

TERMS OF THE AIRLINES :

The travel site www.sumeruholidays.com, mobile site and Smartphone App Platforms like iOS and Android are maintained by Sumeru Travel Solutions LLP. It is an IATA certified travel company existing compliant with the laws of the Republic of India. By accessing or using this site or using any of its services, you are agreed on terms and conditions mentioned below, including any supplementary guidelines and future modifications.

Sumeru Travel Solutions LLP merely acts as a facilitator to enable the User to book a flight ticket. The contract of service for utilization of the flight is always between the User and the concerned airline.

As a facilitator Sumeru Travel Solutions LLP has no control or authority over the logistics of the airlines and therefore is not liable for any loss, direct or incidental, that a User may incur due to such change or cancellation of a flight.

Different tickets on the same airline may carry different restrictions or include different services and price.

The baggage allowance on given fare is as per the terms decided by the airline, and Sumeru Travel Solutions LLP has no role to play in the same.

Some airlines enter into "code share" agreements with other Airlines. This means that on certain routes, the airline carrier selling or marketing the flight ticket does not fly its own aircraft to that destination. Instead, it contracts or partners with another airline to fly to that destination. The partner airline is listed as "operated by" in the booking flow.

If your flight is a code share, it will be disclosed to you in the booking process and prior to payment.

Sumeru Travel Solutions LLP will disclose any such code-share arrangements to the User, only when the ticketing airline discloses it to Sumeru Travel Solutions LLP in the first place.

Prices on the Website:

The price, which we offer on Sumeruholidays.com, generally, includes base fare, applicable government taxes, service fee, convenience Fee; payment gateway charges. It never comprises any personal expense or other additional charges. User agrees to pay all statutory taxes, surcharges and fees, as applicable on the date of travel.

Mode of Payments & the Policies:

Our payment gateway is completely secure and customers can make the online payments through a safe transaction process which will ensure that their personal security data will not be revealed in any circumstances.

Flight Amendment & Cancellation Policy

- Every booking made on Sumeru Travel Solutions LLP is subject to cancellation charges taken by the airline, which may vary with respect to flight and booking class.
- Sumeru Travel Solutions LLP levies negligible amount of Rs. 300 per passenger/per sector for domestic air tickets as cancellation/reschedule service charges.
- Sumeru travel Solutions LLP levies applicable charges for the cancellation of International air tickets as per the airline policies. However, the convenience fee paid to Sumeru Travel Solutions LLP paid at the time of booking of an international ticket is a non-refundable fee. Please also note that additional service charges will also be levied for cancellation on international tickets. Customer must check with Sumeru Travel Solutions LLP on the total cancellation charges before booking or cancelling the ticket.
- Some bookings may be non-refundable as per the specific airline's policy.
- Some bookings cannot be cancelled partially as per the specific airline's policy.
- In case of direct cancellation through airlines, refunds will be given according to airlines charges along with our service charge as above mentioned. After flight departure & in case of No Show, we don't entertain any cancellation request.
- In case of No-show the refund amount is entirely depends upon the airlines. Sumeru Travel Solutions LLP has nothing to do with the refund amount. Sumeru Travel Solutions LLP will refund the same amount to the customer, which we receive from airlines in case of No-Show.
- Any changes that are made to any existing booking, domestic or international, shall be subject to certain charges levied by the respective airline, apart from the service fees charged by Sumeru Travel Solutions. The customer must check the reschedule charges at the time of booking or change with Sumeru Travel Solutions.

- The User shall be obligated to pay applicable charges in the event of any alteration or modification to an existing booking. However, depending on the airline's policy and fare class, charges for changes or modifications to existing bookings may vary.
- The processing time will usually take 7 -10 working days for refunds and it may increase depending on the mode of payment, bank etc.

Booking Policy

- The total price displayed on the Website on the payment page usually includes base fare, applicable government taxes, service fee, convenience Fees and payment gateway charges.
- In case of increase in the fare in the issuance of the Air ticket, due to airlines, miscalculation in amount due to server error and from the banks payment gateway issue then Sumeru Travel Solutions LLP reserves the right to cancel the ticket and forfeit the amount received as Cancellation Charges. The difference of amount should be paid to Sumeru Travel after the communication from Sumeru Travel Solutions LLP to avoid any discomfort.
- You are required to pay the entire amount prior to the confirmation of your booking.
- To get any infant's ticket issued, the age of infant must be below 2 yrs. and make sure that they have valid proof-of-age documents when they're checking in. Infant must be accompanied by an adult at least 18 years old. You can book no more than one infant per adult. To avail infant fares; the infant must be under 24 months of age throughout the entire itinerary that you're booking. If the age of infant is 24 months or above then you need to book a separate booking as a child.
- To get any child ticket issued, the age of child must in between 2-12 years and make sure that they have valid proof-of-age documents when they're checking in, and remember that the child must be accompanied by an adult at least 18 years old
- All the tickets/bookings issued to the customer shall additionally be governed under the terms and conditions as laid out by the respective Airlines/Supplier.
- Company is not responsible for any delay or cancellation of flights from airline's end.
- If ticket is cancelled directly from the airlines web site, office or call centre,

customer needs to inform Sumeru Travel Solutions LLP for the refund to be processed. Please note that Sumeru Travel Solutions LLP do not get any alert from airlines directly.

HOTELS :

ROLE OF SUMERU HOLIDAYS AND LIMITATION OF LIABILITY OF SUMERU HOLIDAYS

Sumeru Travel Solutions LLP acts as a facilitator and merely provides an online platform to the User to select and book a particular hotel. A hotel in this context includes all categories of accommodations such as hotels, bed and breakfast stays, farm-houses and any other alternate accommodations.

All the information pertaining to the hotel including the category of the hotel, images, room type, amenities and facilities available at the hotel are as per the information provided by the hotel/vendor to Sumeru Travel Solutions LLP. This information is for reference only. Any discrepancy that may exist between the website pictures and actual settings of the hotel shall be raised by the User with the hotel directly, and shall be resolved between the User and hotel. Sumeru Travel Solutions will have no responsibility in that process of resolution.

INFORMATION FROM THE HOTEL AND THE TERMS OF THE HOTEL

The hotel booking voucher which Sumeru Travel Solutions LLP issues to a User is solely based on the information provided or updated by the hotel regarding the inventory availability. Sumeru Travel Solutions LLP will not liable for failure on part of a hotel to accommodate the User with a confirmed booking, the standard of service or any insufficiency in the services at the hotel.

The liability of Sumeru Travel Solutions LLP in case of denial of check-in by a hotel for any reason what-so-ever including over-booking, or unavailability of rooms etc., will be limited to either providing a similar alternate accommodation at the discretion of Sumeru Travel Solutions LLP (subject to availability at that time), or refunding the booking amount (to the extent paid) to the User. Any other service related issues should be directly resolved by the User with the hotel.

Hotels reserves the sole right of admission and Sumeru Travel Solutions LLP has no say whatsoever in admission or denial for admission by the hotel.

Unmarried or unrelated couples may not be allowed to check-in by some hotels as per their policies. Similarly, accommodation may be denied to guests posing as a couple if suitable proof of identification is not presented at the time check-in. Some hotels may also not allow local residents to check-in as guests. Sumeru Travel Solutions LLP will not be responsible for any check-in denied by the hotel due to the aforesaid reasons or any other reason not under the control of Sumeru Travel Solutions LLP. No refund would be applicable in case the hotel denies check-in under such circumstances.

RESPONSIBILITIES OF THE USER

The primary guest must be at least 18 years old to be able to check into the hotel.

The User would be liable to make good any damage(s) caused by any act of him/ her/ or their accompanying guests (wilful/negligent) to the property of the hotel in any manner whatsoever. The amount of the damage so caused would be determined by the concerned hotel. Sumeru Travel Solutions LLP would not, in any way, intervene in the same.

The User has to be in possession of a valid identity proof and address proof, at the time of check-in. The hotel shall be within its rights to deny check-in to a User if a valid identity proof is not shown at the time of check-in.

Check-in time, check-out time, and any changes in those timings, will be as per hotel policy & terms. Early check-in or late check-out request is subject to availability Or Additional charges

ADDITIONAL CHARGES BY THE HOTEL

The booking amount paid by the User is only for stay at the hotel. Some bookings may include breakfast and/ or meals as confirmed at the time of booking. Any other services utilized by the User at the hotel, including laundry, room service, internet, telephone, extra food, drinks, beverages etc. shall be paid by the User directly to the hotel.

Hotels may charge a mandatory meal surcharge (Gala Dinner Surcharges) on festive periods like Christmas, New Year's Eve or other festivals as decided by the hotel. All additional charges (including mandatory meal surcharges) need to be cleared directly at the hotel. Sumeru travel Solutions LLP will will not liable waiving the same.

HOLIDAYS :

We make every effort to provide you with the best services in a pleasant, friendly and homely atmosphere at all times. We strive for your complete satisfaction to provide a safe and secure journey to the best of our ability without any misunderstandings between your good-selves and Sumeru Travel Solutions LLP

Cancellation Charges:

If you have booked group tour where Sumeru Travel Solutions LLP requires to book services like hotel, air, transportation etc. in advance because all group need to travel at the same time and stay together in one hotel. Our motto is to avoid all inconvenience to guest & enjoy their tour happily. And for blocking the reservations, we need to make the payment in advance. In such situation if tourist does not availed the services then we have to bare the cancellation charges. In order to cover our expected losses from the cancellation there's a set scale of charges which must be paid by the guest if you or anyone traveling with you cancels the tour or cancel any services or arrangements that form part of your booking with us. The cancellation charges are a percentage of total tour cost which varies with the number of days prior to departure date.

General Cancellation policies

- For cancellations done prior to the 30 days or more of the date of departure, initial deposit amount or 35% of the tour cost (if full paid) will be charged as cancellation charges.
- For cancellations done between 29 days to 15 days prior to the date of departure, 90% of the tour cost will be charged as cancellation charges.
- For cancellations done between 14 days to 01 days of the tour, 100% of the tour cost will be charged as cancellation charges

If you have booked Customized Tour with Sumeru Travel Solutions LLP the cancellation policies vary as per the destination and packages. We will inform you the exact policies at the time of confirmation.