



INDIA & KERALA CONNECTIONS

TAILOR-MADE HOLIDAYS TO INDIA

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INDIA CONNECTIONS & KERALA CONNECTIONS are trading names of Kerala Connections Ltd (Reg No. 3626809)

TARIFF 2019 / 2020 SEASON

This tariff is for the season starting 1 October 2019 through to 30 September 2020

- All prices are **per person** based on two people travelling together and sharing a double/twin room.
- Please note that our prices do **not** include the costs of international flights to and from the destination. Some of the holidays require internal flight(s). Airfares are not included as fare depends on dates, availability etc. Airfares are on request and we will search for the best fares for your dates.
- Our prices include transfers in a chauffeur driven air-conditioned car/vehicle (plus trains if applicable).
- Prices for single occupancy, more than two people travelling together, adaptations to the suggested tours and tailor-made tours on request.
- The prices given are for the **high season**. During the peak season prices will be higher. Each hotel or hotel group has slightly different seasons, which is why we have not given any dates. The peak season is generally from mid-December to mid-January and some hotels maintain these prices until the end of February. Festival time is also peak. Many hotels reduce their prices during the low season (May to September). We will calculate the exact cost of the holiday based on your actual dates.
- If you are on holiday over Christmas and/or New Year you must be prepared to join in (and pay for) any entertainment that may be arranged by the hotel.
- The busiest periods for the airlines are Christmas/New Year, Easter and July/August. If you wish to take your holiday during these times it is necessary to book early.

SUGGESTED TOURS (number of nights in brackets)	Per Person Prices from...
South India	
CLASSIC KERALA (14)	£1,474
TREASURES OF KERALA (14)	£2,260
SOUTH KERALA HOMESTAY (14)	£1,610
NORTH KERALA HOMESTAY (14)	£2,015
SOUTH INDIA BY RAIL (17)	£2,320
HIDDEN GEMS OF KERALA (14)	£2,695
THE ELEMENTS OF KERALA (4 x 7)	£735
KERALA BUDGET HOLIDAY (12)	£1,136
KERALA HOUSEBOAT CRUISE (7)	£960
GOLDEN TRIANGLE & KERALA (6 + 8)	£2,280
TREASURES OF TAMIL NADU (17)	£2,925
TEMPLES & BACKWATERS (15)	£1,862
NAVIGATE THE NILGIRIS (10)	£1,890
TREASURES OF KARNATAKA (14)	£3,220
COFFEE AND CULTURE (14)	£2,684
WILDLIFE ADVENTURE (16)	£3,390
TREASURES OF WEST INDIA (12)	£2,080
YOGA TOUR (15)	£2,255
SOLO TOUR (14)	£2,500

SUGGESTED TOURS (number of nights in brackets)	Per Person Prices from...
North India	
GOLDEN TRIANGLE (7)	£998
- WITH AMRITSAR & SHIMLA (14)	£3,080
- & KERALA (6 + 8)	£2,280
- WITH A TWIST (10)	£2,385
SPIRIT OF RAJASTHAN (19)	£3,395
HIDDEN GEMS OF RAJASTHAN (17)	£4,570
ELEMENTS OF RAJASTHAN (4 x 7)	£1,280
TEXTILE TOUR (15)	£2,435
NORTHERN DELIGHTS (12)	£2,055
GLIMPSES OF GUJARAT (12)	£3,050
HEART OF INDIA (15)	£4,216
WILDLIFE OF CENTRAL INDIA (15)	£4,488
TEMPLES & TIGERS (14)	£3,935
SPLENDOURS OF EASTERN INDIA (14)	£2,945
ODISHA TRIBAL VILLAGES (14)	£2,730
HIDDEN GEMS OF WEST BENGAL (12)	£3,375
BIRDING IN NORTH INDIA (15)	£2,975
COOKERY TOUR (15)	£3,015
CULINARY TRIANGLE (9)	£1,685

For detailed tour itineraries please contact us. Ask us about Summer/Low Season specials.

BOOKING INFORMATION, TERMS & CONDITIONS

Booking

All our holidays are tailor-made so some changes to the initial itinerary/quote are to be expected. It is usual for people to take the first quote as a starting point and then make changes until it is just as required. Please feel free to add, deduct, swap the accommodation, change the order, dates or anything else you feel will improve it to match your individual requirements. Once you are happy with the itinerary and quote and tell us you wish to go ahead - we will invoice you.

Flights

Flights normally need to be paid for in full at the time of booking as we book 'discounted' fares. This gives you the best fares but these flights have restrictions which means once booked changes (even a letter in a name) are not possible and if cancelled there will be no refund. If you require non-restricted tickets the cost is higher and you must inform us before booking.

NB. Airlines do sometimes change their schedules after bookings have been taken.

Ground Arrangements

We ask for a 25% (occasionally more) deposit on the tour and the balance is payable fourteen/ten weeks before departure (this depends on the contracts with the India suppliers). Full details are on the invoice. Most rooms are double rooms - if you require twin beds it is important that you tell us at the earliest opportunity and certainly before you book. If not we will do our best to secure you twins - but you may not be successful at all places.

Travel Aware & Entry Requirements

To make an informed decision about the destination you are considering visiting, citizens should take the advice of their respective governments. For British citizens the UK Government site to refer to is:

<https://travellaware.campaign.gov.uk>

Every visitor to India must have a passport that has at least 6 months validity and two blank pages. All visitors to India must have a Visa and it is the individual's responsibility to get this. Our customers need a Tourist Visa - available as a Regular Visa or e-Visa. Most people select the e-Visa (applied and paid for in advance). People with family connections to Pakistan need to apply for a regular visa. We supply detailed information about the Visa process to all our customers and offer an e-Visa Service if required. For more information see:

<https://indianvisaonline.gov.in>

Financial Security

In accordance with 'The Package Travel and Linked Travel Arrangements Regulations 2018' all UK and EEA citizens booking with India & Kerala Connections are fully protected for the initial deposit and subsequently the balance of all monies paid to us, including repatriation if required, arising from cancellation or curtailment of your travel arrangements due to the insolvency of Kerala Connections Ltd.

ATOL

All monies paid by you for the air holiday package (holiday including flights) are ATOL protected by the Civil Aviation Authority. You will receive an ATOL Certificate on receipt of your deposit/advance payment. This lists the flight(s), accommodation and other services that are financially protected, where you can get information on what this means for you and who to contact if things go wrong. If we, or the suppliers identified on your ATOL certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

ATOL applies to UK and EEA citizens only. Our ATOL number is 6462.

For further information visit the ATOL website at www.atol.org.uk

IPP

If your booking does not include flights we will arrange insurance through International Passenger Protection Limited and its panel of insurers. This insurance is only valid for UK and EEA passengers who book with and pay directly to Kerala Connections Ltd. Details about this and how to make a claim will be supplied with your documentation.

For further information visit the IPP website at www.ipplondon.co.uk

ABTA

We are a member of ABTA which means you have the benefit of ABTA's assistance and Code of Conduct. Many of the travel arrangements that we sell are protected in case of the financial failure of the travel company. Please ask us about the protection that applies to your booking. Kerala Connections Ltd ABTA membership number is Y5454. For further information about ABTA, their Code of Conduct or their ADR (Alternative Dispute Resolution) - contact ABTA, 30 Park Street, London SE1 9EQ. Tel: 020 3117 0500 www.abta.com

Travel Insurance

India is a long haul destination and you must ensure that you have adequate travel insurance. At the time of booking we will ask you to provide us with your insurance details and at least one emergency contact. We will not accept bookings from customers who are unable to provide these details.

Cancellation Charges

If you wish to cancel your holiday please advise us in writing as soon as possible. If you cancel more than ten weeks before your departure date then you lose your deposit only. If your written cancellation is received less than ten weeks [70 days] before the departure date the following charges will apply:

69 - 31 days 75% of your costs

30 - 0 days 100% of your costs

The cancellation fees assume the whole holiday is cancelled. If one or more people cancel but other members of the group wish to proceed with the tailor-made holiday this will affect the cancellation fees as costs are shared. In these circumstances we will calculate the cancellation fees on an individual basis.

If your cancellation is due to circumstances beyond your control you should be able to claim through your travel insurance policy. Remember to keep your insurance company informed of all circumstances that could affect your decision to proceed with your holiday. This may mean giving them health information about a family member who is not travelling with you but who could cause you to cancel your holiday if they became ill shortly before or during your holiday.

Kerala Connections Ltd makes the safety of its clients its highest priority, is continually monitoring local conditions, and may modify or cancel tours for this reason. We would not recommend customers visit an area that the UK FCO (Foreign and Commonwealth Office) is advising against. If circumstances change between the time of your booking and your departure date and the FCO are advising against travel to the area you plan to visit and this advice is still current 10 days (or fewer) before departure, then Kerala / India Connections will credit all moneys paid towards a subsequent booking to be taken within 24 months of the initial departure date. Where the client has initially booked contrary to the recommendations of the FCO and subsequently decides to cancel, our normal cancellation conditions apply.

Surcharges

We hope that we will not be put in the position whereby we have to make a surcharge on our holidays but the current financial climate and devaluation of Sterling against other currencies (including the Indian Rupee) means that we may be forced to do so. Therefore please accept our quote as the price that we hope to be able to maintain based on current conditions. We will absorb increases up to 2% but any more than this we will need to pass on to the customer.

Changes

If you need to change your plans we will do our best to accommodate your request. Obviously the more notice we have of the changes the more likely it is that we will be able to help you. Depending on the amount of work involved we maintain the right to make a handling charge. Expect to pay at least £25 per person per alteration. The charges are payable even if we are not successful in making the change.

There may be circumstances beyond our control that mean that changes have to be made to your holiday at short notice - such circumstances usually include, but are not limited to - war, threat of war, airport closure, flight cancellation or schedule change, epidemic, natural or manmade (eg nuclear) disaster, terrorist activity, civil unrest, industrial dispute (strike), bad weather (actual or threatened) change to FCO advice. In these circumstances we cannot pay any compensation, reimburse expenses or cover losses for any amount or otherwise accept responsibility.

Complaints

Kerala Connections Ltd, our suppliers and their staff will make every effort to ensure your holiday is enjoyable. However, if you are not satisfied and have a complaint you should immediately advise the supplier concerned. If the problem cannot be resolved locally, we must be informed. If, after contacting us, your problem is still not resolved and you remain dissatisfied you must inform the supplier in writing. Tell them that you remain dissatisfied and that you intend to submit a formal complaint to Kerala Connections Ltd. Your written complaint must be received by us within seven days of completing your tour even if you have not returned home. We will not accept liability for any complaint that was not notified to both the supplier and us in writing at the relevant time. If we can't resolve your complaint go to www.abta.com to use ABTA's approved ADR scheme for the resolution of disputes.

Key Rights

Under the 2018 EU Package Travel Regulations we must advise you of your rights - these are below:

1. Travellers will receive all essential information about the package before concluding the package travel contract.
2. There is always at least one trader who is liable for the proper performance of all the travel services included in the contract.
3. Travellers are given an emergency telephone number or details of a contact point where they can get in touch with the organiser or the travel agent.
4. Travellers may transfer the package to another person, on reasonable notice and possibly subject to additional costs.
5. The price of the package may only be increased if specific costs rise (for instance, fuel prices) and if expressly provided for in the contract, and in any event not later than 20 days before the start of the package. If the price increase exceeds 8% of the price of the package, the traveller may terminate the contract. If the organiser reserves the right to a price increase, the traveller has a right to a price reduction if there is a decrease in the relevant costs.
6. Travellers may terminate the contract without paying any termination fee and get a full refund of any payments if any of the essential elements of the package, other than the price, are changed significantly. If before the start of the package the trader responsible for the package cancels the package, travellers are entitled to a refund and compensation where appropriate.
7. Travellers may terminate the contract without paying any termination fee before the start of the package in the event of exceptional circumstances, for instance if there are serious security problems at the destination which are likely to affect the package.
8. Additionally, travellers may at any time before the start of the package terminate the contract in return for an appropriate and justifiable termination fee.
9. If, after the start of the package, significant elements of the package cannot be provided as agreed, suitable alternative arrangements will have to be offered to the traveller at no extra cost. Travellers may terminate the contract without paying any termination fee, where services are not performed in accordance with the contract and this substantially affects the performance of the package and the organiser fails to remedy the problem.
10. Travellers are also entitled to a price reduction and/or compensation for damages where the travel services are not performed or are improperly performed.
11. The organiser has to provide assistance if the traveller is in difficulty.
12. If the organiser or, in some Member States, the retailer becomes insolvent, payments will be refunded. If the organiser or, where applicable, the retailer becomes insolvent after the start of the package and if transport is included in the package, repatriation of the travellers is secured.
We, have taken out insolvency protection with ATOL (claims@caa.co.uk) and ABTA (consumerprotection@abta.co.uk) if services are denied because of our insolvency.
13. Further information can be found at <https://www.legislation.gov.uk/ukxi/2018/634/contents/made>