

Privacy Policy

The Website Policy and Terms & Conditions of **K4 Kerala Holidays & Travels** **k4keralaholidays.com** will be occasionally modified and updated to meet the requirements and standards of the company. Therefore the customers are encouraged to frequently visit these sections mentioned above in order to be updated about the changes on the website. The modified clauses will be effective from the day they are posted.

All the credit/debit card details and Identity document produced to the company will NOT be stored, sold, shared, rented or leased to any third parties.

Secure Socket Layer security (SSL) is enabled on this site."

Terms and conditions

K4 Kerala Holidays & Travels General Terms of Use

Last updated: October 22nd, 2021

Contract and Booking

All the below terms and conditions are general and are applied for all products on k4keralaholidays.com unless it has been mentioned on the product page itself.

A 'Customer' includes all the names on the booking form intending to travel with us. A 'Product & Services' is any service sold by K4 Kerala Holidays & Travels. All customers will be deemed to have read, understood and accepted all of our booking conditions online or offline. In order to confirm a booking, the agent must have full disclosure of all payments due. A contract between the customer and K4 Kerala Holidays & Travels comes into existence once we have confirmed the booking in writing and issued a confirmation. The person signing the booking form (that incorporates these terms and conditions) warrants that they have full authority to do so on behalf of all whose name appears there-on and confirms that all such personnel are fully aware of and understand these terms and conditions. The said contract, including all respective matters, is subject to the law and the exclusive jurisdiction of the Indian courts. No employees or representatives of **K4 Kerala Holidays & Travels** have any right to alter, vary or waive any of these terms and conditions, nor to undertake any liability whatsoever on behalf of **K4 Kerala Holidays & Travels**, unless authorized in writing and signed by the owner of K4 Kerala Holidays & Travels. The company reserves all rights to decline any booking at their discretion without further explanation.

How Does the Website Operate?

The site operate as home to know about the company, products & location. Contact the company offline for booking of various travel products & services.

Tours, Activities, Transfers or any ground handling services, Holiday Packages including hotels & flight tickets are operated based on making inquiries (offline) by sending it by email, call or LIVE chat. Availability, prices & payments are subjective to change accordingly.

Who Operates This Website?

This website including all the contents (software, text, images, videos, services, products and any other information contained in or presented on the website, considering the "Website" as a whole) is provided by K4 Kerala Holidays & Travels, Building No. 12/312 - I Hospital Junction, Mulanthuruthy P.O Ernakulam 682314, Kerala, India. Which is Powered by GoDaddy Website Builder

You can contact us by e-mail at info@k4keralaholidays.com or by phone using the number: +918848428288

Fares & Arrangements

Please be aware that some of our airfares and land arrangements need to be paid in full at the time of booking and they also carry a 100% refund on cancellation at the same time some bookings may be non-refundable in some case. In the following cases you will be notified at the time of booking. Although every effort will be made to confirm your request, please note that travel arrangements are not confirmed until you receive our E-confirmation via email.

K4 Kerala Holidays & Travels reserves the right to make changes if required. Before a booking is confirmed, **K4 Kerala Holidays & Travels** reserves the right to amend the price of product due to any circumstances regarding external services not in control of **K4 Kerala Holidays & Travels** but not limited to changes relating to governmental action, increase in transportation costs (including schedule airfares and the cost of fuel) changes in any dues, taxes or fees chargeable for services (including landing taxes or embarkation/disembarkation fees at airports), increase in admission fees and hotel rate adjustments/availability. Advertised prices are also subject to seasonal changes, exchange rates and may vary slightly due to following conditions. Payments can be made via bank transfers, VISA, MasterCard, NEFT, RTGS & UPI.

Payment

You can use our multiple payment options provided in the website for booking. If the provider does not accept your booking, the charged amount will be credited back.

To make any bookings and to get the confirmation with the E-Voucher, payment deposit should be done as per the given offline plans that match with your respective product. It is highly recommended to settle the required payment as soon as you choose the preferred tours, activities, packages or any other products offered by **K4 Kerala Holidays & Travels** to ensure the proper availability and at the same quoted rates offline.

Tours/Activities/Ground Handling Services, Holidays & Tour Packages Including Flight Tickets

100% of the specified amount of the package applied for is required to get the confirmation with the E-voucher at the time of booking if non-refundable. For refundable product & services 75% of the specified amount of the package applied for is required to get the confirmation with the E-voucher at the time of booking the balance payment (rest of the 25%) has to be done 7 days before the travel date.

Payment Online Requirements

“We accept payments online using VISA, MasterCard credit/debit card, NEFT, RTGS & UPI in INR (Indian Rupees). If “Credit Card Online” is selected as the payment method then the details on the Customers ID (Card holders ID) should exactly match that of the credit card used to make the purchase”.

“In case of any disputes the law applicable would be based on the Indian Governing Law”.

Payment by Bank Transfer & Our Bank Account Details:

BANK DETAILS

Account Name: K4 Kerala Holidays & Travels
Bank Name: Federal Bank
Address: Living Stone Building, Pallithazham, Mulanthuruthy, Kerala 682314
Branch: Mulanthurthy (Kerala) India
Account Number: 11410200005963
IFSC Code: FDRL0001141
Account Type: Current Account
Currency: INR (Indian Rupees)
City/Country: INDIA
MICR Code: 682049038

Changes of these General Terms of Business

The Terms of Business are subject to change without prior notice. The terms that are valid at the time of each booking shall apply. The Customer has no claim that future bookings be completed under existing conditions.

Cancellation Policy

K4 Kerala Holidays & Travels reserves the right to cancel any confirmed booking in any circumstances, however, **K4 Kerala Holidays & Travels** will not cancel a Guaranteed Departure Product except in the unusual circumstances of force majeure, defined here as war, threat of war, riot, civil strife, industrial dispute, terrorist activity, natural or nuclear disaster, fire, adverse weather conditions, flight cancellation or any other external circumstances beyond the control of **K4 Kerala Holidays & Travels**. Compensation is not available if **K4 Kerala Holidays & Travels** is forced to cancel or in any way change a tour due to force majeure but if **K4 Kerala Holidays & Travels** is unable to provide the tour booked, all payments received (less any insurance premiums paid) will be returned to the client or they will be offered an alternative date or holiday of comparable standards.

If you cancel the activity, the cancellation policy on the **K4 Kerala Holidays & Travels** voucher is authoritative. We advise the customer to carefully read the information on the **K4 Kerala Holidays & Travels** voucher to get the required information.

If there is no cancellation policy stated on the **K4 Kerala Holidays & Travels** voucher or the product page, the following cancellation charges will be levied by the same for the respective services:

Up to 4 days before the beginning of the activity: full refund will be made
3 or if there is no show the day prior to the beginning of the activity; no refund will be made.
Non- Refundable product & Service will not be refunded in any case.

K4 Kerala Holidays & Travels or the supplier can cancel the activity without adherence to the cancellation period if weather conditions, governmental actions, unforeseeable or unavoidable external

circumstances endanger or make carrying out the activity impossible or substantially more difficult.

Exclusion

K4 Kerala Holidays & Travels has the right to refuse admittance or exclude you from any activity if you do not meet the eligibility requirements, or if your participation puts you or others at harm, or otherwise interferes with the proper conduct of the activity. In these cases, the price paid will not be refunded.

This is done under exclusion of any compensation for damages or other claims under what legal basis whatsoever (applies to all cancellation policies).

Other Conditions

To the maximum extent permitted by law, **K4 Kerala Holidays & Travels** accepts no responsibility for any damage, loss, accident, sickness, injury or death that you or anyone else may suffer or incur arising out of the activities and/or is in connection with your contract with us and/or the operator of any activities.

You are advised to have comprehensive travel and health insurance. All personal effects are at your sole risk at all times during the activities that are carried out. You should understand and accept the potential risks and hazards that can be involved in certain activities.

You take responsibility for ensuring that you are mentally and physically capable of participating in the particular activity. Further conditions or alternative rules can be found on the respective product pages or offline when confirming the booking vouchers.

Amendments and Cancellations by Clients

At the time of booking, the customer is required to provide us with full, correct names as they appear on your passport or ID Card Any changes made to the original booking are subject to availability, if the full payment has been received and/or a voucher has been issued.

All the refunds of any transaction amount against any purchase made through this website would be refunded to the original mode of payment or as per the Indian Laws.

Clients wishing to cancel must inform **K4 Kerala Holidays & Travels** in writing, signed by the lead passenger on the booking form. Cancellation will take effect on the date the cancellation request is received by **K4 Kerala Holidays & Travels** and the following cancellation charges will apply.

Minimum cancellation fee after receiving the booking confirmation:

Not Applicable on Airline Tickets

PRIOR TO DEPARTURE

PERCENTAGE OF CANCELLATION CHARGE ON PACKAGE PRICE

- Up to 14 days: 10000 per person
- 7 to 2 days (48 hours): 50 % (min. 10000 per person)
- 1 day: 100 %

- Non- Refundable Products & Service will not receive any refund in any case.

Refund Policy

The refund will be made within 30 working days by crediting the respective card used. If the credit card payment is made before the use of the booked service is not honoured or revoked, this will be considered as a booking cancellation and cancellation fees will be charged. Further claims for damages are reserved.

No refund can be given for air ticket and partially used services. Once a booking has been confirmed, any amendments must be advised by the lead passenger on the booking form and will incur the supplement of the amended service plus an administration fee of INR4250. No requested change can be guaranteed. If any number of the party is unable to travel because of death, injury or serious illness of the client, close relative or friend, redundancy or jury service, it may be possible to transfer the booking to another suitable person or departure date or tour of similar standard and cost provided that written notice is confirmed by **K4 Kerala Holidays & Travels**.

If a refund is payable by **K4 Kerala Holidays & Travels** to the client, the refund amount will be calculated according to the conditions as mentioned and with consideration of evidence of exceptional circumstances. **K4 Kerala Holidays & Travels** will not pay fees charged to the client but by the client's bank for processing the credited amount. Once hotel reservations have been confirmed, **K4 Kerala Holidays & Travels** reserves the right to substitute hotels listed with others of a similar category. Hotels reserve the right to close facilities due to operational reasons without prior notice.

For Any more information please contact us on

Email: info@k4keralaholidays.com or Call +918848428288