



Aapka Trip Hai, Special To Hoga hi



GUEST MUST KNOW THE FOLLOWING POINTS ABOUT THE OPERATIONS

Note on Hotel used in the Packages:

- We have star category hotels in our area which is not to be compared with the Hotels of other developed destinations. For the understanding we have termed
 1. In our Luxury Package we are using those hotels - whose services are similar to a Three Star Hotels.
 2. In our Deluxe Package we are using those hotels - whose services are similar to a Two Star Hotels.
 3. In our Budget Package we are using those hotels, whose services are similar to a Budget & Tourist Class Hotels.
- Check-in time at Hotel is 1400 Hrs & Check-out time is 1100 Hrs.
- We have selected and combined the hotels in a manner, so that the clients get similar of standard of services & facilities at every destination / place of retirement.
- As the area is backward it is quite obvious that the constructions of the hotels are unplanned. This further means that almost all the good hotels are located in the city centers. These hotels may have the view of the building in the front, beside or behind them. As the services are under mark in the area and as mentioned above, we have made our hotel selection on the basis of SERVICES provided.
- For Extra Person Sharing the Room & Child with Extra Bed, almost all the hotel of our area provides MATTRESS and ROLL OVERS as a supplement to Extra Bed.
- In our area almost all the hotels do not have lift, so the guest have to climb stairs to reach their rooms. Incase the guest/s have problems with blood pressure, breathing, knee & heart or if they cannot climb the higher floors, we will request you to report this problem immediately so that we are careful in assigning Hotels which will be more convenient than the ones quoted/reserved for them.
- In a hilly area scarcity of water & electricity is a natural phenomenon. Everybody buys water for their day-to-day needs & have learnt to live even without electricity. In case of Load Shading, please advice the guest/s to bear with such situation. To overcome the water crisis certain hotels have fixed schedule for supplying hot & cold water.
- Budget Hotel Category have system of providing room heater on request & extra payment. This payment is not included in the cost & the user has to settle it directly with the hotels before check-out. The charge varies from INR 150.00 to INR 200.00 per room per night.

Note on Transportation used in the Packages:

- *The vehicle used will not be at disposal and will be exclusively used for the group as per the itinerary only (on point to point basis). It will change sector wise.*
- As the area is backward & due to unwritten syndicate rules your vehicle & drivers will change for every transfer & sightseeing. These drivers come from remote places and are not educated in tourism etiquette and some of them do not know how to speak & behave. Kindly request the guest to be soft & gentle with their drivers.
- Often in past guests have been misguided by such drivers. We would request you to inform the guest not to listen to such people & reconfirm whatever they say with your File Handling Executive (HR).
- As the vehicles & drivers change always we request you to inform the guest to be very careful with personal belongings. Once left in the vehicle there is very little chance of you getting them back.
- Certain sightseeing is totally controlled by the syndicate and we do not have any say over such services. We will request you to inform the guest to bear with uncalculated situations. Their HR will guide the guest on such services e.g. Tshangu Lake, Nathula, packages to North Sikkim. Especially while using such services they have to be gentle in dealing with the drivers as due to lack of their exposure to the tourism industry & practices they sometimes tend to get annoyed and may misbehave.
- Since Nathula is a restrict area any time army can seal for security reasons. In such case tour will only be till Tshangu Lake and no refund will be allowed for unutilized services.
- Due to shortage in space for parking, please inform the guest that they will have to be ready on time & wait in the lobby. Due to uncalculated situations the vehicle reporting may get delayed. We will request the guest to bear with us and as soon as vehicle arrives the guest will have to get in, within few seconds, before the policeman blow his whistle.
- Due to vehicle-parking difficulty in the whole area, most of the areas are restricted to entry of vehicle & specific time is allotted for entries. Kindly request the guests to follow the time strictly as given to them. Incase of delays the vehicle will have to leave the hotel area without the guest & get parked in a parking area. In such a case, the guest will have to be transferred in a Maruti Van FOR WHICH THE COST WILL HAVE TO BE BORNE BY THE GUEST & WILL BE COLLECTED DIRECTLY.



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- Due to specified time for entry many of times your connecting destination vehicle may not be allowed to enter the town / hotel area. Under such circumstances you will be transferred from stand to the hotel in Maruti Vans for which the driver of your connecting vehicle will make the payment.
- OFF BEAT CIRCUITS "SOUND OF SILENCE" - The Vehicle provided on the above Itinerary will be on Disposable (Tata Sumo / Similar Thought for all brackets 2 to 08 pax). Here the local sightseeing of Gangtok, Tshangu, and Pelling Sightseeing will be done by the local vehicle of that area. In case the guest is opting for INNOVA as per the unwritten syndicate rule of our area it will be used for main transfer for all destination and sightseeing of Kalimpong & Darjeeling. In certain areas INNOVA are not available & due to non availability / limited availability (during the peak season), as a substitute we will be providing Tavera / Qualis / Scorpio / Tata Sumo / Mahindra Maxx which could be having front / side facing seat. However for Gangtok sightseeing, as per the unwritten syndicate rule, the guest will be provided 01 Wagon R / Alto / Indica on every 04 heads.
- As per Motor Vehicle Act capacity of an INNOVA is 07 pax including Adult or Child. Also while opting for INNOVA please inform the guest to travel light with minimum baggage of one piece per person.

Note on General Operations:

- The area is backward but rich in Nature and the facilities available cannot be matched to those available in the Plains and other developed destinations. Kindly inform the guest on this constraint of the area.
- Please note that our Executive will hold placard as advised by you, just outside the only exit gate of Bagdogra Airport.
- In case the passengers are arriving at NJP Railway station which has 02 entry & exit gate, please inform the guest that they will be meeting our Office Executive at the old exit gate (which happens to be the main gate also) holding placard in their name / or as advised by you.
- It is to be noted that in case, the guest is arriving by train in the late evening / night & are departing early morning, it is mandatory for them to spend a night in SILIGURI. In such situation of late arrival & early departure, if the client does not have a booking, then the client will have to wait at the Waiting / Retiring Room of the station. Our Executive will be meeting the guest at 0600 hrs in the morning for the meet & greet and arrival transfer. This has been planned keeping security factors in mind.
- In case of any Flight / Train Cancellation has effected the operation of the Tours then the Company will not be responsible for the same and the cancellation policy will be applicable.
- Tour start and end from Bagdogra (IXB) Airport / New Jalpaiguri Railway (NJP) Station. The 1st Day tour Meal starts with Dinner at the booked hotel & ends with Breakfast at the booked hotel, on the last day for all the bookings on MAPAI. For APAI 1st Day tour Meal starts with Dinner at the booked hotel & ends with Packet lunch from the booked hotel on the last day.
- Sikkim & Darjeeling is a hilly area & change in weather is a regular feature. It is advisable that light layer clothing should be carried always. In winters it is advisable to carry heavy woollens.
- Landslide is a common occurrence in hilly areas. EXPENSES INCURRED FOR DIVERSION, DUE TO THIS OR ANY OTHER REASONS WILL BE COLLECTED DIRECTLY AS PER ACTUAL EXPENDITURE INCURRED.
- Kindly inform the guest that we make contingency plans so that the sightseeing points do not fall on a closing day. In case due to inevitable situation if the sightseeing falls on a closing day, it will have to be left out & cannot be carried forward to the next day. If the guests are taking the left out tour on the next day they will have to pay the extra against the vehicle charges as advised by the File Handling Executive (HR).
- Sightseeing point remains closed on State Government & Bank National Holidays. The points which are closed
 - ON SUNDAY, STATE GOVERNMENT & BANK NATIONAL HOLIDAYS are Research Institute of Tibetology, Handicraft & Handloom Showroom and Flower Show in Gangtok & Tibetan Refugee Self Help Centre in Darjeeling.
 - ON THURSDAY STATE GOVERNMENT & BANK NATIONAL HOLIDAYS are Padma Naidu Himalayan Zoological Park, Himalayan Mountaineering Institute in Darjeeling.
- Weather in the hills is unpredictable. We have kept the guest sightseeing related with nature, like Tiger Hill in Darjeeling, flexible. This is done, so that the chance of good view of Sunrise becomes more probable. When the HR call the guest for such change we will request you to inform the guest to take it sportingly & without any apprehension. Once Tiger Hills sightseeing is decided between the guest & HR which will be done before 5 P.M. no changes will be allowed. In case of any changes it will be treated as cancellation without any refund. Changes after 5 P.M. cannot be accommodated as the allotted drivers leave the Operations premises by 5 P.M. & are not contactable. By Default the vehicle will report at 4 A.M. in the morning, whether the guest go for the sightseeing or not for any reason or eventuality (which could be because of the guest wanting to change after 5 P.M. or bad weather or heavy downpour) the bills will be raised against us. These rules are formulated by the local syndicate which is very strong. For further clarification please contact the HR.
- People with knees, heart & blood pressure problem & having children below 05 years should avoid going to Nathula, Gurudongmar & Yumosomdong (Zero Point) as it could be of high risk & medical facility are also very poor.
- High Mountains sightseeing like Tshangu Lake, Yumthang Excursion, Gurudongmar Excursion has to start early in the morning so that guest's come back early. This is designed for your security as in the afternoon the weather gets cloudy & foggy throughout the year.
- Due to non availability of night life the whole area goes to bed early & wakes up early. We request you to go to bed on time so that next day you can start your tour early.



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- People availing the services to **Nathula, Tshangu Lake & North Sikkim (Lachung, Yumthang Excursion, Yumosomdong (Zero Point), Katau, Lachen, Chopta Valley & Gurudongmar Excursion)** are requested to bring along with them : a) 04 passport size photograph of each member traveling whether Adult or Children with their name written behind each photograph. B) Photo ID proof in original of each member traveling whether Adult or Children. C) A list mentioning the Name Age & Gender of all traveler family wise. Also note that in case of more than one family traveling together, please segregate the photograph & the photo copy of the Photo ID, family wise in a separate envelope. The smaller envelope holding the details family wise will have to be put together into bigger envelope for all families and then sealed with UD Number written on top. For North Sikkim it should be a separate envelope & for Tshangu Lake it should be a separate envelope. After reaching Gangtok this document has to be handed over at the hotel counter & the information on doing has to be passed over the telephone to the HR.
- We provide following while rafting a) Helmets b) Paddles c) Life Jacket d) Dry Bags for gears e) Rafting Guide for assistance
- **There will be no refund of any unutilized service in part or in full what so ever may be the reason.**

LACHUNG

- Lachung operates on package only. All the Tours starts from Gangtok and ends at Gangtok and is on Full Board (Includes all Meals).
- In case one uses Single Room Supplementary charges it will not be applicable on Lachung. The rooms have to be shared with the group members.
- Please note that this areas are cold through out the year, kindly advice your client to be equipped with proper woolen / warm clothes.
- **ONCE THE PACKAGE IS BOOKED & CONFIRMED NO REFUND WILL BE ALLOWED**
- Please note that North Sikkim is blessed with Natural Beauty. The accommodation provided at Lachung will be at Lecoxy, Snow Lion Mountain Resort & Modern Residency, which are the best hotels of the area having basis facilities like:
- The Bathrooms are not having any showers & Geysers, so warm water will be provided in buckets, by the Hotelier.
- The food prepared will be fresh, by the local trained Sherpas's & not by Hotel chef.
- There are no telephone lines & please advice the guest that many of times there is a problem of power failure.
- The rooms are not having any Heaters due to electricity problem, so the hotelier provide Hot water pad in the bed.
- The best season for traveling to North Sikkim is Mid February to Mid June & Mid September to Mid December.