

## GENERAL INFORMATION

Our aim is to give you a clear idea about the various aspects of our tours. We request you to please read all the information provided herein carefully. The information provided herein is common for all our tours. Any other information specific to the tour is specified in the tour notes of the particular itinerary.

## TOURS WITH PURPLE VOYAGES

Our tours are designed for people who like holidays which are offbeat, different and interspersed by adventure activities such as trekking, walking, cycling or camping. Our emphasis is on safety, comfort and a unique local experience. Most of our tours demand basic physical fitness as Ladakh is among the most challenging places to holiday on the Planet.

### FIXED DEPARTURE TOUR / SCHEDULED TOUR:

These tours are for people who would like to travel with like minded people. On these tours, luxury is not the focus but reasonable comforts are ensured wherever possible and travel experience is the prime objective. We operate tours in small group sizes so that, we can give personalized attention, be flexible, to have a lesser impact on local culture and environment. These tours are scheduled and announced on specific dates for fixed durations and prices through our brochure or/and on our website. The tour would operate only if the requisite number of people book on that particular tour. If a lesser number of people sign up for a particular tour, we may cancel the tour or give the choice to our guest of customizing the same tour. The cancellation of such a tour will be announced at least 30 days prior to its departure date. Fixed departure tours are escorted by our tour leaders.

### TAILOR MADE TOUR:

These are tours designed by us which you can choose as per your dates, but the itineraries are fixed. The prices are quoted depending upon the group size and we have three categories: classic, premium and luxury. These categories only differentiate the type of accommodation and the mode of transport. In a few regions, the choice of accommodation may be limited or the same for all the categories of packages. We prefer accommodation on a bed and breakfast basis wherever possible, as accommodations at few remote destinations offer only a half or full board meal plan, giving us no other option. Please check the meal plan specified for the tour. These tours are not escorted by Purple Voyages tour leaders.

### TOUR PRICE:

We understand that you have a choice of tour operators who can offer you tours to the destination of your choice at different prices which are cheaper or more expensive than us. Our strength has been our innovative tours - they are different and we add value; no compromises; no cutting corners; well designed itineraries; transparency - no fine print.

### Our tour prices are quoted Ex. Destination.

For packages / customized tours, the meal plans are specified. Any entrance fees to the park or monuments are not included.

There may be few activities that are optional and the cost for the same would be quoted separately and excluded from the cost unless specified.

The travelling cost to- fro before joining the tour and after completion is not included. We can make all these travel arrangements at nominal service charge.

Any kind of insurance is not included in the cost.

Personal expenses such as laundry, bar bills, mineral water, meals apart from the plan specified, internet services used, porters, pony etc. are not included and they should be settled by the guest directly.

We do not charge single supplement on our Fixed departure tours as we try and accommodate you with person of similar sex in the same room. In case you wish to be on single occupancy you would need to specify and single supplement charges will be applicable.

Package/customized tour cost are quoted for a particular group size. Price quoted for group with odd size that is 3, 5, 7 ..., we consider 1 pax as extra person with out a single room; e.g. for 7 pax the cost includes 2 rooms on twin sharing(4Pax) and one room with triple sharing(3Pax) with extra bed. One can pay single supplement charges and get additional room. In case of change in the group size revised cost will be quoted in addition to the cancellation charges if any, standard cancellation policy will not be applicable.

### **FOOD:**

On all our tours meals are provided from the hotel or any other place of accommodation as per the menu or set meals. While traveling, lunch ( in case part of the package ) can either be packed lunch, which would mainly consist of sandwiches / Roti / paratha (Indian breads), boiled potato / egg, cookies, chocolate, juice, fruit; or we prefer hot meal wherever possible; usually these meals are organized in restaurants / "dhabas" enroute.

Guest having any specific dietary requirements should inform us in writing and confirm with us that we can arrange for the same.

### **FLIGHT BOOKINGS**

Flight timings, particularly in some (remote) sectors that we operate are subject to air traffic control restrictions, weather conditions and potential technical problems, and are outside our control. Flights in some sectors can get delayed & or cancelled at the last moment. We are not responsible for any such delays or cancellations. In case of such emergencies, we will do our best to carry on with each trip by making alternate arrangements.

### **TRANSPORT AND TRANSFERS:**

Usually all the surface transport is included in our cost ex. destination, in case any additional arrangements are necessary, We can make these arrangements at additional charges. In case of delays or cancellations due to technical break downs or road blocks, Purple Voyages is not responsible. In such case, we will do our best to carry on with each trip by making alternate arrangements.

Our air and railway booking service charges:

- Rail: Rs. 250/- per person per sector for rail bookings
- "Taatkal" Rail Bookings: Rs. 500/- per person per sector for rail bookings
- Air: Rs. 250/- per person per sector

### **BAGGAGE:**

We suggest that you carry not more than 20kg per person, as many airlines would have baggage allowance of 20kg. For a few sectors the allowance may be 15kg. Extra charges if any due to excess weight need to be paid by the guest wherever necessary. We suggest that you carry soft but sturdy baggage.

### **MEDICAL & FIRST AID**

Our tour takes one through remote regions where professional medical help may not be available. It is your responsibility to ensure that you are physically fit to join the trip. It would be advisable to speak to your physician if you are unsure of your fitness levels. It would be also advisable to speak to our destination specialist, who has done the trip earlier. In case you have an existing medical condition or disability you must inform us before making a booking with us. If in our opinion, the selected trip is not suitable for your medical condition, we reserve the right to refuse a booking or suggest alternate trip options.

On all our fix departure tours we carry a comprehensive first aid kit as suggested by doctors. On a few high altitude trips we carry bottled oxygen. In case of any health problems that you may face on the trip, it would be advisable to speak to your tour leader / driver/ local staff / local guides/ local representatives.

Many of our tours are on high altitude where you would be staying at altitudes above 2500m; extra precaution is needed before you acclimatize to these altitudes. Please find attached herewith a note on high altitude. Also, please discuss your concerns, if any, with our office staff and with the tour leader on the tour. 6

## INSURANCE

We have no provision for any insurance on luggage, accident, life or on any other subject on any of the trips. It is recommended that you take travel insurance that would cover chopper evacuation charges and adventure activities depending on the tour. In case of emergencies evacuation can be organized wherever possible, but it would be necessary for the guest to arrange and deposit amount as per the expected expenses in our bank account. You will have to make your own insurance arrangements in the matter, if required.

## ITINERARY:

The information provided in the itinerary is to the best of our knowledge & information; marginal variance in the actual distances & altitudes is possible. Maps and photographs are for general information and may not reflect the actual routings and maps may not be to the scale. The itinerary and information should be viewed as a guideline.

Tour Note: Every itinerary will specify information that is important for that particular tour; it would be helpful to read these notes carefully. It would also specify any considerations that are different from our general information.

## DECLARATION:

Our tours will often take you to remote and exciting places where the risk of unexpected accidents is higher. Standards of Safety, Hygiene and Comfort are of prime importance to us and we strive for that but they may not match your expectations. Every effort is made to ensure the safety and well being of all participants, but it must be clearly understood that you will be participating on our tour at your own risk and Purple Voyages“ does not make itself responsible for any sickness, injury, or any accident, however caused.