

Royal Compass holidays

1. The Legal Agreement

- **Contractual Framework:** These Terms & Conditions (T&C) constitute a legally binding agreement between you ("User" or "Client") and **Royal Compass HOLIDAYS**.
- **Acceptance:** By making a booking or using our platform, you acknowledge that you have read, understood, and agreed to these terms.
- **Eligibility:** You confirm you are at least 18 years old and have the authority to enter into this contract.

2. Role of Royal Compass HOLIDAYS

- **Facilitator Status:** We act as an aggregator and facilitator. The actual services (flights, hotels, activities) are provided by independent **Third-Party Suppliers**.
- **Limitation of Liability:** We are not responsible for the operational decisions of third parties, such as flight cancellations, hotel overbookings, or visa rejections.
- **Binding Quotation:** For tour packages, the final **Quotation** provided to you—including the itinerary, inclusions, and price—becomes the binding contract once payment is made. Verbal commitments are not binding.

3. Booking & Payment Policy

- **Accuracy:** You are responsible for providing accurate names (as per passport), ages, and contact details. Errors may lead to booking failures or denial of service at your own cost.
- **Payment Schedule:** Bookings are only guaranteed upon receipt of payment as per the schedule defined in your Quotation.
- **No Cash Policy:** For security, we do not accept cash deposits. All payments must be made via recognized banking channels or secure gateways.

4. Cancellation & Refund Policy

- **Tiered Charges:** Cancellations are subject to a fee schedule based on the number of days remaining before departure, as specified in your final Quotation.
- **Refund Process:** Refunds are only processed after we receive the refunded amount from the respective Suppliers (airlines, hotels, etc.).
- **Non-Refundable Items:** Convenience fees, service charges, and government taxes (like TCS) may be non-refundable.
- **No-Show:** Failure to arrive for a scheduled service or skipping parts of a tour will be treated as a "No-Show" with no refund due.

5. Specific Service Policies

- **Flights:** Airlines may reschedule or cancel flights without notice. We are not liable for incidental losses like missed connections or extra hotel nights.
- **Hotels:** Check-in/out times and internal policies (e.g., ID requirements) are set by the hotel. We are not liable if a hotel denies entry for failure to meet their internal rules.
- **Visas:** We facilitate applications, but the final decision rests solely with the Embassy/Consulate. Visa fees are generally non-refundable even if the visa is rejected.

6. Special Case Modifications (Compassionate Grounds)

At our discretion, we may waive certain modification fees (excluding supplier charges) for:

- **Medical Emergencies:** Serious illness or accidents requiring hospitalization, supported by valid medical certificates.
- **Family Emergencies:** Death or critical illness of an immediate family member, supported by government-issued documentation.

7. Force Majeure & Insurance

- **Force Majeure:** We are not liable for delays or failures caused by events beyond our control, such as natural disasters, pandemics, strikes, or political unrest.
- **Travel Insurance:** It is the user's obligation to obtain sufficient insurance coverage. We do not accept claims arising from lack of insurance.

8. User Conduct & Data

- **Behavior:** Respectful behavior toward guides and drivers is mandatory. Misconduct or safety violations may lead to termination of service without refund.
- **Marketing:** By using our services, you consent to receive transactional and promotional communications via email or SMS.
- **Content Rights:** If you share holiday photos or reviews with us, you grant us a license to use them for marketing purposes.

1. The Contract

By booking a tour with **Royal Compass HOLIDAYS** (hereafter referred to as "the Company"), you (the "Client") agree to these Terms & Conditions. A binding contract is formed once we receive your booking form and the initial deposit.

2. Booking & Payment Policy

- **Initial Deposit:** To secure a booking, a deposit of [e.g., 25%] of the total tour cost is required.
- **Balance Payment:** The remaining balance must be paid at least [e.g., 30 days] before the departure date.
- **Late Bookings:** For bookings made within [e.g., 15 days] of departure, full payment is required immediately.

- **Mode of Payment:** We accept payments via Bank Transfer, UPI, and Credit/Debit cards (subject to a [e.g., 2-3%] processing fee).

3. Cancellation & Refund Policy

In the event you need to cancel your trip, the following charges will apply based on when written notice is received:

- **More than 30 days before departure:** Only the non-refundable deposit/service fee.
- **15 to 30 days before departure:** 50% of the total tour cost.
- **7 to 14 days before departure:** 75% of the total tour cost.
- **Less than 7 days or "No Show":** 100% (No refund).

Note: Cancellation policies for flights and specific high-end hotels may vary and will be charged as per their individual policies.

4. Itinerary Changes

While we strive to follow the planned itinerary, the Company reserves the right to change routes or hotels due to unavoidable circumstances (e.g., weather, road closures, or strikes). We will ensure the quality of the alternative is comparable.

5. Liability Disclaimer

- **Third-Party Services:** The Company acts as an agent for hotels, airlines, and transport providers. We are not liable for any deficiency in service, delay, or injury caused by these independent contractors.
- **Personal Loss:** The Company is not responsible for the loss of luggage, personal belongings, or any injuries sustained during the tour.
- **Force Majeure:** We are not liable for delays or cancellations caused by "Acts of God" (natural disasters, pandemics, or political instability).

6. Health & Travel Insurance

It is highly recommended that all travelers obtain comprehensive travel insurance. Clients are responsible for ensuring they are fit to travel and meet any health/vaccination requirements for the destination.

7. Jurisdiction

Any disputes arising from these terms shall be subject to the exclusive jurisdiction of the courts in **[Your City/State, e.g., Jaipur, Rajasthan]**.