Lake Tekapo before travelling across the Canterbury Plains to arrive in Christchurch. *Travel to the foothills of New Zealand's highest mountain Aoraki / Mount Cook on a full-day sightseeing tour from Queenstown to Christchurch. Setting off from Queenstown travel by luxury air-conditioned coach through ruggedly beautiful landscape and over the Lindis Pass into the Mackenzie Country. We enter the amazing Aoraki / Mt Cook National Park home to New Zealand's highest mountain where there is time to stop for lunch and a chance to enjoy the amazing alpine scenery. During your stop at Mount Cook Village choose to enjoy a delicious three-course lunch at the famous Hermitage Hotel. Also on offer is the chance to take a scenic flight over this spectacular region (additional cost weather permitting this flight can be arranged with your driver guide on the day). In the afternoon travel past Lake Pukaki to Lake Tekapo where you can view the solitary Church of the Good Shepherd against the backdrop of this vivid blue glacier-fed lake. We then continue through the diverse farmland of the Canterbury Plains to Christchurch the Garden City where your tour concludes. Lindis Pass - The dramatic Lindis Pass links the Mackenzie Basin with Central Otago. The actual pass crosses a saddle between the valleys of the Lindis and Ahuriri Rivers at an altitude of 971 metres above sea level. For many months of the year, you can expect to see snow in this mountainous area - often down to the roadside* **Overnight Stay in Christchurch Hotel.**

Day 8: Christchurch Departure Transfer (B, L & D)

After Breakfast, depending upon your flight time, to Christchurch airport for your flight to Gold Coast. Arrive Gold Coast and transfer to your hotel for check in @ 15.00 Hrs. Rest of the day at leisure. The world-famous Surfers Paradise beach and breathtaking skyline remains a major draw cards for millions of Gold Coast visitors each year. With the emergence of a fresh cultural scene, Surfers Paradise is thriving as a diverse cafe, restaurant, fashion and nightlife hub. Walk along the beach, explore the shopping and restaurants. **Overnight stay in Gold Coast Hotel.**

Day 9: Full Day Dream World Tour (B, L & D)

Breakfast at hotel. Transfer to **Dreamworld Theme Park** by coach. *Spend the whole day enjoying the rides and attractions at Dreamworld. Regarded as Australia's favourite family theme park, Dreamworld spans 30 hectares and is filled with a variety of rides, shows and attractions. So many worlds in one, Dreamworld is home to The Big 8 Thrill Rides including the Tower of Terror 2 - one of the world's tallest and fastest thrill ride, Pandamonium - a swinging rickshaw ride with a split personality, the Giant Drop with a freefall from 38 storeys or 'The Claw' where you'll be propelled 9 storeys high, swinging up to 64kmh while spinning 360 degrees for a 90 second adrenalin rush. Enjoy Wiggles World, The Australian Wildlife Experience, Tiger Island - where magnificent and rare tigers interact with a team of dedicated tiger*

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handlers, V8 Supercars Redline, and Australia's first Flow Rider - born from the roots of surfing, skateboarding and bodyboarding. Return to the hotel by coach. Take a short walk to the **SkyPoint Observation Deck**. SkyPoint located on top of the iconic Q1 Building, one of the world's tallest residential towers takes you to the highest point above the Gold Coast and offers spectacular 360 degree views from the surf to the hinterland and beyond. Rising 230m into the sky, SkyPoint is located on Level 77 & 78 of the iconic Q1 Resort in southern Surfers Paradise. There are 9,463 curtain wall panels in the tower from level 3 to level 85(top of crown) which cover 32,685m² and have a combined weight of 1,303 tonnes of glass and aluminium. Overnight stay in Gold Coast Hotel.

Day 10: Full Day Movie World Tour (B, L & D)

Breakfast at hotel. Transfer to **Movie World**. Spend the full day enjoying the rides and shows at the theme park. Park closes at 5pm. Return to hotel by coach. *Warner Bros. Movie World (more commonly referred to as Movie World) is a popular movie related theme park on the Gold Coast in Australia. It is owned and operated by Village Roadshow since the take over from Time Warner and is the only movie related park in Australia. It opened on 3 June 1991. The park contains various movie-themed rides and attractions ranging from motion simulators to roller coasters and slow river rides. In addition, costumed character performers also patrol the park, allowing visitors the chance to take photos with them. These include Batman, Austin Powers, Marilyn Monroe, Scooby Doo, The Mystery Inc. Gang and various Looney Tunes characters. Minor street shows including skits and singing performances are also present. The All-Star Parade showcases costumed characters alongside vehicles and movie-themed floats. There are a number of active film studios within the Movie World complex. House of Wax, the first Scooby Doo film, the 2003 Peter Pan film, Ghost Ship, The Condemned and Fortress are amongst the many films and television series produced at Warner Roadshow Studios, adjoining Warner Bros. Movie World. On 3 June 2011, Warner Bros. Movie World celebrated 20 years of being a theme park. Enjoy the thrilling roller coaster rides as well as the Hollywood stunt driver show and other attractions.* Overnight stay in Gold Coast Hotel.

Day 11: Gold Coast to Melbourne – Melbourne City Tour (B, L & D)

Breakfast at hotel. Check Out your Hotel & Fly to Melbourne. Arrive **Melbourne** known as most livable city, experience the Most Livable city by doing **Melbourne city Orientation Tour**. *Enjoy the rich cultural vibe, the relaxed elegant charm and the cosmopolitan feel that Melbourne has to offer. This Melbourne Tour will allow you to explore architectural treasures, beautiful historical gardens and the thriving restaurants, cafes and markets. You will visit the **Eureka Sky deck** for spectacular views over Melbourne and the thrilling Edge experience in the evening.* Further proceed for **MCG ground tour** (subject to no event). See the beautifully maintained lawns and feel the aura of sitting in the stands of one of the best Cricket grounds in the world. *Evening is free to shop at the DFO outlets or Harbourn town.* Overnight stay in Melbourne Hotel.

Day 12: Full Day Phillip Island Tour (B, L & D)

Breakfast at hotel. We leave late morning for our tour of **Phillip Island**.

Churchill Island Our tour heads south east to skirt Westernport Bay, noted for its mangroves and water birds. View French Island, a onetime penal colony. At Churchill Island you'll have the opportunity to meet wallabies/kangaroos.

Phillip Island San Remo fishing village is the gateway to Phillip Island, a major tourist resort and the home for unique wildlife. We'll take you around this small island of some 100 square kilometres with time at the township of Visit the Koala Conservation Centre where you can see koalas from tree top boardwalks and a stop at Seal Rocks where you'll have time to walk on the boardwalk overlooking the Nobbies.

Penguin Parade Witness the world phenomenon of the Penguin Parade. The Little Penguins return from the sea each evening at dusk after spending the day up to 100km off shore. Watch as they leave the sea, cross the beach and go to their burrows. Walk through the Visitor Centre's "Penguin World" and learn of the life of the Little Penguin. (Please bring warm waterproof clothing as nights can be cold on the island in any season). Overnight stay in Melbourne Hotel.

Day 13: Melbourne – Sydney (B, L & D)

Breakfast at hotel. Check Out your Hotel & Fly to Sydney. Arrive **Sydney** Australia's Olympic City. Set on the beautiful blue Sydney Harbor, this fast paced city of cosmopolitan character is one of the world's most beautiful places. Colonial history, stunning architecture, superb waterways and friendly people epitomize the vibrancy of this spectacular city. Arrive and depart to **Bondi Beach** one of Australia's most famous beaches and well-known worldwide. It has probably

featured on more postcards and more television shows and films than any other in Australia. Evening Check in at your Sydney Hotel. Overnight stay in Sydney Hotel.

Day 14: Sydney City Tour (B, L & D)

Breakfast at hotel. Today take a morning Sydney City Tour. *Our tour travels via Darling Harbour and passing Sydney Entertainment Centre, Sydney Aquarium and Sydney Opera House. Tour through The Rocks - the birthplace of Sydney with its colourful and historic past. Other highlights include the Botanic Gardens, Parliament House, Hyde Park, Art Gallery and the Domain. Arrive at Mrs Macquaries Chair for a photo stop and witness the superb views of the city skyline, the Opera House, the Bridge and the Harbour. Sample the atmosphere as we drive through Kings Cross with its buskers, coffee shops and strip clubs. Following along the Harbour, we'll tour through Double Bay and Vaucluse, one of Sydney's most prominent suburbs. Continue on to The Gap for spectacular views of the Pacific Ocean. Bondi Beach is Australia's most famous surf beach. We'll take a break at Bondi and you'll have time to stroll along the beach front. Tour through Paddington on the way back to Sydney where you'll see Sydney Tower and Sydney Town Hall.*

After Sydney City Tour, you can visit any 2 of the following 4 attractions: **Aquarium, Madame Tussauds, Sydney Wildlife and the Sydney tower** using a 2 attraction pass. Overnight stay in Sydney Hotel.

Day 15: Sydney Departure Transfer (B)

After Breakfast, its free for leisure or explore Sydney. Depending upon your flight time, transfer to Sydney Airport for onward flight to India.

TOUR ENDS with Happy Memories.

Documents required to Process Visa

DOCUMENTS REQUIRED TO PROCESS NEW ZEALAND & AUSTRALIA VISA

- a) Valid Original Passport (Old & New) with atleast 7 Months validity & 3 Blank Pages
- b) Three Company Blank Letter Heads for preparing Covering Letter
- c) Last 3 Years Personal IT Saral
- d) Last 3 Years Company IT Saral
- e) Last 6 Months Personal Bank Statement with Bank Seal & Sign in A4 Sheet only (No Passbooks)
- f) Last 6 Months Company Bank Statement with Bank Seal & Sign in A4 Sheet only (No Passbooks)
- g) Pan Card Copy
- h) Aadhar Card Copy
- i) Company Registration Copy (Ex. GST, VAT, CST, TIN, MOU for Pvt Ltd Company, License, IE Code etc) or any Government Registration Copy
- j) For Salaried: Last 6 Months Salary Certificate, NOC from Employee, Appointment Letter
- k) For Retired: Retirement Letter, Pension Slip etc
- l) PPF / DMAT Statement
- m) LIC Bonds
- n) Property Documents
- o) Fixed Deposit Certificate
- p) School Bonafide Certificate (if Children are travelling)
- q) Marriage Certificate (if recently married and if spouse name is not endorsed in the Passport)
- r) Three Photographs Each as per New Zealand & Australia Visa Specification

Important Points

Brochure

We take the utmost care on the accuracy of the information in our brochure. However, the matter therein is subject to change, based on changes made by our suppliers (e.g. airlines, hotels, activity providers, car hire companies, transporters etc.). We will strive to notify you of any changes brought to our knowledge and which may affect your package prior to confirming your registration with us and after that, as soon as we are notified by our contractors and suppliers. We have provided information to the best of our knowledge and will not be held responsible for any inaccuracy or variance from the brochure. Please note, we are not responsible or liable for the content, policies and services of any sites linked to or accessible via our website.

Booking procedure

- The registration form to be filled, duly signed and submitted to us.
- A photocopy of the first & last page of the valid passport (valid for minimum of 6 months from date of return)
- Advance deposit amount: **Airfare + Rs.50,000/- per person** (Airfare + Rupees Fifty thousand only). [Non Refundable]
- Duly signed terms & conditions of the package and booking.

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Tour cost, taxes & rate of exchange

- All prices are made up of two components – Indian Rupees and the currency of the country travelling to. However, the cost must be paid in Indian rupees only. The foreign exchange component will be converted into Indian rupees at the prevailing rate of exchange of the respective currency as on the date you make the final payment.
- The initial deposits & payments will be considered towards the Indian rupee component only.
- Additionally, a 5% GST (Government Service Tax) is applicable on the entire tour cost unless specified in the inclusions. This GST percentage is as on date and any governmental changes to the same will be applicable to the tour cost.

Validity of the rates / airfare / taxes

- All rates are subject to change without any prior notice.
- Cost of the tour is based on the current airfare and taxes as on the date of quotation. Any increase in airfare or taxes due to fluctuation in foreign exchange, governmental taxes and fuel surcharge etc., charged by the airline will have to be borne by the passenger and paid before or after booking of the tour and complete payment to be made definitely before the tour departure.

Cancellations and / or amendments by passenger

All cancellations / amendments must be received in writing to us either by email or in written form and has to be followed up by a phone call during working hours from the concerned traveler. Once received, we shall action the same in 24 to 48 Hours.

- Amendments made after booking the tour will be treated as a new booking and will be strictly subject to availability and rates prevalent at the time of changes requested. If the same is made within cancellation period, the applicable cancellation charges will apply. Also it is a mandatory to put such requests in writing and get a written confirmation from us. For any amendment, the company reserves right to charge Rs.5000/-per transaction on and above any additional cost /amendment charges applicable.
- Any request to change the tour date will be treated as cancellation of the last tour and will be considered as a fresh booking on the new tour. Cancellation charges will apply as stated above on the cancelled tour. New tour may have different pricing even though the itinerary may remain the same and passengers are liable to pay the new tour charges as well as cancellation charges if booked on any previous tour.
- Please note that YouGoTrip will be not liable to pay any cancellation charges / compensation / expenditure if you unable to join the tour due to any illness, court orders, non-issuance of travel documents or visas. All such expenditure has to be borne by the passengers only.

Overseas Travel / Medical insurance

- Overseas Medical Insurance is mandatory for this tour.
- We advise you to take Overseas Medical Insurance. You are advised to discuss your insurance needs directly with insurance agent before proceeding on the tour and procure any additional cover as may be advised at your own cost.
- Please note, insurance is the subject matter of solicitation, please read the terms and conditions of the insurance document carefully before finalizing your desired insurance cover. Insurance coverage may be age related. Kindly get the complete details from the insurer.
- It is important to also note that you would have a direct contractual relationship with the insurer and YouGoTrip is only a facilitator. You shall therefore check the accuracy and the correctness of the insurance policy and in case of any error or lapse report the same to the insurer directly and get rectified by them, as YouGoTrip would not be responsible for the same.
- We request you to understand the coverage of your insurance details before obtaining and departing on your tour. All claims needs to be put up directly by the passengers with the insurer. Any approval or denial of the claims is solely at the discretion of the insurance company only and YouGoTrip will neither be held responsible nor liable nor required to give any compensation in any matter for whatsoever reason.

Baggage

1 Check In (23 Kg), 01 Cabin (07 Kg) Baggage & 01 Small Sized Back-Pack or Hand Bag is allowed to be carried by the Passenger. Anything more than this will not be accommodated or additional cost may incur as per supplier's policy.

Coach and Coach Captain

- Eating, drinking or smoking inside the coach is strictly not allowed.
- Coach Captains are bound by certain laws and restrictions are in place about drinking hours. All itineraries are planned by them. Therefore it is absolutely essential for passengers to follow the timing strictly and punctually.

Clothing Warm clothing like sweaters, jackets are optional. Ideally, one must carry a set of warm clothes in your hand luggage along with the sun glasses, cap and walking shoes.

Medicines

In case you have any prescribed medicines, please carry them on tour along with the Doctor's prescription. It's also advisable to carry basic travel medicines with you for your tour.

Mobile Phone Please ensure that your SIM card has International Roaming Facility with sufficient balance (We suggest to go with Airport Plan which is cheaper). You can also avail a local SIM card's or Telephone cards at every destination. (This would be expensive & time consuming, hence we suggest to go with International Roaming).

Charger/Adapter Please make sure to Carry a UNIVERSAL TRAVEL ADAPTER from India itself.

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Weather A waterproof Jacket or an Umbrella is recommended as you could encounter frequent showers in Europe.

Passports, Visa. Valuables & Safety

Passports are the most important document for any international travel. Carry it safely with you at all times. Any loss of the passport will delay your return to India and you will not be allowed to continue on the tour. All additional expenses of obtaining a new passport, travel to Indian embassy, additional hotel accommodation, etc, will be at your own expense. Please be alert and responsible for your belongings at all time on the Tour. You are requested to take care of your belongings especially in public places like Airport, Railway Station, Sightseeing Location etc., Also dont keep your belongings in the Coach when you go out for Sightseeing. We will not be responsible for the loss of your belongings.

Currency

The Currency used in most of the Countries is US\$. We also suggest to carry Credit Cards as they freely used across all the countries. As per RBI regulations, the maximum cash permitted to carry is US\$ 3,000 per person or equivalent. If possible try to carry the original receipt of the same.

Sight-seeing & Tours

It is very common to have heavy traffic or major events etc. At times, due to unforeseen circumstances, some parts of cities may not be given access to the general public. In such cases, we may have to complete the tour by walk or amend the itinerary or may not be able to do the tour, sightseeing or meal. However, we will try our best to take a way out but there will strictly be no refund for any unutilized services.

Hotels

- Hotels we provide may be in the City or little away from the City. Kindly Check the Hotel Reviews, Ratings etc, if it is satisfied to you, then confirming the booking. We will not take any responsibility if you are not happy with the Hotels at your destination.
- All the Hotels are pre paid well in advance. Hence we cannot refund any money for the Un Utilized nights for any reasons.
- All items provided by the hotel are accounted for. Example Towels, ash-trays, bathrobes, iron-box etc. The hotel staff takes inventory at the time of check-out.
- Items in the mini-bar are changeable to the passenger (not included in the package)
- Hotels may or may not provide gratis mineral water and / or tea-coffee making machine in the room. Policies vary from hotel to hotel and we have no control over this.
- Laundry charges are payable by the passenger (not included in the package)
- Avoid using the safe in the hotel room as high charges will be levied by the hotel in case you forget the combination number.

Food & Water

- If you are pure vegetarian please advise us at time of booking. Our tours cater both Veg & Non-Veg food, but on request we will try to provide a Veg cuisine for you on tour. The same may be possible for dinners only and served separately. However we do not guarantee the same.
- Our supplier may provide Mineral Water during the tours or may not. We are not responsible for the same.
- Meals don't include any water bottles, beverages, hard / soft drinks, fruits juices, etc.
- At times, meals may be packed food on the tour for betterment of itinerary and convenience of our passengers.
- Please note that lunches and dinners are served in restaurants, which may be far from your hotels.

Discontinuation of the tour

- If you are sick or ill on tour, you will be guided to medical facilities and the tour will continue on.
- In case of loss of passport, theft, illness, death and you are unable to continue the tour; the company is not liable to give any refund on unutilized services.
- Please note that in case of death of tourist(s) all the arrangements of the transportation of the deceased including procuring death certificate, post-mortem, repatriation of the body and all personal expenses has to be taken care by deceased's family or accompanying family or friends. Neither tour manager nor the company will be held responsible for the same.
- In case of loss of passport in any country during the course of the tour, you will have to obtain a new passport from Indian Embassy in that country and immediately return to India. You will not be allowed to continue on the tour after loss of the passport. The expenses incurred in obtaining a new passport and charges in the arrangements to return to India will have to be borne by the passenger. There will be no refund for any unutilized services.

Right to amend itinerary

Tour once commenced, will strictly follow as per the itinerary finalized. However, in case of events and circumstances beyond our control, we reserve the right to change / amend / cancel all or parts of the contents of the itinerary for the safety and well-being of our passengers.

Liabilities & Limitations

- References to "US", "WE" and "OUR", the same shall also refer to our contractors and suppliers. The information in our brochures or website may contain inaccuracies or typographical errors for which we do not guarantee the accuracy. We disclaim all liabilities for such errors or inaccuracies of information which are subject to vary.
- We only act as agent for hotels, airlines, all other transporters and contractors providing other services and all exchange orders, receipts, contracts and tickets issued by us are issued subject to the terms & conditions under which these services are provided by them.
- All check-in & check-out timings are based on the hotel's policy. Early check-in or late check-out depends entirely on the hotels and are subject to availability of rooms.

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- The hotels and itineraries are based on scheduled and planned bookings. However, we reserve the right to change / modify them in case of natural disasters, inclement weather or other circumstances beyond our control which may affect the safety and comfort of the participants.
- We shall not be held liable for delays / alterations in program / additional expenses involved directly or indirectly arising out of natural disasters, flight cancellations, political instability, inclement weather or any situations beyond our control.
- We shall not be held liable for any loss / injury / damage (either personal or property) in connection with any form of transport, accommodation provided accommodation provided directly or indirectly, due to fire, epidemics, natural disasters, political instability, riots, thefts, pilferages, or any circumstances beyond our control.
- We reserve the right to cancel / date change / amend the tour in case of any circumstance beyond our control.
- By booking your travel with us or on our website or consenting to travel with us, you are agreeing to be bound by our terms & conditions as stated herein.

Tips

Tips are mandatory in many Countries, hence we suggest you to give atleast **5\$ per person per day** as Tips to Driver / Guide.

PAYMENT POLICY

Payments are accepted in Indian Rupees only. Payments can be made by cheque, bank transfers, demand draft, cash and credit cards. Copy of PAN Card is mandatory for any International Travel. Payments by credit card will attract 2% to 3% on the amount paid by the card over and above the tour cost.

Tour registration: Airfare + Rs. 50,000/- per person (Non-refundable in case of Cancellation / Visa Rejection)

Balance & Final Payment Before 45 Days of the travel date

5% GST is applicable on Final Payable Amount

Mode of payment : **Account payee crossed Cheque / Demand Draft / NEFT / RTGS**

Account name : **MILK WHITE HOSPITALITY SERVICES INDIA PRIVATE LIMITED**

HDFC BANK DETAILS:

Bank & Branch : **HDFC Bank Ltd., R. S. Puram branch, Coimbatore – 641 002**

Account name : **Milk White Hospitality Services India Pvt Ltd**

Account no. : **50200024400191**

Account type : **Current account**

IFSC code : **HDFC0000269**

CANARA BANK DETAILS:

Bank & Branch : **Canara Bank, D. B. Road, R. S. Puram branch, Coimbatore – 641 002**

Account name : **Milk White Hospitality Services India Pvt Ltd**

Account no. : **1207201018690**

Account type : **Current account**

IFSC code : **CNRB0001207**

CANCELLATION POLICY

- *The tour registration amount is Non Refundable & Non Transferrable*
- *Cancellation done in between 50 to 40 days: 30% of the Package Amount (Euro) would be deducted*
- *Cancellation done in between 39 to 20 days: 50% of the Package Amount (Euro) would be deducted*
- *Cancellation done in between 19 to 0 days: No Refund would be given*

Cancellation has to be informed to our office in WRITING ONLY during office hours on working days. Absolutely NO REFUND on cancellations for tours operating between 20th Dec. to 10th Jan.

REFUND POLICY

- There will be no refunds on unutilized or partly utilized services.
- Due to reasons beyond our control such as strikes, heavy traffic, weather conditions etc or non-usage of services like as meals, entrance fees, sightseeing tours, hotels, cruises, optional tours, it is clearly understood that there will be no refund due to any reason whatsoever.
- Processing period for any refund (if applicable), will take minimum 30 days or the time taken per the supplier policy on whose services needs to be refunded.
- Refunds will be given in Indian Rupees and through cheque or bank transfers only into your account even if payment had been done by cash.
- If refund is due in the foreign currency component, the applicable rate of exchange as prevalent on that date when refund is made will be taken into account and not the date when the payment was made.

MILK WHITE HOSPITALITY SERVICES INDIA PRIVATE LIMITED

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