

## 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 can not 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. For detailed information go to <http://in.vfsglobal.co.uk>

## FINANCIAL SECURITY

Kerala Connections is a member of AITO (Association of Independent Tour Operators) so financial security is assured for all UK customers. For more information visit [www.aito.co.uk](http://www.aito.co.uk)



## ATOL

When you buy an ATOL protected air package or flight from us you will receive a confirmation invoice confirming your arrangements and your protection under our Air Travel Organiser's Licence number (6462). In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking. For further information visit the ATOL website at [www.atol.org.uk](http://www.atol.org.uk)



## Total Payment Protection (topp) Policy cover

In compliance with the UK Package Travel, Package Holidays and Package Tours Regulations 1992 an insurance policy has been arranged with Travel & General Insurance Company plc to protect customers' prepayments paid in respect of

- non-flight inclusive packages commencing and returning to the UK
  - the ground handling aspects of packages where the customer is responsible for arranging travel to the destination
- offered in this brochure (subject to the terms of the insurance policy), for
- a refund of such prepayments if customers have not yet travelled
  - making arrangements to enable the holiday to continue if customers have already travelled
- in the unlikely event of our financial failure.

For further details about topp visit the T&G plc website at [www.travel-general.com](http://www.travel-general.com)



## 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 less 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 will 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 any increase up to 2% but anything more than this we will have to pass on.

## 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.

## COMPLAINTS

Kerala Connections and the accommodation/tour company owners 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, Kerala Connections must be informed immediately ie before you return home. 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 registered with Kerala Connections 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.