

***Unseen Mauritius - Mumbai  
Originating Tour For 07 Days***

**Terms and conditions to be agreed by the travelers before making payment to us.**

- 1) These are not guided by any tour manager to and fro.
- 2) We will make all arrangements. Details of each tour is fixed. Our drivers will take you to each spot.
- 3) Please adhere to the time table and expected call time to be ready every day. The success of the tour largely depends on how timely we start the tour.
- 4) Cost of the hotel includes break fast and dinner for beach site resort. When ever tour is out for the full day we will arrange vegetarian lunch for the passengers. The same is included in the cost of the tour.
- 5) Kindly wear for gents full pant/shirt/t shirt. For ladies- full dress. Kurta. Sari. No exotic dress. Follow temple rules each time for Ganga Talao.
- 6) Please do not raise your voice and disturb other devotees while talking inside any temple. Please be calm and have patience.
- 7) Please carry your day to day medicines with doctor prescriptions. Do not carry little more than required.
- 8) As per GOI instructions we are liable to collect 5 % TCS (right now subject to change depending upon GOI decision each time) on all hotel bookings done outside India. We will collect this tax, deposit with the GOI and it will get reflected in your 26 AS. Those who do not want to do so, please do not make any travel arrangements from us.
- 9) In Mauritius you will not find many pure vegetarian hotels being they attract tourist globally. So we will provide you veg food but each time it is not possible that it has been prepared exclusively in kitchen separately.
- 10) For un seen Mauritius tours also we will provide vegetarian food for lunch. We will provide 500 ml Bisleri bottle every day with lunch packet. Veg/non veg both the options are included in the hotel/resort package for break fast and dinner.
- 11) Please inform us if you have allergy of any food/ or any particular diet has been prescribed for you. so that the same can be take care while serving lunch from our side.
- 12) In Mauritius government of tourism has developed many places where tourist, local people can take shelter, have lunch, relax, good wash rooms are available also. But in case we are in the area where no such near by spots are available then lunch will be served in the bus only.
- 13) We accept all digital payments only.
- 14) All tours are largely depending upon the weather conditions prevailing each time. We have prepared plans out of our experience and will ensure that we will show you each place/temple covered under each tour. Still if weather does not permit to visit any spot due to bad condition then we will try to show you another spot which will be nearby. Or else you will be taken to hotel for safety reasons.
- 15) For all general tours except tirtha yatra, passengers are requested to carry USD with them. This can be used to convert the same into MUR here at the airport, western union money transfer. Then you can pay for the extra activities which your family wants to do. If you inform us which type of activities you want to do here, we will inform you cost of per person.
- 16) Your package includes breakfast, dinner and outside lunch when ever applicable. Besides this if any of your family member enjoy the extra food or services you will be required to pay to the hotel or resort in MUR or international debit card.
- 17) We are considering you medically fit to undertake this tour.
- 18) Do not carry any substances which are banned at Mauritius like pickle, dry coconut or cigarettes, drinks etc. please visit do and don'ts of air lines carefully.
- 19) Cancellation charges or refund claims will be will be applicable as per the existing terms and conditions laid down by the hotel and air lines only. we are just a mediator in this scenario.
- 20) Please carry dry snack items with you during your stay here.
- 21) GST as applicable will be levied on the total amount of package as per GOI guidelines.
- 22) Any change in flight is informed to you via sms by the airline directly.

23) Please keep checking your messages at least 24hrs prior to your departure. We are not responsible for any flight reschedule/delay.

24) In case of delay of flights beyond normal hours we might have to cancel visiting to some spots. In this case no refund will be given being situation beyond our control.

25) Rules for COVID safety will be applicable as per the directions of Gov. Of Mauritius health ministry and that will be applicable to all from time to time.

26) Cost of the tour does not include Personal Expenses such as Laundry, telephone calls & gratuity, mineral water, soft & hard drinks, rappelling, rock climbing, paragliding, portorage.

27) Any cost arising due to natural calamities like, landslides, road blockage, political disturbances (strikes), etc (to be borne by the client, should be is directly payable on the spot).

28) Any increase in taxes or fuel price, leading to increase in cost on surface transportation & land arrangements, which may come into effect prior to departure.

29) Anything which is not included in the inclusion.

### **35) MAURITIUS ENTRY REQUIREMENT:**

- You must be fully vaccinated to freely explore this island and its attractions throughout your holiday .
- All travellers must fill out the mandatory health forms before or during your flight to Mauritius. To save time, you can fill out the ALL IN ONE FORM link below. This will generate a PDF for you to print, sign and take with you. <https://safemauritius.govmu.org>
- Please hand over to health officials on arrival at Mauritius airport.

### **Note:**

- No room is blocked as of now. Rooms are subject to availability at the time of the booking.
- We are only facilitator, no hotel is managed by us, if any discrepancy regarding hotel service, same will be resolved by hotel.
- Any increase in taxes or fuel price, leading to increase in cost on surface transportation & land arrangements, which may come into effect prior to departure.
- Any cost arising due to natural calamities like landslides, flood, storm, earthquakes, road blockage, political and social disturbances (strikes, riots) etc to be borne by the client, which is directly payable on the spot
- Valid photo identity proof with address should be requiring at the time of check in the Hotel. • For any clarification please feel free to contact us.

### **CONDITIONS/PAYMENT TERMS:**

promotors of the Un seen Mauritius will be accepting the full payment in INR in their bank account at the first instance. Then who ever empanelled franchisees will quote best rate at the time of your confirmation your payment will be passed on to them for further need full.

### **CANCELLATION :**

Cancellation Charges: If the tourist decides to cancel the tour for any reason, Cancellation charges for any mode of transport ticket are applicable as per the rules of the concerned authority. In case of Air ticket cancellation, charges for special fares, if paid by the tourist are NON REFUNDABLE. Any refund payable will be refunded to the tourist after receipt of the refund from respective authorities after deducting the processing charges.

### **Cancellation Policy - Cancellation Notice in Writing Cancellation Charges**

- Before 61 days 10% of Total Tour Cost
- Between 46-61 days 20% of Total Tour Cost
- Between 36-45 days 30% of Total Tour Cost
- Between 20-35 days 40% of Total Tour Cost
- Between 10-19 days 60% of Total Tour Cost
- Between 05-09 days 80% of Total Tour Cost
- Less than 05 days or No show 100% of Total Tour Cost

Note: Minimum cancellation charges are 10% of total tour cost.

- In season time some hotels may charge 100% cancellation policy ,irrespective of booking date and check in date, pls go through before booking In situation like pandemic or situation beyond our control all cancellation will be charged as per Hotels and Airlines.

### **Dispute Resolution:**

- In case of difference of opinion or dispute is arose between parties then both parties shall first try to resolve same by mutual discussion and negotiations. In case of no satisfactory outcome is found then the parties shall adopt conciliation procedure by mutually appointing conciliator who shall sit at Dombivli and whose decision shall be binding upon parties. Only after failure to find solution by above methods, as a last resort dispute shall be referred to mutually appointed Arbitrator.
- Place of Arbitration shall be at Dombivli and whose decision shall be binding upon parties. Jurisdiction of court: These terms and conditions will be construed only in accordance with the laws applicable. In respect of all matters/disputes arising out of, in connection with or in relation to these terms and conditions or any other conditions on this website and Only after all above methods fail to resolve dispute between parties, the competent court at Thane/Kalyan shall have jurisdiction to try and entertain dispute.
- unseen Mauritius are the new themes developed by the promotors. They have empanelled few IATA AGENCIES BASED IN INDIA for issuing air tickets, hotel reservations, travel insurance policies, to collect 5 % TCS ( tax collected at source for hotel reservations ) .
- Sight seeing in Mauritius, providing cars with drivers after landing in Mauritius till departure, providing lunch will be taken by the promotors. Any report of any untoward incidence or complaint about any service provide should be made first to the promotors at **info@tirthatraminiindiamauritius.com**
- If the condition of the required number of tourists doesn't fulfill before 15 days of start of the tour, entire amt paid by you till that week will be refunded in your bank account.


### **Accepted By -**

Name : \_\_\_\_\_

Sign :

**Tirthatra**  
**Mauritius** 


 **Local Number : +230 52705570**

 **WhatsApp : +91 91677 66390**

 **Palma Junction, Basin Road Quatre Bornes, Mauritius**

 **www.tirthatramauritius.com**

 **info@tirthatraminiindiamauritius.com**

 **tirthatraminiindiamauritius@gmail.com**