

## MATTE MAHARASHTRA Mumbai & Lonavala 3 Nights & 4 Days Package

<b>Tour Code</b>	- YGT MAH MAT VT
<b>Tour Type</b>	- <b>MATTE MAHARASHTRA Mumbai &amp; Lonavala 3 Nights &amp; 4 Days Package</b>
<b>Tour Type</b>	- <b>Van Tour</b>
<b>Departure Dates</b>	- <b>Round the Year</b>
<b>Departure Cities:</b>	- <b>Ex. Mumbai</b>
<b>Package Rate:</b>	- <b>Rs.13,000/- Per Person, Child with Bed – 95% &amp; Child without Bed – 75% of the Package Amount</b>
<b>Min. No of Pax</b>	- <b>6 Pax (Rate will vary if the number of Persons decrease or increase)</b>

Package Includes:

**2 Nights Accommodation with Breakfast at Hotel Mogul Palace or similar in Mumbai**

**1 Night Accommodation with Breakfast at Sereniity Resort or similar in Lonavala**

**All Transfers & Sightseeing as per below Itinerary using Innova or similar vehicle including Tax/Permit, Toll, Parking & TA**

Package Excludes: Airfare – Lunch & Dinners – Local Vehicle Charges if any – Guide Charges – Entry Tickets – Tips – **Early Check In & Late Check Out Charges** – 5% GST

### TOUR ITINERARY

Day 01 Mumbai Airport Pickup – Mumbai Local Sightseeing

Arrival at Mumbai Airport. Meet & Greet. Pickup from Mumbai Airport & Proceed to **Mumbai Sight Seeing** (Siddhi Vinayak Temple, Mahalakshmi Temple, Gateway of India, Marine Drive, Elephanta Caves, Bandra - Worli Sealink Bridge, Rand Stand, Kanheri Caves Etc). Evening is free for Shopping. **Overnight Stay in Mumbai Hotel.**

Day 02 Mumbai Local Sightseeing (Breakfast)

After Breakfast, Proceed to **Mumbai Sight Seeing** (Girgaum Chowpatty Beach with Queen's Necklace, Juhu Beach, Hanging Gardens of Mumbai, Global Vipassana Pagoda, Flora Fountain, Colaba Causeway, Powai Lake, Taraporewala Aquarium Etc). Evening is free for Shopping. **Overnight Stay in Mumbai Hotel.**

Day 03 Mumbai to Lonavala (90 Kms / 2 Hrs Journey) Lonavala Sightseeing (Breakfast)

After Breakfast, Check Out of the Hotel & Proceed to **Lonavala**. On arrival at Lonavala, proceed to **Lonavala Sight Seeing** (Lonavala Lake, Kune Falls, Sunil's Celebrity Wax Museum, Tungarli Lake, Shree Narayani Dham Temple, Ryewood Park Lion Point, Bhor Ghat, Della Adventure Park Etc). **Overnight Stay in Lonavala Hotel.**

Day 04 Mumbai Shopping – Drop at Mumbai Airport (Breakfast)

After Breakfast, Check Out of the Hotel & proceed to Mumbai. **Shopping in Mumbai.** Depending upon Flight timing, pick up from your Hotel & Drop at Mumbai Airport for your return flight.

**TOUR ENDS with Happy Memories.**

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### 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.

**MILK WHITE HOSPITALITY SERVICES INDIA PRIVATE LIMITED**

Regd. Office: 866, KK Colony, Avinashi Road, Coimbatore – 641 018. Tel: 0422 4210697 Mob: 90420 10697 Email : [md@yougotrip.com](mailto:md@yougotrip.com)

- A photocopy of Govt Issued ID Card (Aadhar Card, Voter ID, Driving License, Pan Card Etc)
- Advance deposit amount: **Rs.5,000/- per person** (Rupees Five thousand only). [Non Refundable]
- Duly signed terms & conditions of the package and booking.

#### **Tour cost & taxes**

- All prices should be made in Indian Rupees. Additionally, a 5% GST (Government Service Tax) is applicable on the entire tour cost.

#### **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.3,000/-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.

**Baggage:** 2 Bags (15 Kgs each) & 01 Small 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.

**Clothing:** You should carry Warm clothing like Sweaters, Waterproof Jackets if Hilly Area is in your Itinerary. Ideally, one must carry a set of warm clothes in your hand luggage along with the sun glasses, cap and walking shoes. It's recommended to carry an Umbrella as a precaution.

**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 basis travel medicines with you for your tour.

**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. We will instruct the Hotel accordingly, but cannot give guarantee for Pure Vegetarian Food which is prepared in a separate kitchen.
- 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.

#### **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 valuables, 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.

#### **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.

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### 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, Resorts, House Boats, Restaurants, 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.
- 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:** Please be generous in Giving Tips to Driver / Guide. (Our Suggestion: Rs.50/- per person per day )

### 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: Rs.5,000/- per person (Non-refundable in case of Cancellation)

Balance & Final Payment Before 30 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 29 to 20 days: 30% of the Package Amount*
- *Cancellation done in between 19 to 10 days: 50% of the Package Amount*
- *Cancellation done in between 9 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.

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- 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.