



# ABOUT US

## URVI LUXURY DESTINATION WHERE U & V MEET TO CREATE MEMORIES....

URVI LUXURY DESTINATION.... A family-oriented company with a passionate and experienced team is focused on providing hassle-free and memorable experiences to our travellers. Our team has more than 15 years of experience in operating tours to over 45 countries around the world.

Urvi Luxury Destination was established in 2014 with a focus on professionalism, service excellence and innovation in tourism. In a short period of time we have grown from 5 to 35 hard-working and dedicated team members ready to provide you a great travel experience. More than 10,000 travellers have travelled around the world with our expert and friendly staff in the last 5 years.

Urvi Luxury Destination is one of the most innovative companies in tourism in India. Since our inception, every year we have introduced many exotic destinations, like Iceland in 2015, Arctic Circle Tour in 2017 and Greenland in 2019. We are planning to bring many more out of the box experiences and destinations for you soon.

Urvi Luxury Destination invites you to embark on this beautiful journey through the world and create memories for life!

Because we are 'Urvi Luxury Destination', where 'U' and 'V' meet to create memories....



# AUSTRALIA

13 NIGHTS / 14 DAYS

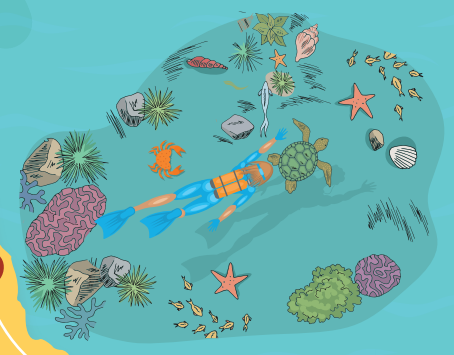
PERTH

CAIRNS

GOLDCOAST

SYDNEY

MELBOURNE



# AUSTRALIA

## HIGHLIGHTS 13 NIGHTS / 14 DAYS

- **SYDNEY : 3 NIGHTS**

WHALE WATCHING CRUISE, SYDNEY OPERA HOUSE, SYDNEY TOWER EYE, SYDNEY CITY TOUR, SCENIC WORLD BLUE MOUNTAINS.

- **CAIRNS: 3 NIGHTS**

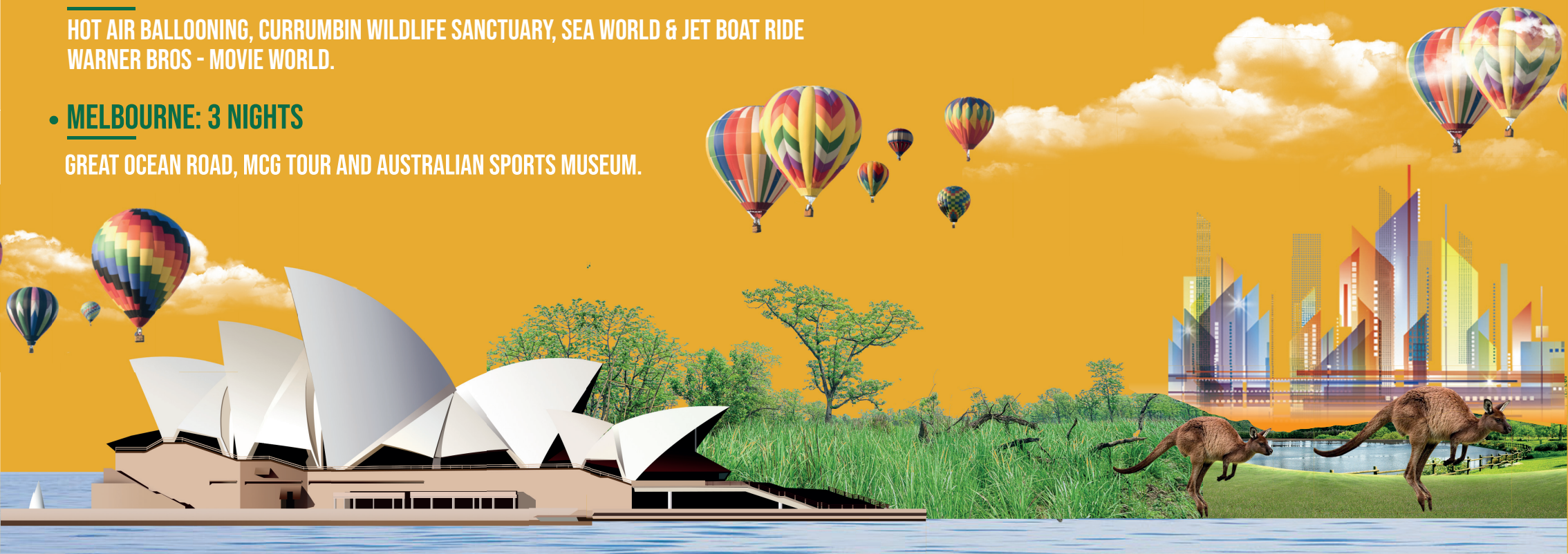
GREAT BARRIER REEF TOUR, SKYRAIL : KURANDA TO SMITHFEILD, RAINFOREST ARMY DUCK TOUR.

- **GOLD COAST: 4 NIGHTS**

HOT AIR BALLOONING, CURRUMBIN WILDLIFE SANCTUARY, SEA WORLD & JET BOAT RIDE  
WARNER BROS - MOVIE WORLD.

- **MELBOURNE: 3 NIGHTS**

GREAT OCEAN ROAD, MCG TOUR AND AUSTRALIAN SPORTS MUSEUM.

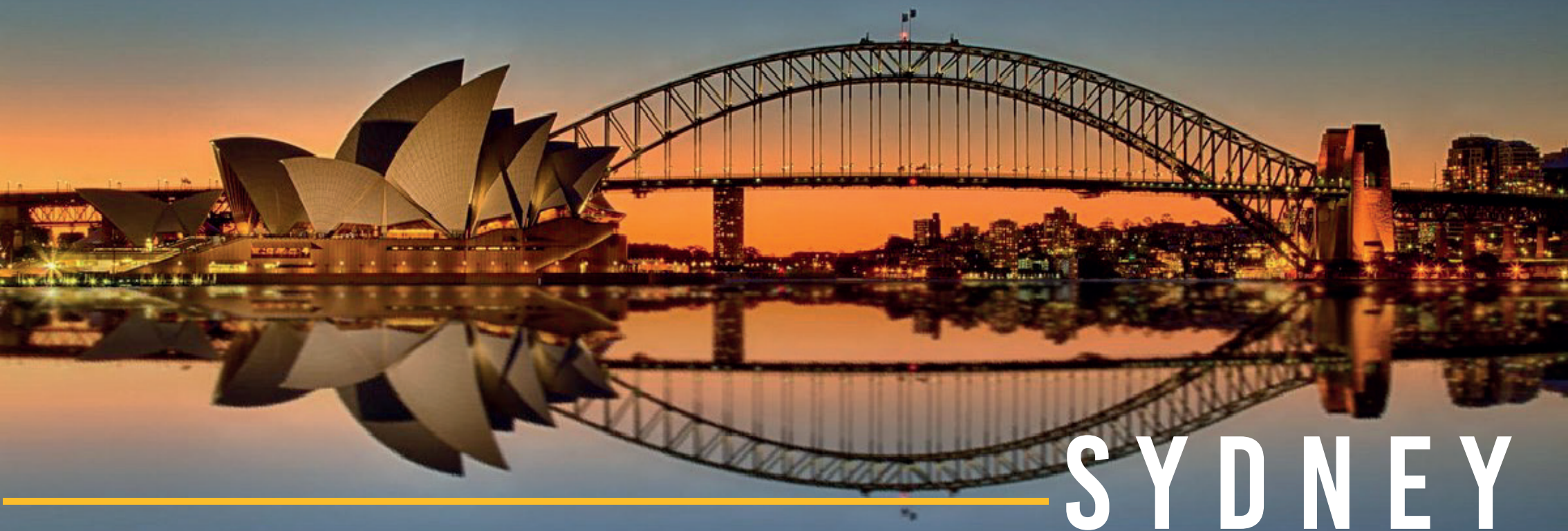


# SYDNEY



- **DAY 01 : MUMBAI - SYDNEY**

ON ARRIVAL AT SYDNEY, CLEAR IMMIGRATION AND COLLECT YOUR BAGGAGE , TRANSFER & CHECK-IN TO HOTEL. EVENING LEISURE OR YOU CAN EXPERIENCE LIFETIME MEMORABLE ACTIVITY I. E. SYDNEY HARBOUR BRIDGE CLIMBING (OPTIONAL); FROM TOP OF THE BRIDGE, ENJOY THE SPECTACULAR VIEW OF HARBOUR SIDE, SKYLINE CLEAR OF THE HIGH-RISE BUILDINGS AND THE OCEAN. OVERNIGHT IN HOTEL.



**SYDNEY**

SYDNEY TOWER EYE



SYDNEY

## DAY 2: SYDNEY

WHALE WATCHING CRUISE AT DARLING HARBOUR. WITNESS BREACHES, TAILSLAPPING AND EVEN A CLOSE-UP WINK WHEN THEY ARE FEELING EXTRA CURIOUS. YOU MAY ALSO SEE SOUTHERN RIGHTS, ORCAS AND MINKE WHALES, PLAYFUL DOLPHINS, SEALS, FAIRY PENGUINS, ALBATROSS AND MORE.

## SYDNEY OPERA HOUSE

STEP BENEATH THE SAILS AND DISCOVER WHAT MAKES THE OPERA HOUSE SO INSPIRING. DISCOVER INSIDER SECRETS AND STORIES OF THE OPERA HOUSE ARTISTS AND PERFORMANCES, AND STEP INSIDE THE ICONIC THEATRES AND FOYERS THAT BRING TO LIFE OVER 1800 PERFORMANCES EACH YEAR.

## SYDNEY TOWER EYE

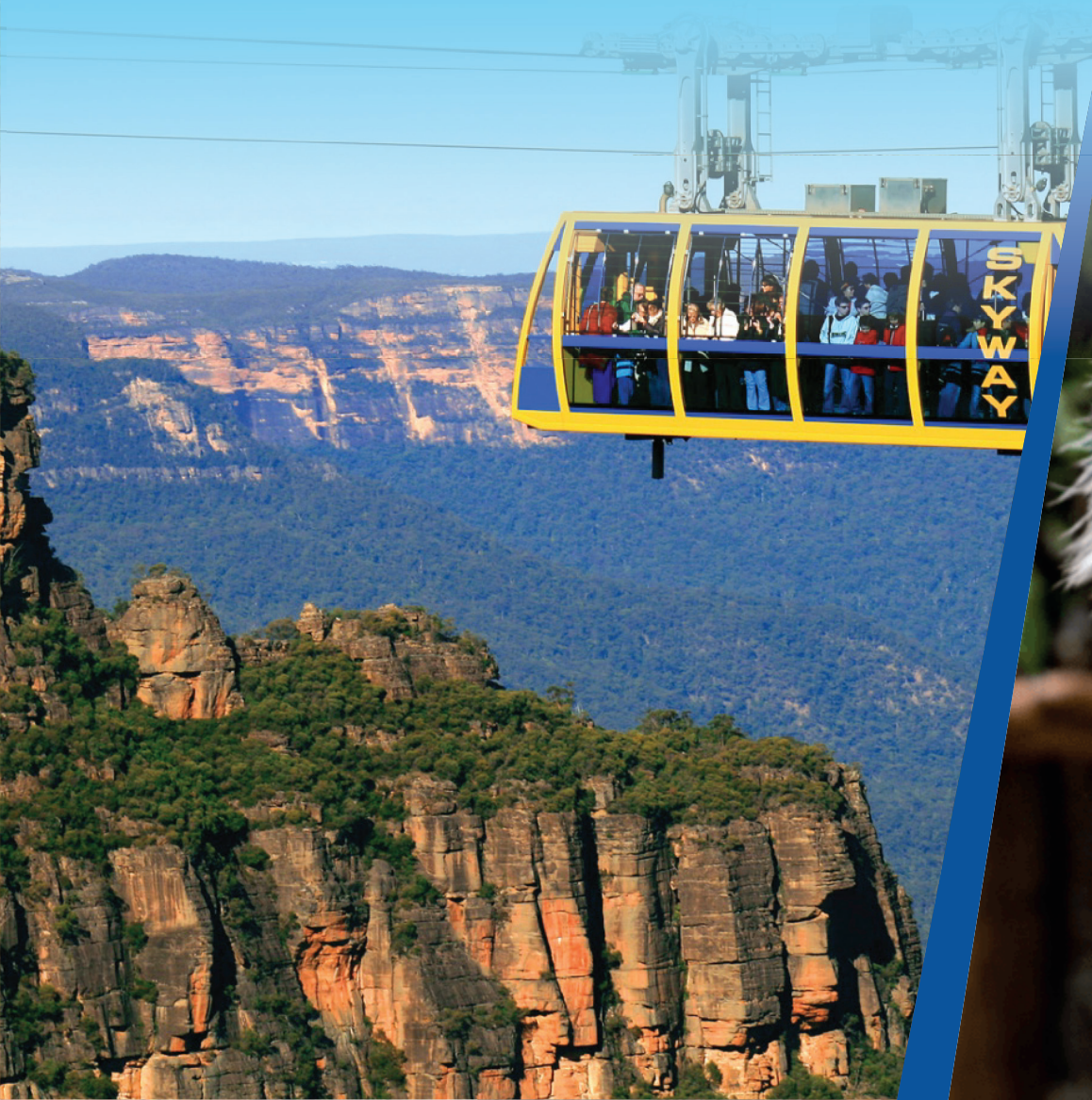
LOCATED 250 METRES ABOVE THE SYDNEY STREETS, YOU CAN ENJOY UNRIVALLED 360-DEGREE VIEWS OF THE CITY AND BEYOND. SPOT ICONIC LANDMARKS AND HIDDEN GEMS OF THIS BEAUTIFUL HARBOUR CITY, PLUS ON A CLEAR DAY, YOU CAN EVEN SEE THE BLUE MOUNTAINS, LOCATED 80KM AWAY!



WHALE WATCHING CRUISE

## DAY 03 : CITY TOUR - BLUE MOUNTAINS

AFTER BREAKFAST PROCEED ON A CITY TOUR OF SYDNEY COVERING MAIN HIGHLIGHTS OF THE CITY. THERE AFTER TRAVEL INTO THE JAMISON VALLEY ABOARD THE STEEPEST TRAIN IN THE WORLD THE SCENIC RAILWAY. ONCE YOU REACH THE VALLEY FLOOR ENJOY UP TO 2.2KM OF ELEVATED BOARDWALK THROUGH THE TEMPERATE RAINFOREST AND OPEN WOODLAND. RETURN TO THE MAIN SCENIC WORLD COMPLEX VIA THE SCENIC CABLEWAY THE STEEPEST CABLE CAR IN THE SOUTHERN HEMISPHERE. GLIDE BETWEEN CLIFF TOPS AND GAZE AT THE RAINFOREST CANOPY THROUGH THE GLASS FLOOR OF THE SCENIC SKYWAY AS YOU TAKE IN THE VIEWS OF KATOOMBA FALLS, THE JAMISON VALLEY AND THE WORLD FAMOUS THREE SISTERS ROCK FORMATION. OVERNIGHT AT HOTEL





## DAY 04 : SYDNEY – CAIRNS

TODAY AFTER BREAKFAST, CHECK OUT FROM THE HOTEL IN SYDNEY TRANSFER TO THE AIRPORT. BOARD YOUR FLIGHT FOR CAIRNS. ON LANDING IN CAIRNS, YOU WILL BE TRANSFERRED TO YOUR HOTEL IN THE CITY CENTRE. EVENING AT LEISURE. OVERNIGHT AT HOTEL

An underwater photograph of a coral reef. In the foreground, there is a large, vibrant coral structure with orange and pink hues. Several divers are visible in the background, swimming and exploring the reef. The water is clear and blue.

# SYDNEY CAIRNS



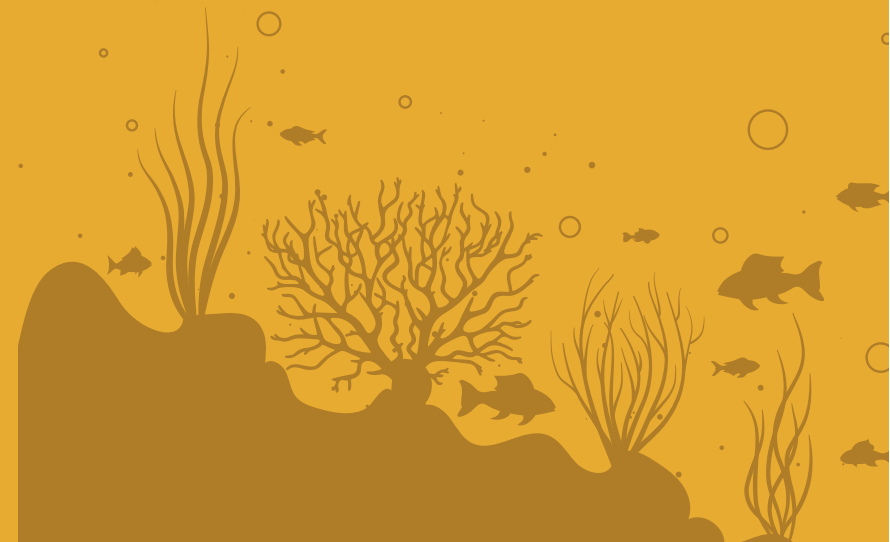
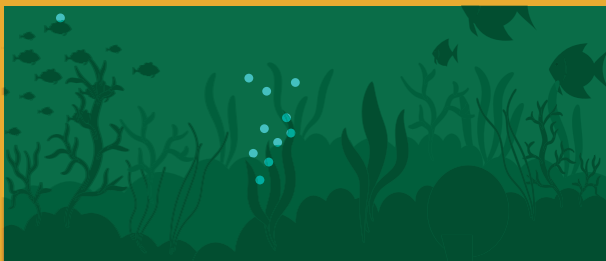
## • DAY 05 : CAIRNS

AFTER BREAKFAST, PROCEED FOR FULL DAY TRIP TO GREAT BARRIER REEF BY BIG CAT CRUISE. GLASS BOTTOM & SEMI-SUBMERSIBLE BOAT RIDE INCLUDED. ENJOY LUNCH ON THE BOAT. RETURN BACK BY EVENING & ENJOY DINNER PREPARED BY OUR OWN CHEF. OVERNIGHT AT HOTEL ENJOY OPTIONAL ACTIVITIES LIKE SNORKELLING, PARASAILING, HELMET DIVING & HELICOPTER RIDE .

THE REEF IS LOCATED IN THE CORAL SEA, OFF THE COAST OF QUEENSLAND, AUSTRALIA, SEPARATED FROM THE COAST BY A CHANNEL 100 MILES WIDE IN PLACES AND OVER 200 FEET DEEP. BARRIER REEF COVERS 2,900 INDIVIDUAL REEFS AND 900 ISLANDS STRETCHING FOR OVER 2,300 KILOMETRES (1,400 MI) OVER AN AREA OF APPROXIMATELY 344,400 SQUARE KILOMETRES (133,000 SQ MI).



# CAIRNS



## • DAY 06 : CAIRNS

TODAY AFTER BREAKFAST, PROCEED TOWARDS KURANDA SKY RAIL STATION. BOARD THE KURANDA SCENIC RAILWAY, WINDING THROUGH LUSH MOUNTAIN PASSES AND WATERFALL GORGES ALONG THE WAY. IN THE OPPOSITE DIRECTION, GLIDE ABOVE THE TREETOPS IN A GONDOLA AND SOAK UP SPECTACULAR VIEWS OF THE MOUNTAINS AND COASTLINE ON THE SKYRAIL RAINFOREST CABLEWAY. IN KURANDA, ENJOY LEISURE TIME TO EXPLORE THE HERITAGE MARKETS, LEARN ABOUT ABORIGINAL CULTURE OR INTERACT WITH NATIVE WILDLIFE HAVE LUNCH AT A PICNIC SPOT. PROCEED TO HOTEL AND CHECK-IN. OVERNIGHT IN HOTEL.



- **DAY 07 : CAIRNS - GOLD COAST**

ENJOY BREAKFAST, CHECK OUT & TRANSFER TO AIRPORT TO BOARD YOUR FLIGHT FOR GOLD COAST ON LANDING IN GOLD COAST, YOU WILL BE TRANSFERRED TO YOUR HOTEL IN THE CITY CENTRE. DAY IS AT LEISURE TO ENJOY ON YOUR OWN OR TO WALK BY SURFERS PARADISE. OVERNIGHT AT HOTEL.

# GOLD COAST



- **DAY 08 : GOLD COAST**

EARLY MORNING PROCEED FOR HOT AIR BALLOONING ( BY FLOATING GENTLY ABOVE THE SPECTACULAR GOLD COAST HINTERLAND. WATCH THE SUN RISE OVER THE ROLLING HILLS AND ENJOY SWEEPING VIEWS OF MT TAMBORINE, LAMINGTON NATIONAL PARK AND TO THE SHIMMERING TALL TOWERS OF THE GOLD COAST SKYLINE AS THEY ENJOY A CLASSIC BALLOON FLIGHT). RETURN BACK TO HOTEL & ENJOY BREAKFAST IN THE GRACIOUS AMBIENCE OF O'REILLY'S GRAND HOMESTEAD WITH ITS WIDE VERANDAHS AND HIGH CEILINGS.



# CLASSIC BALLOON

## DAY 08 : GOLD COAST

IN THE AFTERNOON AFTER LUNCH PROCEED CURRUMBIN WILDLIFE SANCTUARY, WHICH IS THE GOLD COAST'S LEADING NATIVE WILDLIFE AND COASTAL RAINFOREST EXPERIENCE. WITH HUNDREDS OF NATIVE AUSTRALIAN ANIMALS ON DISPLAY IN NATURAL SURROUNDINGS, CURRUMBIN PROVIDES A RARE OPPORTUNITY TO GET CLOSER TO AMAZING NATIVE WILDLIFE. SPEND A SPLENDID DAY IN THE NATURE AND GET BACK TO THE HOTEL. OVERNIGHT IN HOTEL.



*Currumbin*  
**WILDLIFE SANCTUARY**



## • DAY 09 : SEA WORLD & JET BOAT RIDE

SEA WORLD IS A MARINE MAMMAL PARK, OCEANARIUM, AND THEME PARK LOCATED ON THE GOLD COAST, QUEENSLAND, AUSTRALIA. IT OFFERS ATTRACTIONS SUCH AS RIDES & ANIMAL EXHIBITS AND PROMOTES CONSERVATION THROUGH EDUCATION AND THE RESCUE AND REHABILITATION OF SICK, INJURED OR ORPHANED WILDLIFE.

THE PARK IS COMMERCIALY LINKED TO WARNER BROS. MOVIE WORLD AND WET'N'WILD GOLD COAST AS PART OF THE THEME PARK DIVISION OF VILLAGE ROADSHOW. 4 THE PARK HAS NO AFFILIATION WITH AN AMERICAN PARK CHAIN OF A SIMILAR NAME. LATER PROCEED FOR THE MOST THRILLING JET BOAT RIDE. OVERNIGHT IN HOTEL.



*Jet Boat Ride*  
**GOLD COAST**

WARNER BROS.

# MOVIE WORLD



## • DAY 10 : WARNER BROS. MOVIE WORLD

AFTER BREAKFAST, VISIT WARNER BROS - WHERE MOVIE MAGIC HAPPENS EVERYDAY!

AS THE ONLY AUSTRALIAN MOVIE RELATED THEME PARK, YOU WILL EXPERIENCE A FUN-FILLED, GOLD COAST THEMEPARK FAMILY ADVENTURE WITH ALL THE GLITZ AND GLAMOUR OF HOLLYWOOD. EXPERIENCE THE ROLLERCOASTER RIDES THAT THE PARK HAS TO OFFER AND MANY OTHER THEMED RIDES WARNER BROS. MOVIE WORLD'S SUPERMAN ESCAPE IS AN UNPRECEDENTED ROLLER COASTER RIDE EXPERIENCE WITH AN EXCITING PRE-SHOW ADVENTURE THEMED AROUND THE WORLD'S MOST POPULAR SUPER HERO. OVERNIGHT AT HOTEL.



- DAY 11 : GOLD COAST TO MELBOURNE

AFTER BREAKFAST, CHECK-OUT & TRANSFER TO GOLD COAST DOMESTIC AIRPORT TO BOARD FLIGHT FOR MELBOURNE. UPON ARRIVAL TRANSFER TO HOTEL IN THE CITY CENTER. YOU WILL HAVE THE REST OF THE EVENING AT YOUR LEISURE. OVERNIGHT AT HOTEL.



Melbourne

## • DAY 12 : MELBOURNE - GREAT OCEAN ROAD

AFTER BREAKFAST, GET READY TO EXPERIENCE MELBOURNE'S MOST ENTERTAINING, INFORMATIVE AND MEMORABLE DAY TOUR. COMPANY BRINGS YOU A DAY OF AMAZING CONTRASTS AND BREATHTAKING SCENERY. EXPERIENCE ALL THE ICONIC WONDERS OF THIS WORLD FAMOUS COASTAL DRIVE, AS WELL AS ENJOYING AN INTERPRETIVE TOUR OF THE GREAT OTWAY NATIONAL PARK'S DELIGHTFUL COOL TEMPERATE RAINFOREST. ENJOY THE INTERACTIVE NATURE OF OUR FULLY GUIDED EXPERIENCES AND THE STUNNING PANORAMAS OF THE INTERNATIONALLY RENOWNED PORT CAMPBELL NATIONAL PARK, INCLUDING THE 12 APOSTLES, LOCH ARD GORGE AND GIBSONS STEPS.



*Great*  
**OCEAN ROAD**

# Melbourne

An aerial photograph of the Melbourne Cricket Ground (MCG) at sunset. The stadium is illuminated, and the surrounding city skyline of Melbourne is visible in the background under a dramatic, orange and red sky. The stadium's green field and tiered seating are clearly visible.

- **DAY 13 : MELBOURNE**

POST BREAKFAST, HEAD FOR MELBOURNE CITY TOUR. A PERFECT BLEND OF RICH CULTURAL HISTORY AND NEW AGE TRENDS IS WAITING FOR YOU .

AS THE SUN GOES DOWN, THE CITY COMES TO LIFE WITH A VIBRANT DINING SCENE AS WELL AS EVENTS AND EXHIBITIONS. EXPLORE ITS BUSTLING LANEWAYS, TRENDY NEIGHBOURHOODS AND SOPHISTICATED FOODIE SCENE TO GET A TASTE OF WHAT MELBOURNE IS ALL ABOUT.

VISIT MCG TOUR AND AUSTRALIAN SPORTS MUSEUM FOR EXPERIENCE AN UNFORGETTABLE MCG TOUR WITH ACCESS ALL AREAS INCLUDING PLAYER CHANGE ROOMS, THE RON CASEY MEDIA CENTRE, MEMBER ONLY AREAS OF THE MELBOURNE CRICKET CLUB. IT'S AN EXCITING, INTERACTIVE AND EVER-CHANGING EXPERIENCE WHERE THE LATEST TECHNOLOGY HAS BEEN USED TO CREATE IMMERSIVE EXHIBITS AND GALLERIES; INCLUDING CRICKET, AUSTRALIAN FOOTBALL, THE OLYMPICS, SPORT AUSTRALIA HALL OF FAME, VICTORIAN RACING GALLERY AND THE REIMAGINED GAME ON! OVER NIGHT AT HOTEL.

## • DAY 14 : MELBOURNE - MUMBAI

AFTER EARLY MORNING BREAKFAST CHECK OUT OF THE HOTEL AND PROCEED TOWARDS MELBOURNE AIRPORT TO BOARD YOUR FLIGHT BACK TO MUMBAI.



## TOUR COST

Per Person on Twin sharing basis  
Per Child with bed  
Per Child without bed

INR 4,75,000/-  
INR 4,50,000/-  
INR 4,00,000/-

Child under 12 years with bed in Parents room  
Child under 12 years without bed in Parents room

## DEPARTURE DATES

NOV : 7, 17  
JAN : 22  
FEB : 23  
MAR : 9

## TOUR COST INCLUDES :

- Flight Cost
- All Airport Taxes
- Visa Fees
- All 5 Star hotels mentioned in above itinerary.
- Ground transportation in air conditioned deluxe coaches.
- All accommodation as mentioned in itinerary based on twin share with Breakfast.
- Daily Indian lunch & dinner prepared by our chef.
- Service of Indian Tour Manager.
- Fully guided sightseeing noted in itinerary (including park & entrance fees)
- Unlimited Mineral water
- Overseas Mediclaim Insurance.
- Gratuities (tips) To Tour Manager / Guide / Chef
- Gratuities & Tips Hotel / Restaurant Staff, Bell Boy, Local Guides / Drivers.

## NIGHTS

## CITY

## PROPOSED HOTELS

## RATINGS

03 Nights	Sydney	Mercure Sydney	★★★★★
03 Nights	Cairns	Novotel Cairns Oasis	★★★★★
04 Nights	Gold Coast	Mantra Legends	★★★★★
03 Night	Melbourne	Novotel Preston Melbourne	★★★★★



## TOUR COST DOES NOT INCLUDES:

- Person Expenses such as Laundry, Comm. Charges, Optional Activities. (which are subject to Availability), Passport Charges, POE Service Charges, Portage, Tip & Wines, Mineral Water & Tel Charges, etc.
- GST 5% & TCS 5% on the Tour Cost.
- Early and / or Late Check in at Hotel unless otherwise stated.
- Meals other than specified in the itinerary.
- All items of personal nature, food & drinks any other item not mentioned in the itinerary.
- Any Increase In Air Taxes.
- Purchase of LRS.
- Excess baggage charges. • Trolley Services.

## BOOKING PROCEDURE :

### At Registration:

- Payments favouring "URVI LUXURY DESTINATION " as per below
- INR 1,00,000/- non refundable deposit at the time of booking
- Original passport along with necessary documents should be submitted 60 days prior to the departure date chosen.
- Balance INR to be paid 40 days prior to the departure
- Mandatory GST 5% + TCS 5% payable on Final billing

## FEATURES :

**HOT AIR BALLOONING & JET BOAT RIDE  
IN GOLD COAST  
CITY CENTRE HOTELS**

## VISA REQUIREMENTS

- Original Passport (Old & New) valid for 6 months.
- Recent Photographs, 35 mm x 45 mm on white background and 80% face should be seen (Photographs should not be older than 6 months).
- Company covering letter on Company's Letterhead. (Stamp Compulsory).
- Business Proof Xerox Compulsory.
- Updated Original Bank statement on Bank's letter head for the last 6 months with applicant's name, a/c no. with bank seal & sign with minimum balance of Rs.1,50,000.00 and should be a Salary account which should reflect the Salary details.
- Leave letter from Company with seal and sign.
- Salary slip for 6 months with company seal.
- If student, Child-birth certificate xerox, ID card copy required / A school fee receipt / Beneficed certificate.
- Pan card xerox copy.

## CANCELLATION POLICY AFTER NON-REFUNDABLE DEPOSIT

75 Days Prior – 20% of Tour Cost.  
60 Days Prior – 50% of Tour Cost.  
45 Days Prior – 75% of Tour Cost.  
30 Days Prior – 100% of Tour Cost.



1. All Hotel Check in is 1400 Hrs. & Check out is 1000 Hrs.
2. Once reservation is accepted and confirmed – The Deposit, Payment and cancellation policy will apply.
3. We are the Travel and Holidays organizer only. We do not control or operate any airlines, neither do we own or control any shipping company, coach or coach company, Hotel, Transport or any other facility or service mentioned in this brochure. We take care in selecting all the ingredients in your Holidays.
4. Also, the company is not responsible in case of mistake made by the supplier's like the Airlines, Consulates etc.
5. Itinerary / Hotel / Route are subject to vice-versa charges. Your final itinerary will be as per the flight schedule and booklet provided to you 7 days prior dept.
6. AIRLINES CHANGES IN RESERVATION DATES: Penalties are applicable as per Airline rules, for any changes & any sector. As per airline group booking policy all members have to travel together till the last destination. Any change on return resv. Will be strictly on request Basis and Subject to Flight and Class availability.
7. The itinerary may be reversed due to Flight Availability.
8. URVI LUXURY DESTINATION will not be Responsible for any Rejection of Visas from any Consulate/ Embassy.
9. URVI LUXURY DESTINATION is not Responsible for Delay or Deficiency in Service by Inbound Agency, Airline, Transport, Hotel and Provider of Service, or any Act or Action of CO-TRAVELLER, CO-PAX which may Result in not Availing any Service on Tour.
10. You are requested to carry one bag of 20kgs each in economy class along with 7 Kgs of Hand Luggage as the other Bag will be adjusted against the Food Stuff of URVI LUXURY DESTINATION Items. Also, in internal flight only 1piece of 20kgs is only permitted, client have to pay excess baggage if they have any extra bag or weight more than 20kgs.
11. All Passengers will have to Carry One Kitchen Bag per person. For our Kitchen from Mumbai International Airport and on Arrival at The Final Destination Airport from the belt and They Will Have to Remove It from the Baggage Claim Area And get it till the Coach.
12. Free/Complimentary activities are all non-refundable and subjected to weather conditions. (Helicopter ride, Quad Bike, Zip Line) Sign \_\_\_\_\_
13. For Optional Activities: If Weather does not permit then URVI LUXURY DESTINATION will not be Responsible. In case you wish to do any Optional Activities, our Coach Will not be Available. Our Tour Manager will help you to arrange the Transport for the Optional Activity Place. (WITH EXTRA OPTIONAL COST). Sign \_\_\_\_\_
14. We are a tour operating company and not hotel operating company, so we can just put request for rooms next to each other but can't guarantee the same, no floors, no location is committed by us. This is strictly at the discretion of the hotel. Sign \_\_\_\_\_
15. Urvi tours will not provide any mineral water in the rooms. Tap water in South Africa is safe to drink. Sign \_\_\_\_\_
16. During the trip, for any reason, if you may wish to return, the entire cost to return will be borne by the passenger and no refund will be granted.1.

REFUND : (i) Refunds if any, for variation/modification/amendments/alteration and/or cancellations etc. of any tour will be paid directly to the tourist by 'A/C payee' cheque, in Indian Rupees at the prevailing rate of exchange on the date of the cheque, as per Reserve Bank of India Rules and Regulations, irrespective of whether the tour payments in part or whole were made in foreign currency.

(ii) NO REFUND WILL BE PAYABLE

- a) For any missed / unused services of the tour including the meals due to whatsoever reason.
- b) Where full deposit is required to be paid in advance to the concerned authorities to enable Company to confirm the reservation
- c) If services of the tour are modified, varied, amended, cancelled, or not utilized.
- d) If any tourist decides and or is required to cancel the tour due to any changes made in the rules by the concerned Government.
- e) If the tour is indefinitely postponed due to natural calamity, riots, political unrest, or any other unforeseen calamities
- f) Refund is not applicable for air tickets that are non-refundable and for which date change is not allowed.

Force Majeure means an event or circumstance not within the reasonable control, directly or indirectly, of Urvi Tours in its ability to perform its obligations/responsibilities regarding the tour including

- o War, hostile invasion, act of foreign enemies.
- o Rebellion, revolution, insurrection or military or usurped power or civil war.
- o Epidemic, pandemic, explosion, fire, flood, earthquake or another exceptional natural calamity and act of God.
- o Ionizing radiation or contamination by radioactivity from any nuclear fuel, or from any nuclear waste from the combustion of nuclear fuel, radioactive toxic explosive, or other hazardous properties of any explosive nuclear assembly or nuclear component of such assembly.
- o Riot, commotion or disorder.
- o Any act or omission of any Government instrumentality.
- o A change in Legal Requirements.
- o Strikes, lockouts or other industrial disturbances;
- o Abnormal weather or sea conditions including tempest, lightning, hurricane, typhoon, rain & temperatures.

**CANCELLATION POLICY AFTER NON-REFUNDABLE DEPOSIT**

- 75 Days Prior – 20% of Tour Cost.
- 60 Days Prior – 50% of Tour Cost.
- 45 Days Prior – 75% of Tour Cost.
- 30 Days Prior – 100% of Tour Cost.

Signature: \_\_\_\_\_

Date: ...../...../20.....



# TERMS AND CONDITIONS

We at **Urvi Luxury Destination**, make the best effort to provide you the best service in a pleasant & friendly atmosphere. We strive for your complete satisfaction and endeavour to provide a safe & secure holiday without any misunderstandings between the company, the tour leaders and you at any point of time during your holiday. Therefore, we request you to read and understand the booking conditions for your holiday, before you enrol yourself for any of our tours / packages. The terms and conditions as stated below forms the basis of our contract with you.

**CONTRACT :** All the tours are operated by Urvi Luxury Destination. When you book the tour, it is a contract between you & the tour company. All the bookings are accepted only on the basis that you have thoroughly gone through these mentioned terms and conditions.

**BOOKING & CONTRACT :** The registration amount given at the time of booking is non – refundable and non – transferrable. The bookings will be processed by the tour company only after the registration amount is paid in full. Full or balance payments should be made 45 days prior to the date of departure. If the tourist fails to pay timely full amount, then the tour company reserves the right to cancel the booking with forfeiting the paid amount. In case of dishonoured cheques issued by the tourist in favour of the company, the company reserves the right to take necessary legal actions and the company has full right to cancel the bookings.

**TAXATION :** A non – negotiable and mandatory Goods and Service Tax (GST) at the rate of 5% & also Tax Collected at Source w.e.f. 1<sup>st</sup> April 2020 (TCS) at the rate of 5% is applicable over & above the land package cost. In case of any imposed tax by the Government of India over and above the proposed taxes, then the tourist will be liable to pay even after the bookings has been done.

**AIRLINES & TICKET :** The company won't be responsible in case of any Airlines delay or deficiency. In case passengers wish to travel in advance or stay back and return later after the completion of the tour. The tourist is liable to pay an additional amount (to be advised as per availability) per change prior to the departure. If the tourist wants to make any change in plan on tour, then all the arrangements must be done by the tourist itself. During the trip, for any reason, if you may wish to return to India, the entire cost to return will be borne by the passenger and no refund will be granted.

**VISA :** If Visa is rejected booking amount will be refunded after deducting airline cancellation charges, visa charges and services charges. If you wish to apply visa again then visa and services charges will be applicable again.

**ACCOMODATION :** All Hotel Check in is 1500 Hrs. & Check out is 1100 Hrs. Rooms next to each other are not guaranteed and are at the discretion of the hotel. Itinerary / Hotel / Route are subject to vice-e-versa changes. Your final itinerary will be as per the flight schedule and booklet provided to you 7 days prior dept. Any early check in or late checkout at hotels will not be entertained.

**TRANSPORTATION :** In our group tours, we don't allot any seat numbers as a seat rotation policy is been followed. All the passengers must follow the instruction by the tour leader in this regard. If any of the passengers carry any high value items on the coach, we advise you to not leave them behind when you leave the coach. All baggage and personal belongings are at all time your own responsibility. The tour company or coach company won't be responsible for any loss of any items from the coach. Any damages caused by you to the coach during the travel shall be payable by you and the tour company won't be liable for the same.

**SIGHTSEEING :** Due to certain unavoidable circumstances, if any activity or any sightseeing is missed then the tour company shall not be liable to pay any refunds. Any delays occurred by the passengers will disturb the schedule and cause inconvenience to the entire group. Any loss or damage done during the activity will be borne by the passengers. Instructions given by the Tour Manager or Guide should be followed by all the passengers. Free/Complimentary activities are all non-refundable and subject to weather conditions.

**MEALS :** We always serve Pure Vegetarian / Jain food which is prepared by our own Chef / Indian Restaurants. There is mostly a pre-set menu for the meals depending on the tour itinerary. Packed meals will be served only at certain places. Any special meals to be prepared or any allergic items during the tour must be informed prior to the departure.

**LUGGAGE:** You are allowed only to carry 20 kg of main luggage & 5 kg hand luggage with yourself during flight journey & in the coach. You will have to carry 1 bag per person of the Food Stuff that belongs to Urvi Luxury Destination. For any baggage loss or damage during the travel shall be solely borne by the passenger.

**HEALTH & EMERGENCY DURING TOUR :** It is presumed that the tourist who have booked the tour have gone through the itinerary & is medically fit for the tour. In case of any health emergency or any other related issues, the guest shall be solely responsible to make their own arrangements. Thus, the company cannot be held responsible for any health-related issues of the passenger.

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- War, hostile invasion, act of foreign enemies.
  - Rebellion, revolution, insurrection or military or usurped power or civil war.
  - Epidemic, pandemic, explosion, fire, flood, earthquake or another exceptional natural calamity and act of God.
  - Ionizing radiation or contamination by radioactivity from any nuclear fuel, or from any nuclear waste from the combustion of nuclear fuel, radioactive toxic explosive, or other hazardous properties of any explosive nuclear assembly or nuclear component of such assembly.
  - Riot, commotion or disorder.
  - Any act or omission of any Government instrumentality.
  - A change in Legal Requirements.
  - Strikes, lockouts or other industrial disturbances;
  - Abnormal weather or sea conditions including tempest, lightning, hurricane, typhoon, rain & temperatures.

**CANCELLATION & REFUNDS :** The initial deposits made by the passenger against the tour booking will not be refundable or transferrable under any circu

### CANCELLATION POLICY AFTER NON-REFUNDABLE DEPOSIT

75 Days Prior	– 20% of Tour Cost.
60 Days Prior	– 50% of Tour Cost.
45 Days Prior	– 75% of Tour Cost.
30 Days Prior	– 100% of Tour Cost.



# URVI

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