

Terms & Conditions

Introduction

These Terms and Conditions govern all transactions made with Odysseer (hereinafter referred to as "the Company"), whether through our website or via offline bookings made through email or written communication. Specific terms may apply to conferences, special groups, incentives, or curated programs, and these will be communicated to you at the time of booking. The specified terms will then be considered the final terms and conditions for those particular bookings.

All services and products outlined in the final itinerary are sold subject to these Terms and Conditions, which will form the contract between you and the Company. If booking through a third-party tour operator or if travel services such as cruises, flights, coaches, sightseeing, etc., are included, the terms and conditions of those service providers, including payment schedules, cancellation policies, and refunds, will also apply in addition to our terms.

The services included in our tours are provided by independent entities that operate airlines, surface transportation, hotels, restaurants, caterers, cruises, and entertainment venues such as theme parks, museums, and art galleries. These entities are independently managed, and the Company does not have direct control over their operations, infrastructure, or services. While we strive to select the best vendors within the chosen price range, we cannot be held responsible for any shortcomings or deficiencies in services provided by these suppliers. Consequently, any delay, injury, death, loss, or damage resulting from their actions or inactions does not make the Company liable. However, if you are dissatisfied with a particular service, we will do our utmost to address the issue promptly with the supplier and provide an alternative that meets your satisfaction.

Similarly, we are not liable for the actions or omissions of fellow travellers or third parties that may cause injury, damage, or danger to any client's life, limb, or property. Since we secure services in advance and are obligated to honour financial commitments to suppliers, cancellations lead to financial losses for the Company. Therefore, a cancellation schedule based on these commitments, among other factors, is applicable.

Booking Contract

- The contract is between the Company and the Client, defined as any person traveling or intending to travel on a tour operated by Odysseer. All matters arising from this contract are subject to Indian law and the exclusive jurisdiction of the courts in Meerut.
- All bookings, amendments, and cancellations must be received in writing via the Company's main email ID or through the individual email addresses of our employees as communicated in the replies.
- While information can be obtained over the phone, no booking, confirmation, amendment, or cancellation will be valid unless confirmed in writing by the Company.
- Deposit payments will be required for all groups and domestic air bookings. If domestic airfare is not paid in advance, the rates quoted may increase, and the rates applicable at the time of final booking will apply.

Descriptions

When describing services in itineraries and programs, we at the Company strive to provide the most accurate information available at the time the proposal is sent. However, factors beyond our control, such as traffic issues, weather conditions, events, strikes, changes in management or closure of hotels/restaurants, overbooking, flight cancellations or rerouting, or restricted entry at sightseeing venues, may necessitate changes in services or itineraries. We reserve the right to alter, amend, change, or modify the tour package, itineraries, tour schedule, travel plan, and sightseeing arrangements. Where possible, we will notify you of any changes in advance; otherwise, our tour managers or local representatives will inform you on the spot.

If alternate arrangements provided are materially superior to those initially described, we may charge an additional fee.

The services to which you are entitled are outlined in the proposal, price grid, or the corresponding invoice. Please note that neither our staff members nor you are authorized to promise or receive any service or facility beyond what is mentioned and agreed upon at the point of sale.

Itinerary Amendments

For the comfort and convenience of our clients, we may occasionally amend the itinerary. The Company will endeavour to inform the Client of these changes prior to the start of the tour or during the tour if possible, before the Client utilizes the service.

Eligibility

Persons meeting the criteria set by relevant foreign exchange regulations in India and the Reserve Bank of India (RBI) rules, holding passports valid for at least six months from the tour departure date, and having obtained the necessary visas to travel from the tour's commencement to its conclusion are eligible to book a tour.

Booking Terms

Once you have been provided with the complete details of the tour arrangement, itinerary, price grid, and these terms and conditions, you are requested to read them carefully before confirming your booking with us.

Tour Price

- All prices listed are per person based on double/twin sharing unless specified otherwise.
- Solo traveller costs are available upon request.
- Triple occupancy rooms are available but limited, so please confirm availability at the time of booking. Single-room supplements apply for groups.
- Twin rooms: While we make every effort to book twin rooms upon request, we cannot guarantee that the chosen hotel will provide a twin room at check-in due to limited inventory and different room categories. During peak seasons, the specific room type requested may not be available, and the Company cannot be held responsible for this.

- All tour prices are subject to change in case of fluctuations in airfare, taxes, or currency exchange rates. We offer you the option to pay in full for your airfare to secure seats and rates. Should you choose not to do so, the price will be re-quoted at the time of final payment. Even with full payment, airlines may impose a fuel surcharge, which is beyond our control and must be paid by the client.

Unless otherwise stated, payments for flights are non-refundable. It is essential for clients to have travel insurance to cover possible cancellations.

The Company reserves the right to change the cost of any tour for which a deposit payment has not been made and confirmed. The Company is not responsible for any price changes between the initial quote and final confirmation.

Hotels: The hotels offered by the Company have been selected based on location, services, and overall guest satisfaction. Should a particular hotel become unavailable after confirmation, the Company will offer a similar hotel. The Company will strive to ensure the alternate hotel is comparable, if not better, than the original. No liability will fall upon the Company once an alternative is provided.

Cancellation Policy

Cancellation Received	Cancellation Charge
60 Days before the date of arrival	No Cancellation Charges [Except Airfare cancellation charges]
45 Days before the date of arrival	10% of the tour cost
30 Days before the date of arrival	20% of the tour cost

*This may change in high season, during special blackouts, or for multi-use properties.

Actual cancellation charges would depend upon the policy of the hotels, transporters, guides and other principals involved in the tour. Cancellation charges for booking made during Fairs & Festivals, Special events, Christmas & New Year Eve shall be applicable as per policies of the concerned principals. Even for last minute cancellations, we try to refund the complete payment to our guests, and do not charge any service fees.

Exchange Orders, Service Vouchers & Tickets

All services will be specified on the invoices and service vouchers provided to clients before arrival. No tickets, exchange orders, or service vouchers will be provided for services not mentioned in the proposal and not included in the final invoice or the services booked and paid for. Vouchers issued have no cash value. No refunds are available for any unused services.

Force Majeure

In the event of a force majeure such as a pandemic, war, natural disaster, political unrest, or similar events, the Company will make every effort to provide alternate services. However, the Company reserves the right to adjust its services in line with the circumstances and cannot be held liable for events beyond its control.