

General Conditions & Companion Documents

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PART ONE: General Conditions

A. General

1. Introduction and acceptance

1.1 Please read these General Conditions carefully together with the itinerary, brochure and any Tour Notes provided to you. They set out our respective rights, obligations and limitations and form an important part of the contract for your Fixed Departure Tour, Customised Tour or Package Tour.

1.2 All holidays advertised in our brochures and on our website are operated or arranged by Countryside Adventure Holidays Pvt. Ltd. (hereinafter “the Company”, “Countryside”, “we”, “us” or “our”) and are sold subject to these conditions.

1.3 When you make a booking and pay the registration/advance amount, you confirm that you have read, understood and accepted these conditions on behalf of yourself and every member of your party.

1.4 No contract exists between Countryside and you until we have received the required advance together with a completed Personal Information Form.

1.5 Countryside reserves the right to vary, add or waive any term of these General Conditions.

2. Trip-specific terms

2.1 Certain trips may carry their own payment terms and/or cancellation policy. Where the payment terms or cancellation policy specific to a trip are stated in that trip’s itinerary, Tour Notes, price list, invoice or booking confirmation, those trip-specific terms apply to that trip and prevail over the corresponding general provisions of these General Conditions to the extent of any inconsistency.

2.2 Third-party services that form part of a trip, and/or tours re-sold by Company, carry the booking conditions and cancellation policies of the relevant third-party supplier or operator, and those third-party conditions and cancellation policies supersede these conditions in respect of that service and/or tour.

2.3 If there is any conflict, the order of precedence is: (i) the trip-specific terms and any applicable third-party/supplier terms; (ii) the Tour Notes; (iii) these General Conditions; and (iv) the brochure or website.

3. Applicable contractual documents

3.1 The applicable contractual documents supplemented with these General Conditions include:

- a) Personal Information Form;
- b) Acknowledgement of Risk, Release and Indemnity; and
- c) Privacy Policy.

4. Definitions

4.1 “Applicable law” means the law of India unless the context provides otherwise.

4.2 “General Conditions” means these terms and conditions.

4.3 “Client” / “you” means the person/persons in whose name or on whose behalf the booking is made.

4.4 “Tour Price” / “total tour cost” means the total price of the tour as quoted, which is inclusive of the services specifically stated as included in the itinerary.

4.5 “Fixed Departure Tour” means a scheduled group tour operated on set dates.

4.6 “Package Tour” means a tour with a pre-designed itinerary and a defined set of inclusions offered at a set price (whether as a scheduled departure or on requested dates).

4.7 “Customised Tour” means a tour tailor-made to a client’s specific requirements (also called a tailor-made or FIT tour), where the itinerary, services and price are built to order.

4.8 “Resold / Commission Tour” means a tour or service that the Company sells on behalf of, or as agent for, another operator or supplier on a commission basis, and which is operated or supplied by that third party. For such tours and services, the third party’s booking conditions and cancellation policy apply and supersede these conditions, and the Company’s role and liability are limited to those of a booking agent.

4.9 “Domestic tour” means a tour operated wholly within India.

4.10 “International tour” means a tour operated outside of India.

4.11 “Independent Contractor” / “supplier” means any hotel, airline, railway, cruise/ferry operator, coach operator, restaurant, sightseeing provider, destination management company or other person selected by the Company to provide services to you.

4.12 “Tour Notes” means any document, itinerary, e-itinerary, price list or email giving information about the tour. Where Tour Notes conflict with the brochure or website, the Tour Notes prevail and are the most up-to-date and accurate.

4.13 “Force Majeure” means any event or circumstance beyond the Company’s reasonable control, including without limitation: war or threat of war, hostile invasion or act of foreign enemies; rebellion, revolution, terrorism, insurrection or civil war; political unrest, government orders, riots, civil strife, curfews, strikes or lockouts; any act or omission of a government authority or change in legal requirements; infectious disease, epidemic or pandemic; fire, flood, drought, tsunami, earthquake, volcanic eruption, hurricane, storm, snowstorm, landslide and other natural calamities and acts of God; nuclear or radioactive contamination; and technical or operational difficulties affecting air or ground transport.

4.14 “Severe Difficulties” includes situations which do not qualify as a Force Majeure event but nonetheless significantly impede our ability to provide the Tour. This includes, in particular, events such as inaccessibility or major changes to trekking route/approach roads due to weather, landslides or road conditions, sudden changes in government policies for permits related to the Tour, sudden and unforeseen sickness and/or injury of client(s) which makes it infeasible to continue the Tour. 4.15 “Future Tour Voucher” (FTV) means a credit of specified value issued by Countryside on cancellation/postponement, usable against a future Countryside tour within the validity stated on the voucher.

4.16 “Ex-destination guest” is one who joins the group at the first destination and leaves at the last, without taking the Company’s main-sector air ticket, visa or insurance.

4.17 “Health, Fitness or Safety Requirements” means requirements pertaining to any specific health, fitness or safety related information requested from you before or after booking a Tour, their non-satisfaction being likely to lead to a refusal of or cancellation of the booking due to the relevant standards for the Tour not being met.

4.18 “Cancellation Policy” means the relevant parts of these General Conditions applicable to cancellations, including in particular Section B.



Words in the singular include the plural and vice versa, and one gender includes the others.

B. Changes, Cancellation & Refunds

5. Cooling-off

5.1 You may cancel within 7 days of booking and receive a full refund of the advance paid, less any third-party costs already irrevocably committed on your behalf and notified to you at booking — provided that your date of departure does not fall within the cancellation period set out below (clauses on standard cancellation). Where the booking is made within the cancellation period, the standard cancellation charges apply instead of this cooling-off refund.

6. Alteration by you

6.1 To alter a confirmed booking or any booked travel arrangement, you must notify us in writing by email. We will try to make the change subject to feasibility and availability. Additional charges arising from cancelling or re-booking accommodation, transport or other services, plus a reasonable administration charge, are payable by you. After the Tour has commenced we accept no liability for any loss, damage or additional expense arising from changes, and cannot guarantee any refund.

7. How to cancel

7.1 All cancellations must be made in writing, from your registered email, stating the reason, to info@countrysideindia.com. The date the written request reaches the Company on a working day within office hours is the date of cancellation; requests received after office hours take effect the next working day. Once cancelled, a booking cannot be reinstated; any re-booking is treated as a fresh booking.

8. Standard cancellation — domestic tours (within India)

8.1 An administration charge of INR 10,000, or such other charge as priorly announced by the Company, per person, is retained on any cancellation. “Free cancellation” means no cancellation charge beyond that administration charge.

Cancellation request received	Cancellation charge
45 days or more before departure	Administration charge of INR 10,000 per person only; balance refunded
44–30 days before departure	20% of total tour cost
29–15 days before departure	50% of total tour cost
14–08 days before departure	80% of total tour cost
07 days or fewer before departure	100% of total tour cost

9. Standard cancellation — international tours (including Nepal, Bhutan & Sri Lanka)

9.1 An administration charge of INR 10,000 per person is retained on any cancellation. “Free cancellation” means no cancellation charge beyond that administration charge.

Cancellation request received	Cancellation charge
90 days or more before departure	Administration charge of INR 10,000 per person only; balance refunded
89–60 days before departure	20% of total tour cost
59–45 days before departure	50% of total tour cost
44–15 days before departure	80% of total tour cost
14 days or fewer before departure	100% of total tour cost

9.2 Over and above these charges, all cancellation charges levied by suppliers are to be borne by you.

10. Customised Tours

10.1 For Customised Tours the standard cancellation schedule does not apply to a partial cancellation (a change in group size): a revised cost is quoted for the revised group, and any cancellation charges for confirmed arrangements are also payable.

10.2 If the entire group cancels, the standard cancellation schedule for the destination applies — that is, the domestic schedule (Standard cancellation — domestic tours) for tours within India, or the international schedule (Standard cancellation — international tours) for international tours. Where specific arrangements (for example, an exclusively booked hotel) carry their own cancellation charges — which may be up to 100% — these will be shared with you before booking and are binding on you.

11. Medical cancellation

11.1 If you must cancel because of a medical emergency affecting you or an immediate family member, the standard cancellation schedule applies. The Company will promptly provide the documentation needed to support an insurance claim but will not waive or override the cancellation charges for medical reasons.

12. No-shows and unused services

12.1 If you fail to join the Tour at the appointed time and place, or leave the Tour part-way through, or avail of the pre-tour services but fail to join the main tour, this is treated as a no-show, and no refund is given for unused or partially used services, regardless of the reason.

13. Cancellation by the Company

13.1 The Company is at liberty to cancel bookings for the following reasons: (a) upon review of the booking, you or any other person(s) booked by you does not satisfy Health, Fitness or Safety Requirements for the Tour

("Health and Safety Cancellation"); (b) the minimum group size for the Tour has not been met as of the deadline decided by the Company, or has not been met after this deadline due to other cancellations (c) if, prior to the commencement of the Tour, a Force Majeure or Severe Difficulty event arises (d) as per the the terms and conditions of the relevant Tour.

13.2 We strongly advise you not to make non-refundable air or other bookings until you receive final confirmation — at least 30 days in advance for tours within India and 45 days in advance for international tours.

13.3 In addition to the reasons listed above, the Company may also refuse or cancel any booking unilaterally and at its sole discretion before final confirmation. In that case it will refund all money paid on account of the Tour price, but the Company will not be responsible for cancellation charges on other services you booked directly or additionally (for example air tickets, visa, insurance, pre/post-tour accommodation).

13.4 If we make a major alteration to the scheduled itinerary before departure due to unavoidable circumstances, we may give you an option to either accept the change or cancel, in which case we refund the advance received less an administration fee of INR 10,000 per person.

13.5 After commencement, the Company may require a guest to discontinue the Tour for misconduct, bad health or unfitness to travel; in such a case no refund is made.

14. Refunds and timelines

14.1 A refund request is acknowledged within 3 working days of receipt.

14.2 Refunds are made in Indian Rupees by NEFT to the account from which payment was received, within 15 days for domestic tours and a minimum of 30 days for international tours from the date of cancellation.

14.3 Refunds are interest-free. The registration/advance amount is non-refundable except as expressly provided in these conditions. No refund is given for unused or partially used services.

14.4 Where a refund follows a cancellation or alteration by the Company caused by Force Majeure or Severe Difficulties, any cancellation charges imposed by suppliers are deducted first.

15. Recovery of Cancellation charges

15.1 Where the cancellation charge exceeds the amount you have paid, the difference is recoverable from you.

C. Tour Price, Payment & Taxes

16. Payment terms — domestic tours (within India)

16.1 The booking is confirmed only on receipt of a minimum advance of 25% of the total tour price together with a completed Personal Information Form.

16.2 The balance of 75% must be paid no later than 45 days prior to the date of departure.

16.3 Bookings made within 45 days of departure are accepted, subject to availability, only on receipt of 100% payment.

16.4 Extra services not included in the tour cost (rail and air fares, transfers and transport, additional hotel nights and similar) are confirmed only on receipt of 100% of their cost in advance.

17. Payment terms — international tours (including Nepal, Bhutan & Sri Lanka)

17.1 The booking is confirmed only on receipt of a minimum advance of 30% of the tour cost together with a completed Personal Information Form and self-attested copies of the passport (front and back pages) and PAN card, where applicable for the destination.

17.2 The balance of 70% must be paid no later than 45 days prior to the date of departure.

17.3 Bookings made within 45 days of departure are accepted, subject to availability, only on receipt of 100% payment.

17.4 Extra services not included in the tour cost are confirmed only on receipt of 100% of their cost in advance.

17.5 Document requirements for Nepal, Bhutan and Sri Lanka may differ from other international destinations; the requirements applicable to your tour will be advised at the time of booking.

18. Non-payment of balance

18.1 If the balance is not received by the due date, the Company may, after reasonable notice, treat the booking as cancelled by you, in which case the Cancellation Policy shall apply as at the date the balance fell due.

19. Currency applicability

19.1 For tours operated in India, Nepal, Bhutan and Sri Lanka, the US Dollar tour price applies to all foreign nationals (non-Indian passport holders) and is subject to change with currency fluctuations; the INR price applies to Indian nationals for India, Nepal, Bhutan and Sri Lanka tours.

19.2 For tours operated in other countries, the price in US Dollars, Euros or other foreign currencies applies to both Indian and foreign nationals. The foreign-currency component of an international tour may be collected in Indian Rupees, in foreign currency or a combination of the two as applicable for the Tour or agreed between you and the Company in accordance with the applicable law.

19.3 Where payment is received in a currency other than the currency in which the tour is quoted, the rate of exchange applied will be that prevailing on the date the Company remits payment to its supplier.

20. Payment methods

20.1 The Company requires in all cases that a valid PAN card be produced for each traveller at the time of booking. If the PAN is found to be invalid or does not belong to the traveller, the Company may cancel the booking and process any refund as per the Cancellation Policy.

20.2 Payment may be made by cheque/DD in favour of “Countryside Adventure Holidays Pvt. Ltd.” payable at Mumbai, or by NEFT/RTGS/IMPS/UPI to the Company’s designated bank accounts. On making a transfer or foreign-currency remittance, please email the payment details to accounts@countrysideindia.com and info@countrysideindia.com.

20.3 Any bank, remittance or currency-conversion charges are to be borne by you and must be paid in addition to the amount due, so that the Company receives the full amount.

20.4 Cash may be paid at our office within the limits permitted by the applicable law.

20.5 Credit-card payments may be accepted subject to a convenience fee plus applicable GST on the total amount paid by card. If a cheque is dishonoured, a contractual penalty of INR 5000 plus applicable GST will be payable by you, in addition to other rights and remedies available to the Company under the applicable law.

21. Goods and Services Tax (GST)

21.1 GST is charged separately, over and above the Tour Price, at the rate in force from time to time.

21.2 GST is subject to change by the Government of India and any change takes effect immediately; the Company is not obliged to give separate notice of a change in GST.

22. Tax Collected at Source (TCS) — International tours

22.1 The Company shall collect Tax Collected at Source (“TCS”), charged over and above the tour price in all cases where it is required by the applicable law at the time of receipt of payment or raising of invoice.

22.2 If you decline to pay the applicable TCS, the Company may cancel the booking and process any refund as per the Cancellation Policy.

23. Price and surcharges

23.1 All prices quoted by the Company are prices quoted only to you. No third party may avail the benefit of this quote, nor may you avail a quote made to a third party without the Company’s written agreement.

23.2 The Company reserves the right to surcharge before departure for increases in government taxes, fuel charges, airline/rail fares, airport development fees, visa fees or unforeseen currency fluctuation; any such increase is payable in full before departure.

23.3 Where a surcharge before departure exceeds 10% of the tour price, you may instead cancel within 3 days of notification and receive a refund of amounts paid (less unrecoverable third-party costs and the administration fee), this being your sole remedy.

23.4 All services and prices are otherwise subject to change without notice, and the Company does not accept responsibility for variation of services as stated.

D. Travel Documents, Visas & Insurance

24. Documentation, Visas and Insurance

24.1 The documents required by you to carry on the Tour or provide to the Company before departure include:

- a) your passport;
- b) in case of an international tour and where applicable, a visa issued by the consulate, embassy, or any other relevant authority of the destination;
- c) a copy of valid travel insurance; and
- d) a valid photo ID.

24.2 If you fail to hold or submit the required documents in time, the booking may be cancelled according to the Cancellation Policy.

24.3 Where a visa is required for any destination on your itinerary, the following apply:

- a) The Company acts only as a visa facilitator. It does not guarantee the grant of any visa.
- b) It is your responsibility to provide complete, accurate documents, attend any appointment or interview, and meet consular requirements and timelines.
- c) Visa fees and related service charges (consular, VFS or agency fees) are payable whether or not a visa is granted, and are non-refundable. Any increase in such fees is to be borne by you.
- d) If a visa is refused, or is delayed and not received in time to join the Tour, the booking is treated as a deemed cancellation effective on the date the refusal or non-receipt is notified, and the standard cancellation charges in Section F apply. If a re-application is also refused, the date of the second refusal governs. Where the refusal or delay is genuine, outside your reasonable control and supported by official consular communication, the Company will instead, at its discretion: convert the administration fee to a Future Tour Voucher of equal value; and refund, by NEFT, instalments paid towards the Tour, less any third-party cancellation charges already incurred (such as confirmed air, hotel or visa fees) which are non-recoverable.
- e) This enhanced protection does not apply, and the standard cancellation charges apply, where the refusal or delay is contributed to by your act or omission — including failure to respond to the consulate in time, failure to submit requested documents or attend appointments, or submitting incomplete, inaccurate or misleading information.
- f) Holding a visa does not guarantee entry; entry and stay are at the discretion of the immigration authority.

24.4 Valid travel insurance is mandatory for the full duration of your Tour, from your home destination until your return.

24.5 The Company is not responsible for any cost, loss or refusal of entry arising from invalid travel documents and/or for acceptance or refusal of any insurance claim.

25. Minors

25.1 Travellers under 18 must be accompanied by a parent or a responsible adult who will be responsible for these travellers under the applicable law.

25.2 For countries including specific requirements for minors such as a minor visa linked to an accompanying adult or a no-objection certificate from both parents, failure to carry the required documentation may lead to cancellation, for which the Company is not responsible.

E. On Tour

26. Nature of the tours and itinerary changes

26.1 The Company reserves the right to change the itinerary, accommodation or transport due to unforeseen local conditions.

26.2 Where a change requires additional services at extra cost, that cost is payable by you.

26.3 If a planned sightseeing element cannot be provided and no alternative is possible, only the entry fee for that element (where applicable) will be refunded.

27. Force Majeure

27.1 The Company shall not be liable for any delay, disruption, cancellation, loss, or additional expense arising out of a force majeure event.

27.2 Where the tour is rescheduled, you may move to the next available date of the same tour, paying any price difference; amounts may be held as a Future Tour Voucher. Where the alternative is not acceptable, and a refund is due, it is made after deducting suppliers' cancellation charges and an administration fee of INR 10,000 per person.

27.3 If Severe Difficulties arise after your departure from your original location to the location of the Tour, the Company shall make its best efforts to propose similar alternate Tours to you at no extra cost. In case of your refusal to avail of such an alternate Tour, the booking shall be cancelled by the Company under Clause 13.1.

27.4 If Severe Difficulties arise after the commencement of the Tour, the Company shall make its best efforts to modify the Tour and/or propose similar alternate Tours to you at no extra cost. If you refuse such an offer, no refund will be due to you. In this situation, the Company shall be further entitled to recover from you such reasonable sums as may be necessary for ensuring your safe return to the location from which the Tour commenced.

28. Accommodation

28.1 Hotels will be those shown in the itinerary or others of the same category; where the listed hotel is unavailable, a comparable substitute may be used.

28.2 Room and bed types (twin/double, adjacent or connecting rooms) cannot be guaranteed and depend on the hotel. An "extra bed" usually means a rollaway cot or mattress.

28.3 Standard check-in/check-out times apply; early check-in or late check-out is subject to the hotel's policy. Charges for services such as room service, mini-bar, telephone and similar are settled by you at check-out.

29. Road travel

29.1 Air-conditioned/air-cooled or other suitable vehicles (coach, mini-coach, tempo traveller, jeep, car or taxi) are used depending on the itinerary, terrain and group size; vehicle configuration may change for operational reasons.

29.2 For high-altitude and difficult terrain, smaller vehicles are used (typically shared by several guests), vehicle type may vary day-to-day, and upgrades may not be possible.

30. Meals

30.1 Meals are as specified in the itinerary, and menus are usually pre-set; drinks are not included unless stated. The Company may change the meal plan and does not guarantee special meals or diets, although reasonable effort will be made to honour requests made in writing at the time of booking.

31. Ex-destination guests

31.1 Ex-destination guests must carry their own valid tickets, passport, visa and insurance, arrange their own airport transfers, and share copies of these with the Company before the Tour.

31.2 If you do not reach the designated reporting point on time, the group will proceed as scheduled and you must join it at your own expense. Where first/last-day arrangements change due to force majeure or airline operations, the Company is not liable for missed services or any compensation.

32. Deviations, post-tour holidays and leaving the Tour

32.1 Requests to travel early (pre-deviation), return later (post-deviation) or extend with a post-tour holiday must be made in writing at the time of booking. Such requests are subject to availability; additional charges for changes to air tickets, visas, insurance, accommodation and transfers are payable immediately. A deviation is your requirement: the Company will assist but does not guarantee it and is not responsible for consequences arising from it. A post-tour holiday is a customised arrangement, not an escorted group tour.

32.2 Leaving the Tour part-way: if you choose to leave the Tour before it ends, you must inform the tour leader in writing. No refund is due for any unused or partially used services. From the point you leave the group, you are responsible for your own onward travel, accommodation, transfers and all associated costs.

33. Authority on Tour

33.1 You agree to accept the reasonable authority and decisions of the Company's employees, group leaders, guides and suppliers while on Tour. If, in their reasonable opinion, your health or conduct is likely to endanger the progress of the Tour or the safety or enjoyment of others, you may be excluded from all or part of the Tour. In the case of ill-health, the Company may make such arrangements as it reasonably considers necessary and recover the reasonable cost from you. If you commit an illegal act, the Company ceases to have responsibility to or for you.

34. Liability

34.1 You shall be liable for any damage caused by you to airlines, transport vehicles, hotel rooms, and any other facility used by you on the Tour and/or for the loss of baggage, jewellery, electronics, travel documents, and any other personal article.

F. Health, Fitness & Activity Risk

35. Health, fitness and high-altitude caution

35.1 By paying a deposit and completing the Personal Information Form, you confirm that you are physically and mentally fit to undertake the Tour and its activities and that you have no condition that would create a hazard for you or other travellers.

35.2 Minors, senior citizens and anyone with a pre-existing medical condition must consult a doctor before booking, especially before high-altitude tours.

35.3 The Company reserves the right to decline a booking, or require a guest to discontinue the Tour, where the guest is found unfit to travel or where their condition materially affects the group.

35.4 If you have any medical condition, are on medication, or have allergies, you must inform the Company in writing, record it on the Personal Information Form, and inform the tour leader before the Tour starts.

35.5 The Company does not recommend travel during pregnancy and does not provide specialised facilities for prenatal, childbirth or early-infant care on the Tour except when specifically discussed and agreed upon before the Tour. Travel with infants, toddlers and young children is at the parents' or guardians' discretion and responsibility.

35.6 Any expense arising from health issues on the Tour is borne by you

G. Liabilities and Responsibilities

36. Responsibilities

36.1 The Company will provide its own services with due care and skill and consistent with industry standards for guided and escorted tours. If any part of the Tour within the Company's reasonable control materially fails to meet that standard, the Company will make reasonable efforts to put it right; where it cannot, you may be eligible for a reasonable refund or Future Tour Voucher, proposed in good faith by the Company. This does not apply to failures caused by suppliers, force majeure, government action, weather or other circumstances beyond the Company's reasonable control.

37. Limitation of liability

37.1 The Company is not responsible for any loss, damage or expense (including loss of money paid in advance) incurred by you due to the acts or omissions of operators and suppliers of airlines, hotels, transport, restaurants and other facilities used on tour.

37.2 Subject to applicable law, the Company's total liability arising out of any tour shall not exceed the total amount paid by you for that Tour, and the Company shall not be liable for any indirect or consequential loss. Nothing in these conditions excludes or limits liability that cannot be excluded or limited under applicable Indian law.

38. Third-party services, resold tours and independent arrangements

38.1 Any service or arrangement that does not form part of the Tour price, whether booked independently or through us as an additional service or a resold tour, is entirely at your own risk.

38.2 If you or any member of your party suffers death, illness or injury arising from an activity that does not form part of the tour, we will, at our discretion, offer advice and assistance in pursuing any claim against a third party.

J. Data Protection and Intellectual Property

39. Data protection and privacy

39.1 The Company collects and processes personal data in accordance with the applicable Indian law and our Privacy Policy, amended from time to time.

39.2 You shall make your best efforts to protect the privacy of any personnel and contractors engaged by us, as well as the privacy of other customers. Nothing in these General Conditions permits you to commit any act or omission which is prohibited under applicable law.

40. Intellectual property

40.1 All material in the Company's brochures, itineraries, Tour Notes, photographs and website, including design, layout, text and graphics, is owned by or licensed to the Company. Reproduction or unauthorised use is prohibited and may give rise to a claim for damages or other action. Trademarks shown that are not the Company's are acknowledged to their owners.

K. Waiver and Severance

41. No waiver

41. 1 The Company's failure to enforce a provision in these terms is not a waiver of the right to do so later.

42. Severance

42.1 Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

L. Dispute Resolution

43. Complaints

43.1 In case of any grievance on the tour, you must inform both your tour leader and the relevant Countryside associate immediately so the matter can be addressed.

43.2 If a grievance is not settled amicably during the tour, a written complaint must be made to our office within 15 days of the end of your holiday.

44. Governing Law and Jurisdiction

44.1 These Booking Conditions and any dispute arising out of them shall be governed by the law of India.

44.2 Disputes or claims arising out of any legal relation to which these General Conditions are applicable shall be settled solely under the jurisdiction of the courts and any other relevant forums at Mumbai, Maharashtra, India.