

AUTHORIZATION TO CHARGE ON CREDIT CARD

Note: Please fax a photocopy of your Credit Card (front and back), and a photocopy of the card holder's Passport to Fax : +91-141-5180168 along with this form.

Master Card Visa Card

Passenger Name: _____

Card Holder Name: _____

Card Number: _____

Card Expiration Date: _____

Total Amount (in US Dollars): _____

Billing Address: _____

Billing City: _____

Billing State: _____

Billing Country: _____

Billing Zip: _____

Home Phone: _____

Office Phone: _____

Fax Number: _____

In lieu of my credit card imprint, I _____, hereby authorize **The Heritage, 6/96, Heritage Mansion, 6/96, SFS, Mansarovar, Jaipur-20 (Rajasthan) INDIA** and/or their representative to charge my above Credit Card for the amount shown above. By signing below, I acknowledge the charges described above. I understand that the above amount is subject to cancellation policies which have been understood by me and undertake not to take a charge back for the above amount.

Card Holder's Signature

Date: _____

Terms & Conditions

Please read the terms and conditions carefully. By accepting them and submitting your deposit for the trip, you agree that all these terms and conditions apply to the agreement that THE HERITAGE, and its Affiliates / Divisions supplies to you.

Reservation Policy

Visitor get in touch with us through our email heritage@datainfosys.net OR any of the contact address given on the site.

THE HERITAGE reserve the right to not to accept any booking order without assigning any reason thereof. Any reservation is not completed till the full money towards the services is received from the customer, until specified unless.

Price Includes

All our rates are valid for the period requested by the customer / quoted in our reply. None of the given rates on the website are applicable for the festive dates, specially during X Mas and New year (15th Dec - 15th Jan) period. Rates for festive dates will be given on request only. All rates quoted are in USD (or any other foreign currency) rates are applicable for Foreign National and NRIs only. Any additional taxes introduced by the Central / State Government during the course of fulfillment of the transaction shall be payable by the customer purchasing our services.

Coach/Vehicle:

We use air-conditioned or non air-conditioned luxury coaches / vehicles. If you are carrying any high value items on the coach/vehicle, we advise you not to leave them behind when you leave the coach/vehicle as we will not be responsible for any loss/theft.

Meals:

The type of meals is clearly indicated in the itinerary. We, however, reserve the right to change the meal arrangement, if circumstances make it necessary to do so.

Check in Check Out Time

In India most of the hotels offer noon time (1200 hrs) check in and check out facility. Customer requiring complementary early check in or late check out facility should send us a request in writing so as to enable us to take authorization from the respective hotel/s. We do not guarantee for any such facility without the approval of the hotel.

Payments

The entire payments will be collected in advance from the customer at the time of final confirmation through any of the following mode as per the conveniences

The money also can be remitted to our bank account through swift bank transfer and a copy of bank activity report may kindly be faxed to us for our file records and further follow ups with our banker. While transferring the money, make sure that the transferred amount must be remitted to our account atleast 15 days prior to the delivery of the services until any flexibility authorized by THE HERITAGE otherwise.

Payment Receipt and Service Vouchers

The customer will receive a copy of invoice, payment receipt and duplicate service vouchers through electronic mail after final confirmation and payment process. A copy of the service voucher will also be forwarded to the respective hotels and other service providers for their information and records. The original copy of hotel and transport vouchers etc will be handed over to the customer upon arrival in India.

Cancellation and Refunds

All cancellation must be made in writing to us atleast a month prior to the date of arrival of the client. We levy following cancellation charges.

- » 10% of the total amount if the booking is cancelled 15 days prior
- » 25% of the total amount if the booking is cancelled 07 days prior
- » 100% cancellation in case of no show

Note: The above cancellation policy is not applicable for Palace On Wheels train tour. The cancellation will be applied according to the Palace On Wheels train tour booking terms & conditions issued by RTDC which are as follows:

- (1) 5% of ticket value charge, if booking cancelled 60 days prior to departure.
- (2) 20% of ticket value charge, if booking cancelled 30 days prior to departure.
- (3) 50% of ticket value charge, if booking cancelled 15 days before departure.
- (4) 100% of ticket value charge, if booking cancelled less than 15 days before departure.

All hotel reservation require reconfirmation by the agent / customer atleast a one week prior to the date of check in failing which hotels reserve the right to levy atleast one night retention which is payable by the customer making reservation through us. THE HERITAGE do not take any responsibility to make any refund on deposit to the clients until the same has been received by us from the hotel/s. If payment of the tour is through Credit Card charge then the contract is irrevocable. If there is any complaint regarding services it should be communicated to THE HERITAGE while the tour is still on. Refund, if any, will be made in Indian Rupees only in India before the departure at the end of the tour, as per the conversion rate prevailing at the time of refund.

Liabilities

While offering the services to the customer through the site, THE HERITAGE has endeavored to ensure that all the information are complete and accurate, but company neither warrant nor take any responsibility for the accuracy and completeness of the same. Company will also not be responsible for any complaint / dispute between the customer and any hotel. An e mail / fax should be sent to us with the exact and detailed information of the nature of complaints which will be forwarded to the respective hotel for their clarification and further actions. THE HERITAGE will not be responsible for any compensation due to any complaint and dispute between client and the hotel.