

KERALA CONNECTIONS

TAILOR – MADE HOLIDAYS TO KERALA & SOUTH INDIA

BOOKING YOUR HOLIDAY

Booking a holiday with us is very easy. You can select one of our suggested tours, make adaptations to one of these tours, devise your own itinerary or tell us your requirements and interests and we will create a tour for you. It is usually sensible for us to check the flight availability first and provisionally hold seats if possible. This will give us exact dates as well as the starting and finishing points. We can then check the hotel availability.

Once everything is in place and you have agreed the quoted price we will send you an invoice. We usually ask for a deposit of 25% for the ground arrangements with the balance payable ten weeks before departure. We will advise you about the airfare payment. Please note that the best airfares generally have the greatest number of restrictions ie provisional seats cannot be held for very long, full payment is required at the time of booking and once confirmed it may not be possible to make any changes and if you cancel there will be no refund. If you require non-restricted tickets you must expect to pay a higher fare and you must inform us at the time of booking.

VISAS

An Indian Visa must be obtained before departure and you are responsible for obtaining this. We supply all our customers with detailed advice about the application process. For more information go to <http://in.vfsglobal.co.uk>

ABTA

We are a member of ABTA which means you have the benefit of ABTA 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 ABTA membership number is Y5454. For further information about ABTA, the Code of Conduct and the arbitration scheme available to you if you have a complaint, contact ABTA, 30 Park Street, London SE1 9EQ. Tel: 020 3117 0500 www.abta.com

FINANCIAL SECURITY

In accordance with The Package Travel, Package Holidays and Package Tours Regulations 1992 all British passengers booking with 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.

ATOL

Your Financial Protection. When you buy an ATOL protected flight inclusive holiday from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong.

We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we

nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable).

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.

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 underwritten by Insurers who are members of the Association of British Insurers & Lloyds Syndicates. 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

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

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 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 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, 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, Kerala Connections must be informed. If, after contacting us, your problem is still not resolved and you remain dissatisfied you must inform the supplier in writing - ask for their Complaints Book. Tell them that you remain dissatisfied and that you intend to submit a formal complaint to Kerala Connections. 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 Kerala Connections in writing at the relevant time.



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