

## Terms & Conditions

### 1. General Booking Policy

Compass Traveller does not proceed with bookings until the client confirms the final requirements in writing. Until such confirmation is received, Compass Traveller cannot guarantee the availability of flights, hotels, or any third-party services. Clients are strongly advised to confirm bookings and make payments as early as possible to secure availability.

### 2. Flights

- Flight options are shared for review only. Bookings will only be confirmed once written confirmation is received and applicable payment is made.
- Any fare differences between the time of quotation and the time of booking will be communicated to the client for approval before issuing the ticket.
- Government-issued photo ID and/or passport copies are required to process bookings.

### 3. Holiday Services (Hotels, Transfers & Sightseeing)

- Compass Traveller only works with 3-star and above hotels. Hotel options are shared for selection based on availability and preferences.
- Room types are subject to availability. Single and twin rooms may be limited in some countries.
- Triple rooms usually consist of a twin or double room with an added rollaway bed, cot, or sofa. Clients cannot claim compensation for discomfort.
- Airport-hotel transfers can be arranged as per client request. This service is also from a third party.
- Sightseeing services are provided by third-party vendors. Compass Traveller is not responsible for delays, rescheduling, or cancellations by third parties.

### 4. Visa Services

- Compass Traveller assists with visa applications and appointments but cannot guarantee visa issuance. Visa decisions lie solely with the relevant consulate or embassy.
- Visa processing fees are non-refundable. In case of visa rejection, Compass Traveller is not liable for any resulting losses.

## 5. Travel Insurance

- Travel insurance is mandatory in many countries. Clients are strongly advised to purchase a comprehensive policy covering:
  - Medical emergencies
  - Trip cancellations
  - Loss or theft
  - Epidemics/pandemics
  - Natural disasters
  - Terrorism or civil unrest
- Compass Traveller can assist in identifying suitable policies, but does not offer insurance directly.

## 7. Payment Terms

- Advance of 50 % is required at the time of confirming a holiday booking, and the full amount to be made once Compass Traveller confirms the booking. No booking will be done without an advance.
- For bookings involving elements like flights, special hotel deals a full payment is required before the booking is confirmed.

Full payment of the visa has to be made for Compass Traveller to start the visa application.

- Payment methods accepted: Bank transfer, UPI, or cheque.

## 8. Cancellation Policy

In case of any cancellation the client must inform Compass Traveller. Compass Traveller would work on getting the money back for the client depending on the third party cancellation policy.

## 9. Force Majeure

Compass Traveller shall not be liable for delays, cancellations, or losses caused by Force Majeure events, including but not limited to:

- Natural disasters
- Epidemics
- War or political unrest
- Industrial action
- Government restrictions
- Transport failures

No refunds or compensation will be provided in such cases. Any alternative arrangements will be at the client's expense.

## 10. Refunds

- Refund processing timelines may vary depending on third-party suppliers.
- Flight refunds are subject to airline policies and penalties.

## 11. Special Requests

Compass Traveller will endeavour to fulfil special requests (meals, room types, tours), but cannot guarantee them. All requests are subject to third-party terms and availability.

## 12. Exclusions

Unless otherwise stated, tour prices do not include:

- Personal expenses (laundry, drinks, souvenirs, room service, etc.)
- Tips and gratuities
- Early check-in / late check-out
- Additional sightseeing or transfers not in the itinerary.

## 15. Travel Documentation

- All clients must carry valid passports (minimum 6 months validity).
- Clients are responsible for verifying visa requirements for all destinations.
- Compass Traveller will not reimburse costs if a client is denied entry into a destination.

## **16. Errors in Booking**

- The client must check all tickets and documents for errors, including name spelling, dates, and destinations. Any mistake must be reported immediately.
- Compass Traveller is not liable for incorrect bookings resulting from inaccurate information provided by the client.

## **17. Confidentiality**

Compass Traveller maintains strict confidentiality and secure handling of client data. Personal information is used only for booking and service delivery purposes.

## **18. Guest Feedback & Complaints**

- Complaints must be submitted in writing within 7 days of return.
- Immediate concerns during travel should be communicated to Compass Traveller so issues can be addressed promptly.

## **19. Intellectual Property**

All content, branding, and logos of Compass Traveller are protected under intellectual property laws. No part of the website or documents may be copied or reproduced without permission.

## **20. Limitation of Liability**

Compass Traveller acts solely as an intermediary between the client and third-party service providers. Compass Traveller shall not be held liable for:

- Acts, errors, or omissions of suppliers
- Injury, loss, or damage to person or property
- Delay, inconvenience, or changes due to third-party failures

Clients participate in tours at their own risk.

## **21. Website Disclaimer**

Information on Compass Traveller's website is provided in good faith but may not be up to date. The company is not liable for inaccuracies or content on linked external websites.

## 22. Miscellaneous

- Early Check-in / Late Check-out: Subject to hotel policy and availability. Not included unless stated.
- Extra Vehicle Use: Transport costs cover only specified uses. Additional travel is charged extra.
- Amendments: Compass Traveller reserves the right to amend the itinerary, for the safety and benefit of clients, in case of emergencies or external factors.

**All terms and conditions are subject to change at any time.**