

# Darjeeling Tours

## INFORMATION FOR TRAVELLERS

### Consumer Protection - Total Payment Protection (topp) Policy cover

In compliance with the UK Package Travel, Package Holidays and Package Tours Regulations 1992 and the Civil Aviation (Air Travel Organiser's Licensing) Regulations 1995 an insurance policy has been arranged with Travel & General Insurance Company plc, authorised and regulated by the Financial Services Authority, to protect customers' prepayments in the unlikely event of the Company's financial failure and paid in respect of:

- flight inclusive packages commencing and returning to the UK
- 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 the Company's literature or website (subject to the terms of the insurance policy),

for:

- a refund of such prepayments if customers have not yet travelled, or
- making arrangements to enable the holiday to continue if customers have already travelled, or
- repatriation of customers to the UK

Customers' prepayments are protected by a topp policy. In the unlikely event of financial failure please contact the claims helpline on 0870 0137 965. A copy of the policy is available on request.

In common with most tour operators, should government action increase the costs of the tour (for example, by raising airport taxes), we reserve the right to pass them on to our clients. We will notify you of any changes as soon as possible.

### Cancellation

Cancellation prior to three months before departure will involve the loss of £95 (the balance of the deposit will be returned). Thereafter, cancellation involves the loss of the full deposit. Cancellation within ten weeks of departure will involve the full cost of the holiday, unless we are able to resell it, in which case only the deposit (plus all expenses incurred) will be forfeited.

The tours require a minimum number of 20 people to run. In the unlikely event that it is necessary to cancel, the decision will be made nine weeks before departure, and all monies paid will be refunded in full.



Darjeeling Tours Limited, Lime Tree Lodge, Thorpe Road, Mathersey, Doncaster DN10 5ED  
Tel: +44 1777 817798 Email: [tours@darjeelingtours.co.uk](mailto:tours@darjeelingtours.co.uk) Website: [www.darjeelingtours.co.uk](http://www.darjeelingtours.co.uk)

Thank you for your enquiry about our tours. The following is some information about what to expect on one of our tours, what's included in the price, passport/visa information, medical arrangements, insurance, payment and cancellation information.

### The Darjeeling Tours Difference!

The most important point of difference is that our tours don't run like standard package tours with the participants isolated from the local population, and carried hither and yon in hermetically sealed transport. Whilst there are times when we use motor coaches and flights, the tours are designed to offer exposure to individual contact and, for example, on some days on our Indian tour participants will be invited to negotiate their own rickshaw or taxi fares. Of course, willing advice will always be available from your tour manager(s), experienced travellers, who will accompany the tour throughout.

We've set out clearly in the itineraries exactly what elements are included in the tour price, what is available as an option at extra cost and what is excluded. In particular in India, the cost of living is remarkably low and none of the elements which are excluded are particularly expensive – in most cases the exclusion has been arranged to allow flexibility. For example, you may wish to have dinner in your hotel, or perhaps go out to a local restaurant. In either case, the price should be modest.

### The small print

For your financial protection, we hold an ATOL Licence number 10045 issued by the Civil Aviation Authority.

All times, dates and activities quoted in our itineraries or on the website are current, however, we reserve the right to change the times, dates or activities before the date of travel as circumstances prescribe. We will of course let you know if there are any significant changes to an itinerary.

### More on India

Experienced travellers in India will know that, very often, things in India do not go to plan, through no fault of tour organisers. Our tours have been planned to give the best chance of being able to complete the tour without major disruption, but it is possible that a major disruption will occur. If that should happen, the tour managers will do their best to make alternative arrangements to get the tour back on track with the minimum disruption and making the best of the circumstances to ensure that no attractions get missed unless there is absolutely no alternative. For example, if there is a bad landslide the week before a trip, and the DHR is not operating its full length, we will re-plan to use as much rail travel as possible (both for service and charter trains) but substituting road transport where necessary. In this situation, because we are using Indrail Passes which give flexibility, there is no possibility of arranging refunds. We do, however, have the goodwill of Indian Railways, who in their turn will do their best to ensure that their trains run as we would wish. If we save money because a facility is not available, that saving will be passed back to the tour participants, but that will be the limit of our liability. See our Terms and Conditions for full details.

Please note we are **NOT** able to accept bookings for part of the ground arrangements, but, for those outside the UK, we are able to arrange the tours on a 'ground arrangements' basis (i.e. the full package minus the international flights).

### The Darjeeling Himalayan Railway

We've developed an enviable reputation for our series of successful tours to India and, in particular, to delivering what is promised – and more! This is our eleventh season and our tours are carefully timed to give us the best chance of finding the full length of line open, as it often suffers monsoon damage during the summer period. If we're lucky and get some reasonable weather, the memory of the stunning views from the Darjeeling area across to Kanchenjunga will remain with you all your life. On the railway, we have a full two day charter trains to allow proper appreciation of this wonderful line, with stops for photography and to see one or two of the local villages along the way. The maximum number of participants will be limited to about 30 per tour to allow the photographers and videographers to take all the shots they wish without overcrowding or too much discipline.

### Trains

For some tours, rail travel will be provided by an Indrail Pass (AC 2Tier/AC Chair Car, AC 3Tier) for each participant, which will leave you free to travel by any train in India during its period of validity, but it must be remembered that reservations (particularly for overnight trips) are not easy to come by at short notice. Experienced travellers in the subcontinent will therefore be able to "do their own thing" for parts of the tour, if they wish.

### Preparation for India

We strongly recommend that you read a copy of the "Lonely Planet Guide to India", which sells for about £18.99. This gives excellent background advice to the country and its customs and offers much useful advice on what to pack, what to buy and what to see. Alternatively, there is "The Rough Guide to India" and the "Footprint" guide, both of which are good.

### Tour Briefing

We invite everyone who's booked on a tour with us to a Tour Briefing where you will have a chance to meet your tour managers and your fellow travellers, and hear more about what India is like, what to pack, health and safety etc. We also run short tour briefings at the start of every tour so everyone understands how the tour will run and what each day's activities involve.

### Medical arrangements

It's important to consult your doctor as soon as possible. He/she will advise on what precautions you should take. Some courses of injections can take a period of months, so the sooner you start, the surer you can be that you are properly protected. Although Darjeeling is not at the top of the risk of malaria list, it is still wise to take your doctor's advice on the precautions to take.

Although the hotels we are using will all be able to call a qualified local doctor, it is advisable to carry a small personal first aid kit - in addition to the usual aspirin, plasters and bandage, do take some medicine to cover stomach problems, antiseptic cream, antihistamine, insect repellent and (we hope) a high factor sunscreen. Again, take advice from your doctor.

### Extending your trip?

If you wish to stay on after your tour, it may be possible to arrange this at the airline's discretion. We have excellent fare arrangements based on group travel, and the airline will usually insist that we all travel out as a group, but may be prepared to allow travel back at a later date. If you wish to stay on, please ask as soon as possible.

### Passports and visas

Many countries (including India) require your passport to be valid for six months beyond the date of your intended visit. Visa requirements vary from country to country. If you are travelling to India you are likely to need a visa. Check out the website for the country you're visiting.

For British citizens, visas are not required to visit the following countries: Canada, Fiji, Hong Kong, Japan, Malaysia, New Zealand, Peru, Singapore, South Africa, Sri Lanka or Thailand. In the USA, UK citizens enter under the Visa Waiver programme - your application is either made at the departure airport or on the flight. If you are a citizen of another country, please consult your local Indian High Commission or Consulate.

An Indian tourist visa currently costs £30.00 (plus an administration fee), and is valid for 6 months (from the date of issue). We've prepared a separate leaflet of advice on visas, and can supply suitable application forms for UK residents. Alternatively you can download forms from the Indian High Commission's website at <http://www.hcilondon.net/services/visa-download.html>

### Insurance

You must have suitable travel insurance to participate in these tours. We recognise that you may well have suitable annual insurance – as long as it meets the following minima:

- 24 hour emergency medical service
- Medical and other expenses (including returning home early) (minimum £2 million)
- Personal accident (minimum £25,000)
- Personal public liability (minimum £1 million)
- Loss of passport (minimum £250)

### Payment

If you are a party of one, and would like to share (to avoid the supplement), please let us know and we will, if possible, arrange it.

We would like a deposit of £295 per person. The balance of payment is payable nine weeks before departure.

Continued overleaf...