



BEST OF MALAYSIA & SINGAPORE WITH CRUISE (ESCORTED GROUP DEPARTURES)

09 Days /08 Nights

[Genting (1N) - Kuala Lumpur (2N) - Cruise (2N) - Singapore (3N)]

DEPARTURE DATES

Jul: 22
Aug: 05 & 19
Sep: 02 & 16
Oct: 07, 14, 21 & 28
Nov: 04, 11, 18*, 25 (*Diwali Surcharge – Rs 5,000 Per Person)
Dec: 02, 09, 16 & 23 (** Surcharges Applicable)**

Tour Itinerary

(All efforts will be made to follow the below itinerary. However, there is a possibility that the itinerary sequence may change. But it will include all the meals and sightseeing as per the itinerary)

Day 1: Arrive at GENTING from KUALA LUMPUR
(Indoor Theme Park)

Arrive at Kuala Lumpur Airport, after disembarking on the arrival terminal and proceed to board the free internal express train to immigration terminal to complete Immigration formalities & collect your luggage from the assigned baggage belt. After completing the Customs formalities you will meet our local representative at the Arrival lounge, He/ She will further assist you to transfer to Genting Hotel. **Genting Highlands** – known as the 'City of Entertainment'. It is the most developed hill resort in Malaysia. At 2000 meters above sea level, it offers a cool respite combined with all the excitement, luxury, and entertainment of an international resort destination. **Lunch** Check into the hotel and fresh up and rest for some time In the evening, enjoy spectacular rides and shows at the ever popular **Indoor Theme Park** with its myriad attractions for the young and old alike. You will have an opportunity to participate in some of the fast paced action rides, witness some exciting shows, enjoy thrilling rides; it's a magical adventure of fun and excitement for the whole family. Should you fancy a flutter, the **Casino de Genting**, by far the largest casino in the region which offers a full range of International games **on your own Dinner** Overnight stay in Hotel

Meal: Lunch & Dinner
Overnight: Genting Hotel

Day 2: GENTING – KUALA LUMPUR (Outdoor Theme Park)

After **Breakfast**, check out from the hotel. Store your baggage @ the hotel storage and Later, enjoy spectacular rides and shows at the ever popular **Genting Outdoor Theme Park** with its myriad attractions for the young and old alike. You will have an opportunity to participate in some of the fast paced action rides, witness some exciting shows, enjoy thrilling roller coaster spins; it's a magical adventure of fun and excitement for the whole family. **Lunch** Later, you can enjoy ten pin bowling, snooker, horse riding and other exciting rides at the Park. Should you fancy a flutter, the **Casino de Genting**, by far the largest casino in the region which offers a full range of International games **on your**

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own In the evening leave for Kuala Lumpur. Transfer to Kuala Lumpur Hotel in Luxury Coach. **Dinner** Overnight stay in Hotel

Meal: Breakfast, Lunch & Dinner

Overnight: Kuala Lumpur Hotel

Day 3: KUALA LUMPUR

(Batu Caves + City Tour +KL Tower + Shopping)

After **Breakfast**, this morning, Start the day by visiting the marvellous **Batu Caves**. After that enjoy an orientation **City Tour** See famous landmarks including the world famous PETRONAS Twin Towers, King's Palace, National Monument, National Museum, National Mosque, Sultan Abdul Samad Building and the Cricket Club. **Lunch** Later Visit the Kuala Lumpur's famous **KL Tower with Entry Ticket to Observatory deck** - 4th largest telecommunication tower in the world at the height of 421m giving a breathtaking Panoramic view of Kuala Lumpur and its surrounding area. The rest of the day is at leisure for **Shopping** @ Sungei Wang shopping Mall or explore this fascinating city on your own. Enjoy its bustling markets, roadside stalls and exciting night markets. **Dinner** Overnight Stay in Hotel

Meal: Breakfast, Lunch & Dinner

Overnight: Kuala Lumpur Hotel

Day 4: KUALA IUMPUR - SUPER STAR VIRGO CRUISE (Cruise)

After early **Breakfast**, Check out from Hotel and Proceed to Singapore by **Coach Lunch Singapore** - a city of multi-faceted attractions, stimulating sights and diverse cultures Brimming with unbridled energy Singapore offers a holiday like no other. **Arrive at Singapore** Cruise pickup point and you will meet our local representative, who will further assist you to transfer to Cruise Port Terminal. Embark on the Super Star Virgo Cruise. **Super Star Virgo Cruise** - is a cruise on the high seas which offers so much more than first class dining and entertainment. It takes you to places where the sun, sea, people and culture blend colourfully well. You can enjoy Casino, Cafeterias, Karaoke Bar, Chinese and Italian Restaurants, Showroom, Promenade Deck, Meeting Rooms, Cinema, Shops, Japanese and Indian Restaurants, Children's Center, Games Arcade, Sun Deck, Swimming Pool, Jacuzzi, Star Cruise Bridge, Observation Lounge/Nightclub, Card Room, Mahjong Room, Library, Activity Center, Beauty Salon, Saunas, Gym, Deck Bar and more. **Dinner**. You can enjoy an overnight stay on the cruise.

Meal: Breakfast, Lunch & Dinner

Overnight: Super Star Virgo Cruise

Day 5: SUPER STAR VIRGO CRUISE (Cruise)

After **Breakfast** on board and enjoy the entire day on the cruise at your own pace. Enjoy the sailing and the view. The Cruise will anchor in Malacca @ 07:00 Hrs. Later it will anchor in Kuala Lumpur @ 14:00 Hrs. You can enjoy Casino, Cafeterias, Karaoke Bar, Chinese and Italian Restaurants, Showroom, Promenade Deck, Meeting Rooms, Cinema, Shops, Japanese and Indian Restaurants, Children's Center, Games Arcade, Sun Deck, Swimming Pool, Jacuzzi, Star Cruise Bridge, Observation Lounge/Nightclub, Card Room, Mahjong Room, Library, Activity Center, Beauty Salon, Saunas, Gym, Deck Bar and more. **Lunch. Dinner**. You can enjoy an overnight stay on the cruise.

Meal: Breakfast, Lunch & Dinner

Overnight: Super Star Virgo Cruise

Day 6: CRUISE - SINGAPORE (Night Safari)

After enjoying **Breakfast** on board, Disembark from your cruise @ 13:00 Hrs You will meet our local representative, who will further assist you and transfer to Singapore Hotel. **Lunch** Check in the hotel and rest for a while. In the evening proceed on a wild

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adventure at the fascinating world of nocturnal creatures at the world's first **Night Safari** built specifically for night viewing. This premier night zoo houses over 900 animals of 135 exotic species in eight zones recreated to simulate various geographic zones. Experience the thrill of exploring a tropical jungle at night by tram. **Dinner** Overnight in your Hotel

Meal: Breakfast, Lunch & Dinner

Overnight: Singapore Hotel

Day 7: SINGAPORE (City Tour + Sentosa)

After enjoying your **Breakfast**, We will proceed on an orientation of the **City Tour** includes a drive past the Padang, Cricket Club, Parliament House, Supreme Court and City Hall. Continue to Merlion for a photo-stop and enjoy panoramic views of Marina Bay. Enroute to Thian Hock Keng Temple, you will pass Chinatown and a local handicraft centre. Later proceed to Mt. Faber which offers a splendid view of the Harbour. **Lunch** Later in the afternoon we will proceed to visit **Sentosa**, an Island of peace and tranquillity which includes Admission to Island, 01 Way Cable Car Ride. On the Island enjoy 'Images of Singapore', The Underwater World with Dolphin Lagoon. Lastly enjoy the spectacular Songs of the Sea. Rest of the day is at leisure. **Dinner** Overnight at your Hotel

Meal: Breakfast, Lunch & Dinner

Overnight: Singapore Hotel

Day 8: SINGAPORE (Universal Studio + Shopping)

After **Breakfast**, you will be picked up from your hotel @ 09:30 and transfer to **Universal Studio** – An action-packed fun day awaits you at Southeast Asia's first movie theme park, Universal Studios. **Lunch** in the Universal Studio Enter the thrilling world of magic as you ride movies on roller coaster and other movie-themed attractions Enjoy various attractions throughout the day at your own pace. **Dinner** and **Shopping** @ Mustafa Shopping Mall Overnight at your Hotel

Meal: Breakfast, Lunch & Dinner

Overnight: Singapore Hotel

Day 9: Depart from SINGAPORE to MUMBAI

After **Breakfast** at the hotel Check out from your hotel and transfer to the Airport to board the flight for India. **Lunch Dinner.** Once again thank you for been a part of **Lovely Holidays!!!** Arrive in India with happy memories.

Meal: Breakfast, Lunch & Dinner (Dinner in flight)

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TOUR COST

VALIDITY 31 st Dec 12	CURRENCY	ADULT	EXTRA ADULT	CHILD WITH BED (2-11Yrs)	CHILD NO BED (2-11Yrs)	INFANT (1- 23 Month)	SINGLE
EX MUM	COST IN INR	94,777	94,777	89,777	86,777	30,000	1,22,777
	BREAKUP (INR + USD)						
	INR	55,000	55,000	55,000	55,000	--	68,000
	+ USD	723	723	632	578	--	996
<p align="center">The Tour Cost is calculated at the rate of exchange of 1 USD = Rs. 55.00 Prevailing rate will be applicable at the time of booking/ balance payment. *Surcharges if applicable to be paid extra. Government Service Tax @ 3.09% to be paid extra on the Total Package Cost Total Package Cost = (Indian Rupees + Foreign Currency Component)</p>							

BOOKING AMOUNT: Rs. 20,000/- Per Person

Inclusions:

- Return Economy Class Airfare inclusive of all Taxes as per the tour period (EX – MUMBAI)
- Malaysia, Singapore Visa Charges
- Kuala Lumpur to Singapore by Surface (Air-conditioned Luxury Coach)
- 01 Night Accommodation in 3 Star Superior Hotel (Genting)
- 02 Nights Accommodation in 4 Star Superior Hotel (Kuala Lumpur)
- 02 Nights Accommodation in Star Cruise **DB/DC/DD Cabin** – Virgo Ex-Singapore (Wed Departure)
- 03 Nights Accommodation in 3 Star Superior Hotel (Singapore)
- Accommodation on Twin Sharing Basis
- Cost Includes 08 Breakfasts + 09 Lunches + 09 Dinners as per the Itinerary
- Round Trip Transfers in Malaysia on SIC Basis (Kuala Lumpur Airport – Genting Hotel – Kuala Lumpur Hotel – Singapore Hotel)
- Round Trip Transfers in Singapore on SIC Basis (Singapore Hotel – Cruise Port – Singapore Hotel – Singapore Airport)
- All Transfers and Sightseeing on Seat In Tourist Coach Basis (SIC) with English Speaking Professional Guide
- **Our Speciality - Services of Caring Tour Escort of Lovely Holidays**

Exclusions:

- **Government Service Tax @ 3.09% to be paid extra on the Total Package Cost - Total Package Cost = (Indian Rupees + Foreign Currency Component)**
- Cost of Meals other than those specified in inclusions
- Cost of Travel Insurance
- Cost of Foreign Exchange for personal expenses
- Expenses of personal nature, mini bar in the room, Laundry, Telephone bills, tips, Gratuities and surcharges as mentioned below in the Surcharge Heading

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- **Porte rage at airport or hotels, Travel/ Medical Insurance**
- **Global Check In Time is 1400 Hrs and Check Out Time is 1100 Hrs. Early Check In and Late Check Out are not guaranteed unless the client has done a pre-booking by paying extra. However, Early Check In and Late Checkout are on request basis only and subject to availability and at the sole discretion of the hotel management**
- **Cost of any other services not specifically mentioned in Inclusions**
- **Surcharges for Diwali/ Christmas/ New Year/ Chinese New Year/Festivals/ Special Events Conventions & Trade Fairs if applicable to be paid by the client before departure. Surcharges will be known only after booking and confirmation from the hotels/ Cruise**
- **Additional Charges for changes to the cabin/ room category OR Airline and travel class OR Hotels considered**
- **Any increase in the cost that may come into force prior to the departure date including change in price owing to fluctuation in the rate of exchange, govt taxes, airline taxes etc.**
- **Any expenses caused by reasons beyond our control such as bad weather, natural calamities (landslides, floods, etc), flight delays, excess baggage, rescheduling or cancellations, any accidents, medical evacuations, riots, strikes, war, airlines or hotel policies etc.**

Important Note:

- **The tour price is calculated at the rate of exchange of 1 USD = Rs. 55. Prevailing rate will be applicable at the time of booking/ balance payment**
- **Government Service Tax @ 3.09% to be paid extra on the Total Package Cost - Total Package Cost = (Indian Rupees + Foreign Currency Component)**
- **The tour package cost includes part cost in Indian Rupees and part cost in Foreign Currency (USD). You have the option to pay Foreign Currency amount in USD to avoid rate of exchange fluctuations from your BTQ as per the RBI/GOI regulations (Purchase Bill of Foreign Currency is required as per RBI/ GOI regulations)**
- **Minimum connecting time between International and Domestic flights should be 4 and half hours prior to departure**
- **Child without bed- is an individual under 12 Years of age, sharing the room with 2 Full paying adults and without a bed**
- **In the event that the group size is less than 20 Adult passengers. The tour will be conducted by our local representative**
- **Overseas Travel Insurance is highly recommended by Lovely Holidays**
- **Surcharges for Diwali/ Christmas/ New Year/ Chinese New Year/Festivals/ Special Events / Conventions & Trade Fairs if applicable, needs to be paid extra by the client before departure. Surcharges will be known after the booking is confirmed.**

Sightseeing:

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- **Genting – One Way Cable Car Ride (Subject to In Operation(In Use))**
- **Genting –Outdoor & Indoor Theme Park With Entry Ticket valid for 1 day**
- **Kuala Lumpur - Half Day City Tour, KL Tower Tour along with Batu Caves**
- **Singapore Cruise – 02 Nights on the Cruise**
- **Singapore – Night Safari**
- **Singapore – Half Day City Tour of Singapore**
- **Singapore – Afternoon Till Sunset Sentosa Island**
- **Singapore – Full Day Universal Studio**

Meal on Tour: (08 Breakfasts, 09 Lunches & 09 Dinners)

- **Day 1: Lunch & Dinner**
- **Day 2: Breakfast, Lunch & Dinner**
- **Day 3: Breakfast, Lunch & Dinner**
- **Day 4: Breakfast, Lunch & Dinner**
- **Day 5: Breakfast, Lunch & Dinner**
- **Day 6: Breakfast, Lunch & Dinner**
- **Day 7: Breakfast, Lunch & Dinner**
- **Day 8: Breakfast, Lunch & Dinner**
- **Day 9: Breakfast, Lunch & Dinner (Dinner in Flight)**

Extra Toppings (Subject to availability and time)

- **Icecream @ Singapore City Tour**
- **Soft Drink @ Sentosa**
- **Coconut Water/ Masala Tea @ Batu Caves**
- **Soft Drink @ Kuala Lumpur City Tour**
- **Putrajaya Tour (Enroute To/From the Kuala Lumpur Airport)**
- **Kuala Lumpur Night Tour**
- **500 ml Mineral Water per day per person**

Accommodation:

- **01 Night in Genting - Hotel First World/ Theme Park or Similar**

Web Link: <http://www.rwgenting.com/en/accommodation/firstworld hotel/>

Web

Link: <http://www.rwgenting.com/en/accommodation/themepark hotel/index.htm>

- **02 Nights Kuala Lumpur – Hotel Grand Season (4*) or Similar**

Web Link: <http://www.grandseasonskualalumpur.com/index.php>

- **02 Nights Singapore – Super Star Virgo – DB/DC/DD Cabin – Wednesday Departure**

Web Link: <http://www.starcruiises.com/en/home/ships/superstar-virgo/introduction.aspx>

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- **03 Nights Singapore – Hotel Grand Chancellor/ Cultural/Windsor or Similar**

Web Link: <http://www.ghihotels.com/hgc/ChancellorSingapore/hotels.aspx>

Web Link: <http://www.culturalhotel.asia/>

Web Link: <http://www.hotelwindsor.com.sg/>

FLIGHT DETAIL

AIRLINE : SRI LANKAN AIRLINES					
<u>FLIGHT NAME</u>	<u>SECTOR</u>	<u>DEP</u>	<u>ARR</u>	<u>FLYING HRS</u>	<u>STOP OVER</u>
SRILANKAN UL 142	MUMBAI - COLOMBO	03:10	05:30	02:20	02:05 Hrs
SRILANKAN UL 314	COLOMBO – KUALA LUMPUR	07:35	14:05	03:15	--
SRILANKAN UL 303	SINGAPORE - COLOMBO	15:00	16:20	03:15	07:30 Hrs
SRILANKAN UL 141	COLOMBO – MUMBAI	23:50	02:10#	02:25	--
# Next Day Early Morning					

Passport:

- The Tour Participant must have a Clean, Clear, intact and undamaged Passport
- The Expiry date of passport should be minimum of 6 Months form the Return Date of the Trip
- The Passport should have sufficient no. of Blank pages (minimum 3 Pages) for Stamping Visa and IMMIGRATION. In case if blank pages are less than 03 please contact Lovely Holidays for further instructions.
- The name of Passport holder written on Passport should be Clear, Legible and in appropriate way i.e. Mr. or Mrs. in accordance with Gender of Passport Holder
- The Validity of Passport should be maximum of TEN Years

Photographs:

- 02 copies of 35x 45mm size recent colour photographs
- White backgrounds with 80% face image and matt finish
- Straight Pose with both ears visible
- Full face with dark clothes without Sunglasses
- Head portion should be uncovered i.e. No Hat /Turban/cloth etc. on head unless required to wear by religious or ethnic background

***Surcharges:**

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Surcharges for Diwali/ Christmas/ New Year/ Chinese New Year/Festivals/ Special Events / Conventions & Trade Fairs if applicable, needs to be paid extra by the client before departure. Surcharges will be known after the booking is confirmed.

Visa:

Single- Entry Malaysia Visa (Time Taken 3–4 Working Days of the Consulate)

Single- Entry Singapore Visa (Time Taken 3–4 Working Days of the Consulate)

The decision to grant or refuse a visa is a sole prerogative of the Government of that country and

Lovely Holidays is not responsible if the visa is refused/ delayed beyond the given estimated time. Therefore you are advised to keep the entire required documents ready well in advance.

Booking Procedure:

On confirmation clients has to pay Rs. 20,000/- Per Person – Non refundable. Balance payment has to be paid in following format (Payment Procedure), In any case those who will do the booking closer to the departure they have to pay full payment 30 days before the departure date. You should bring the passport along with you at the time of booking. The above mentioned rates are subject to availability at the time of booking. Prices are subject to change.

Payment Procedure: (please re-confirm at the time of booking)

Payment	Group Departures
Booking Amount	Rs 20,000/- Per Person at the time of booking (Non Refundable)
25% payment	60 Days before departure
50% payment	45 Days before departure
Balance payment	30 Days before departure
Full Payment	In case booking done 30 Days before departure

Cancellation Policy: (please re-confirm at the time of booking)

All bookings for airlines/ hotel accommodation/ ground transportation are pre-blocked well in advance. We are liable to pay penalties to all our suppliers/ vendors if these services are not released within the mentioned time frame. If the guests desire to cancel the tour due to any reason, they shall make an application in writing to that effect, along with the original receipt issued by the Company. Such cancellation will attract the cancellation charges given below:

The Company reserves the right to cancel any tour prior to its departure without assigning any reason. The tour price paid by the prospective guests shall be returned by the "A/C payee" cheque against receipt only, and no compensation and/ or interest shall be paid in any case.

Cancellation charges for Any ticket/ Air reservation are applicable as per the rules of Airlines/ Railways or by the service provider. Air Ticket cancellation charges for special fares if paid by the guest are NON-REFUNDABLE. Any refund payable will be returned to the guests only after receipt of the refund from respective Air/ Railways or service provider after deducting the processing charges.

Cancellation Charges:

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No. of day before departure	Amount Charges as cancellation
60 to 46 Days	: 15% of the Total Package Cost
45 to 31 Days	: 25% of the Total Package Cost
30 to 15 Days	: 65% of the Total Package Cost
14 to 05 Days	: 85% of the Total Package Cost
04 to On the day of departure	: 100% of the Total Package Cost
No Show/ On Tour	: 100% of the Total Package Cost

Prepone & Postpone : (Reschedule):

If the Client wants to Prepone or Postpone the Journey there will be amendment Charges of Rs 2500 Per Person, Further Booking is subject to Availability of Air Ticket and Hotel. In addition to the amendment charges of 2,500 clients has to pay date-change charges, difference of fare, difference of Taxes and foreign exchange fluctuations if any at the time of issuing of New Tickets. If same Hotels & Airlines are not confirmed then similar Hotels & Airlines will be arranged for which if any extra charges to be paid to the Hotels/ Airlines the same has to be paid by the client. In Cancellation where ever refund is Nil, Postpone or Prepone is not possible.

Currency:

- Malaysia – Malaysia Ringgit (MYR)
- Singapore – Singapore Dollar (SGD)

Time Difference:

- Malaysia is two and half hours ahead of India
- Singapore is two and half hours ahead of India

Weather Chart: Average Climate in Malaysia

MONTH	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
MAX °C	32	33	33	33	33	33	33	32	32	32	32	32
MIN ° C	22	22	23	23	23	22	23	23	23	23	23	23
RAIN MM	158	201	259	292	223	130	100	163	218	250	258	190

Weather Chart: Average Climate in Singapore

MONTH	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
MAX °C	30	31	31	31	31	31	31	31	31	31	31	31
MIN ° C	23	23	24	24	24	24	24	24	24	23	23	23
RAIN MM	252	174	192	188	173	173	170	196	178	208	254	267

*Daily maximum and minimum averages are guides only and may vary.

THANKYOU!!

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TERMS & CONDITIONS

Scope of Activity

We are basically travel and holiday organizers only. We do not control or operate any airline or any other mode of transport like shipping, railway, motor, buses, coaches, etc. or any hotel or restaurant, other facility or services mentioned in this brochure. We also do not own or control any Hotel, Restaurant, Transport or other facility or the services mentioned in this brochure. We take utmost care in selecting all the ingredients for making your holiday a comfortable one. We only select but do not have any control in running them. Thus, we are not responsible for any injury, loss, personal harm, death or damage that may be caused to any person or property which may be caused by the act or default of the management or employees of any independent contractor and arising outside our normal selection and inspection process. It is imperative that all the passengers who are joining any of our tours, shall abide by and strictly comply and observe all the terms and conditions laid down herein

Meals

There is a pre-set menu for meals as per the tour program. Packed meals would be served at some places. Unlike an airline, we cannot process a special meal, nor can we guarantee a special diet for any particular guest, except to the extent mentioned in the brochure and preferred by you. We, however, reserve the right to change the meal arrangements if circumstances make it necessary for us to do so. In the event of the tour participant missing any meal due to any reason, no claim can be made by the participant thereafter, for the meal he/she has missed and not utilized.

Hotels/Rooms

Air-conditioning, central heating and other facilities are solely at the hotelier's discretion, depending upon factors such as weather conditions, local systems, tour type, etc. Accommodation is generally provided on Twin sharing bases. Triple rooms are not larger than twin rooms and the third bed is often a roll-away mattress put in a twin bedded room

Single person will have to pay single occupancy charges. If single person seeks for a partner and the partner is available, twin sharing charges will be applicable. In case any of the partners gets cancelled the other person will have to pay single occupancy charges.

Single person not willing to pay single occupancy charges will have to share a room with two or three co-passengers, subject to availability or else has to wait till the willing person books the tour.

For all tours, accommodations in the hotels are made in standard rooms only (as per the tour itinerary).

Guests will have to abide by the check-in and check-out time of the respective hotels. Early arrivals and late departures should be adjusted by the guests themselves as per the respective check-in and check-out timings for which additional cost may be applicable

All baggage and personal effects shall be at all times and in all circumstances, the responsibility of passengers. Company will not be responsible or liable for any loss of such baggage and personal effects during the tour. Laundry, telephone, mini bar, alcohol, beverages and food not on the menu, optional excursions, excess baggage fees, shopping, paid toilet, are all items of a personal nature. These additional items will be charged separately to the Guest before leaving the hotel, ship/cruise or restaurant by the concerned authority. Such charges for additional items are payable by passengers alone and the Company will not be liable for the same.

Coaches / Buses

All baggage and personal effects are at all times and in all circumstances your responsibility. We will not be responsible or liable in case of 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 company will not be liable for the same

World Tours

We use air-conditioned/air-cool luxury coaches. The coaches may be equipped with an emergency washroom, however this facility is not to be used in lieu of the rest rooms at our frequent comfort stops/in case to use this facility, you need to pay tips to the driver directly. For Kenya we use Non-AC Combi.

Itinerary Changes and unavailability of Sights

We may often operate more than one coach per departure date. For the comfort and convenience of the guests, we may sometimes change the direction, or slightly amend the itinerary, including the flight/train/coach routing. The said changes shall be intimated to you, prior to the start of the tour or on tour. In the event that a passenger/joining passenger misses out on any part of the sightseeing tour or any such tour due to delay on his part, he will not be entitled to claim refund for the same. During local or national holidays certain facilities such as museums and restaurants, sightseeing tours and shopping may be limited or not available for which there shall be no complaints and/or claiming of refunds.

All itineraries are well planned. Airline companies may change their flight schedule depending on varying economic conditions and demand. Such changes in the airline schedules may indirectly impact our tour itineraries, accordingly the company reserves right to change its schedule due to circumstances beyond its control. Such changes shall also cause variation by way of alterations / additions in the tour program

Payments

The registration amount paid at the time of booking, is a non-refundable and interest free amount. All the payments shall be paid in accordance with the procedure laid down in the brochure. If guests fail to pay the final payment as per the instructions we reserve the right to cancel the reservation. In the case of billing errors, we reserve the right to re-invoice with correct pricing. In case of dishonored cheques, passengers will have to pay INR.300/- for every such dishonour. A cheque dishonoured is an offence under the Negotiable Instruments Act and the Company reserves its right to take necessary legal action as may be advised. The bookings will be processed only after the registration amount is paid in full

Important Note:

The tour price is calculated at the rate of exchange of 1 USD = Rs. 55. Prevailing rate will be applicable at the time of booking/ balance payment

The tour package cost includes part cost in Indian Rupees and part cost in Foreign Currency (USD). You have the option to pay Foreign Currency amount in USD to avoid rate of exchange fluctuations from your BTQ as per the RBI/GOI regulations (Purchase Bill of Foreign Currency is required as per RBI/ GOI regulations)

Minimum connecting time between International and Domestic flights should be 4 and half hours prior to departure

Child without bed- is an individual under 12 Years of age, sharing the room with 2 Full paying adults and without a bed

In the event that the group size is less than 20 Adult passengers The tour will be conducted by our local representative

Overseas Travel Insurance is highly recommended by Lovely Holidays

Tour Price

The price quoted in our proposal or brochure has been calculated as per the rates prevailing at the time of printing of such proposal or brochure. The Company reserves the right to amend/alter the price published in such proposal or brochure in case of supplier rate fluctuations, currency fluctuations due to changes in the various cross rates of exchange, changes in various taxes, visa fees and/or fuel costs, before the date of departure. Any such increase in price must be paid for in full before tour departure by the guest. In such exceptional cases any increase in price during the tour must be paid in full by the guest during tour.

Deviations

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If any guest wishes to deviate from the tour itinerary, the changes will be made subject to availability. For such deviation, the guest has to pay the additional supplementary cost in full before the tour departure, which may affect the guest's tour price

Visa

All passengers traveling on Lovely Holidays must be in possession of a valid visa. It is at the sole discretion of the Consulate/Authorities to ask for original documents/personal interview of the passengers at any time. However, as granting or rejecting visa is the sole prerogative of the concerned Consulate/Authorities even after submitting all relevant documents, the Company will not be held responsible for the same. In case the Visa application is rejected by the concerned embassy/consulate or authorities, due to incomplete/delayed documents furnished by the passengers or due to any other reason whatsoever, or there are errors in the date of visa granted or scanned photographs on the visa, the Company shall not be liable or responsible for the same. All costs and charges in respect of the said application for the visa, shall be borne by the passenger.

If the passenger needs to cancel a tour due to rejection of visa or rejection of entry into the country, the cancellation charges of the Company will be applicable and shall be payable by the passenger. There will be no refund if the passenger, or any member of his party, is unable to travel due to the said reasons. Any fines, penalties or any such payments arising due to not meeting with the requirements of any airport or government authority in respect of Passport or Visa documents, then it will be sole responsibility of Guest.

Transfer of tour

A transfer from the originally booked tour to another tour will be treated as cancellation of earlier tour and a fresh booking of another tour will have to be made. Transfer is applicable within Indian/ World tours only. All cancellation charges stated will apply. Cancellation charges will be charged as per actual tour cost & not on a discounted tour price. Tour price and discounts available on the date of fresh booking will be applicable.

Discounts/Benefits

The Company reserves the right to amend, alter, vary or withdraw any of the discounts/benefits without prior intimation. The discount/ benefit are valid for limited number of seats and limited period for limited dates only. The discounts/benefits given to the guests will be at the sole discretion of the company and may vary from guest to guest and for bookings done on different dates for the same tour. To avail of any discounts/benefits, guests must pay the full registration amount at the time of booking itself

Cancellation

All bookings for airlines/hotel accommodation/ground transportation are pre-blocked well in advance. We are liable to pay penalties to all our suppliers/vendors if these services are not released within the mentioned time frame. If the guests desire to cancel the tour due to any reason, they shall make an application in writing to that effect, along with the original receipt issued by the Company. Such cancellation will attract the cancellation charges given below. The Company reserves the right to cancel any tour prior to its departure without assigning any reason. The tour price paid by the prospective guests shall be returned by the Company by 'A/C payee' cheque against receipt only, and no compensation and/or interest shall be paid in any case. Cancellation charges for any ticket / Air reservation are applicable as per the rules of airlines/railways. Air ticket cancellation charges for special fares if paid by the guest are NON-REFUNDABLE. Any refund payable will be returned to the guests after receipt of the refund from respective airlines/railways after deducting the processing charges.

Refund

Refunds if any, for amendments and/or cancellations will be paid directly to the guests strictly by 'A/C payee' cheque, in Indian Rupees at the prevailing rate of exchange within 45 days, as per Reserve Bank of India Rules and Regulations, irrespective of whether the tour payments were in part or whole in foreign currency. No refund will be payable, for any unused portion of the tour, due to whatsoever reason. No refund will be made in cash.

CANCELLATION POLICY –

- 60-46 DAYS ---15% CANCELLATION
- 45-31 DAYS ---25% CANCELLATION
- 30-15 DAYS ---65% CANCELLATION
- 14-05 DAYS ---85% CANCELLATION
- 04 to On the day of departure –100% CANCELLATION
- No Show/ On Tour - 100% CANCELLATION

Guest's signature on the booking form or payment of the registration amount shall mean acceptance in totality of the 'Terms and Conditions' contained herein by the guest(s). In case of one or more, but not all guest(s) signing the 'Booking Form', it shall be deemed that the others have duly authorised the concerned signing passenger/s.

There is no contract between the Company and guest(s) until the Company has received the initial registration deposit in accordance with the procedures in the brochure. The initial deposit just ensures a seat or participation on the tour but does not entitle any services such as air tickets, visas, hotel accommodations, until the full payment has been received. The full payment must be received in accordance with the procedures laid down in this brochure. If full payment is not paid in time, the Company reserves the right to cancel the booking with subsequent loss of deposit and apply the cancellation charges as mentioned herein.

City tour includes panoramic view of sightseeing places as mentioned in tour program. Unless specially mentioned from inside, it stands as panoramic view or photostop.

Other Conditions:

Passenger's signature on the booking form or paying the registration amount shall mean acceptance in totality of the 'Terms and Conditions' contained herein by the passenger/s. In case of one or more, but not all passengers signing the 'Booking Form', it shall be deemed that the others have duly authorised the concerned signing passenger/s.

There is no contract between the Company and passenger(s) until the Company has received the initial registration deposit in accordance with the procedures in the brochure. The initial deposit just ensures a seat or participation on the tour but does not entitle any services such as air tickets, visas, hotel accommodations, until the full payment has been received. The full payment must be received in accordance with the procedures laid down in this brochure. If full payment is not paid in time, the Company reserves the right to cancel the booking with subsequent loss of deposit and apply the cancellation charges as mentioned herein.

The Company reserves the right at any time and for any reason

- To cancel the application of any of the prospective guest without assigning any reason after acceptance of the deposit, but prior to commencement of the tour. In the event of the Company terminating the contract, the Company may refund the deposit without payment of any interest
- To amend, alter, vary or withdraw any tour, holiday, excursion, flight routing or facility it has advertised or published or, to substitute a hotel or air/rail/bus journey or independent contractor of similar class for reasons which may be deemed fit and proper by the Company. The guest shall not be entitled to raise any dispute regarding the same;

Lovely Holidays

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- To amend, alter, vary or withdraw the discounts/benefits or the priority booking of bus seats given, if the minimum registration amount is not paid at the time of booking or if cheque is dishonored.
- If there is not enough guests for any particular tour and the Company decides to operate the tour with available participation below the stipulated number or if the passenger(s) are required to travel as 'Individual Travelers', the Company reserves the right to collect additional amount from the guests. Passenger(s) traveling as individual travelers in such cases will not be provided certain services including that of tour escorts, group activities, meals and the passenger(s) may travel with some amendments, such as seat in coach airport transfers which are at fixed times, etc

Liability

The liability of the Company is restricted to the making of reservation in accordance with the guest(s) requirements. The liability of the Company will cease on the issue of a ticket, reservation and travel document to the guest. Company is not liable for any loss of person or property caused or damaged or suffered by the guest on account of deficiency in services by any independent contractor. Any gesture of courtesy extended by the Company to the passenger to minimize such loss or damage will not constitute an admission of such liability or a waiver. The Company shall in no circumstances whatsoever be liable to the guest or any other person traveling for any loss or expense incurred due to:

Loss of Property or Life:

- Any death, personal injury, sickness, accident, loss, delay, discomfort, increased expenses, consequential loss and/or damage or any damage to baggage or personal effects howsoever caused;
- train/flight delays, rescheduling/cancellation of train/flights, inter-connection occurring due to airline problem and/or any change in train/flight schedule or meals not being served; Company is also not responsible for any alternate arrangements and the guest has no right to claim any loss or consequences arising due to the same.
- Any overstay expenses due to delay or changes in air, bus, ship, train or cancellation of special bogie or other services due to sickness, weather conditions, strike, war, quarantine, or any other cause whatsoever.
- Sightseeing missed and/or the program being curtailed after commencement of the tour and/or before the due period due to any unavoidable circumstances and any reason beyond our control such as political, natural calamity, monument under renovation, heavy rush at sightseeing places, road traffic congestion etc; All the loss or expenses will have to be borne by the guest.
- Arising in any way out of this contract in respect of any tour, holiday, excursion facility which exceeds the total amount paid or agreed to be paid for the tour, and shall in no case include any consequential loss or additional expense whatsoever. If in the event of the guest(s) is booked on a particular train/airline on a particular date and due to certain reasons beyond the control of the Company the guest(s) is not allowed to board the train/flight, the guest(s) shall not hold the Company responsible for the same and no claim whatsoever can be made by the tour participant against the Company. The Company shall not be responsible and/or liable for any damage or loss caused to the guest(s) due to reasons beyond the control of the Company. The Company is not liable for any loss due to negligence or technical fault or any other reason whatsoever due to change amendment or cancellation by Airline

Complaints or grievances

If any guest has any complaint in respect of services provided by any of the independent contractors, the guest shall immediately notify the same to the independent contractor in writing, and a copy thereof shall be handed over to the tour manager, to enable the Company to take up the matter with the independent contractor. Any claim or complaint by the guest must be notified to the Company in writing within 7 days after the tour completion date. No claim notified to the Company beyond this period will be entertained and the Company shall incur no liability in respect thereof. The Company reserves the unconditional right to refuse a booking/terminate a guest on tour in event of unreasonable behavior at any time. Lovely Holidays will not be responsible if any celebrity does not turn up on the tour due to the reasons beyond the control of the company.

Single Guest

Guest traveling alone must pay single supplement charges if a suitable partner for double/triple sharing is not available or the earlier partner cancels the tour before the tour departure. For World tours guests who join the tour directly must possess airline tickets (including internal travel) and visas as per itinerary

Travel Documents

It shall be solely the responsibility of the guest to hold valid travel documents and statutory clearances, such as passports, visas, confirmed air/rail tickets, insurance and medical insurance certificates, any other document used to confirm an arrangement with service provider and other statutory certificates, to enable him/her to travel on tour

All travel documents are non-transferable. All airline tickets must be issued in the name of the passport/photo identity holder, some carrier will deny carriage if the name varies and the booking may be cancelled. Your passport must be valid for at least nine months subsequent to the scheduled departure date of the tour with sufficient number of blank pages for visa purpose.

It is the guest(s) responsibility to collect in time, the necessary travel documents or other documents from the booking office. Prior to travel it is the responsibility of the Guests to check the schedule departure time of the airline or rail.

The coach drivers, mostly on international routes, are bound by specific Rules. Any sightseeing missed due to delay by any passenger is non-refundable. The Company solely reserves the right to publish the guests' photograph or group photograph taken during the tour. The distances, temperatures and pre/post tour accommodation prices given in the brochure are approximate and subject to change.

Privacy of Information:

We treat all information furnished by you as confidential and will share only the necessary information with airline, hotels & service providers who will provide services to you during your tour. However, we may be constrained to disclose the information furnished by you, if such disclosure is required by law or by an order by court or the rules, regulations & enquiry by any govt./statutory agency having regulatory authority over the Company. Each of these conditions shall be servable from other if any provision declared invalid, illegal or unenforceable, then remaining provisions nevertheless have full force & effect.

THANK YOU!!

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