



# LEWIS AND CLARK TOURS



## Our Terms and conditions

### Amazing Indien Reisen – Lewis and Clark Tours

Lewis and Clark Tours is a tour operator for India and India Subcontinent; this is a part of **Amazing Indien Reisen** an Indo-German tour operator headquartered in India. Lewis and Clark Tours cater specially to the English guests. We operate our business from India and have a travel information centre in Germany. **Our tour company is run by a young and motivated team with more than 15 years of experience in the travel industry.**

We recommend that you read our Terms and Conditions before booking a tour with us.

- Please note that after the booking confirmation of the tour, any increases in entry fees, taxes, fuel surcharges or guide fees for entry tickets to monuments/museums, taxes, diesel/petrol or guide fees made by the Indian government after the booking will be charged additionally.
- We act solely as an agent for hotels, airlines, carriers, railroads and other contractors providing other services in certain service areas and all orders, contracts and tickets issued by us are subject to the terms and conditions of these service providers.
- Our aim is to provide the best possible travel experience and to ensure the safety, comfort and general well-being of travellers. To achieve this, the itinerary may be adjusted even after confirmation, depending on various factors such as the weather, road conditions, physical abilities of the tour participants, etc.
- Our rates correspond to the rates negotiated by us with the hotels, airlines, etc. Hotels and airlines reserve the right to change the rates without prior notice. In the event of a price change by hotels or airlines, we will inform you accordingly. All hotel bookings are based on the usual check-in and check-out times of the hotels. Domestic flights have 15 kg & 7 kg and additional weight can be booked with extra charge.
- The flights and trains may be cancelled, delayed or rescheduled due to bad weather conditions or other issues such as political strikes, natural disasters and accidents, machinery or equipment breakdowns, transportation breakdowns, weather, illness, earthquakes or other unforeseen events etc. We will talk to you and recommend an alternative plan. If additional costs are incurred, you will be notified and must be borne by the travellers.

---

Lewis And Clark Tours – A Part of Amazing Indien Reisen; Travel Info Center: Bahnhof Straße 15-17, Lorsch 64653, Germany; Tel:+49- (0)6251-803-7975; Mobile No. +49-(0)157-925-729-38; India Office Address: H 44, BSI Business Park, Sector 63, Noida, Uttar Pradesh 201301, INDIA Contact: +91-9811-20-7934); (Call & WhatsApp 24x7) E-mail: [info@lewisnclarktours.com](mailto:info@lewisnclarktours.com); [www.lewisnclarktours.com](http://www.lewisnclarktours.com)



# LEWIS AND CLARK TOURS



- We are not responsible for any loss, injury or damage to persons, property or other things in connection with accommodation, transportation or other services arising directly or indirectly from acts of God, fire, accidents, breakdown of machinery or equipment, transportation breakdowns, wars, riots, strikes, insurrections, thefts, pilferages, epidemics, medical or customs regulations or other causes beyond our control.

## General liability insurance

- Our travel services are protected by Bimakavach. (<https://bimakavach.com/>). As a tour operator, we are responsible for providing our customers with safe and enjoyable travel experiences. Luggage and personal belongings are at all times at the client's risk as the insurance cover provided by Indian providers does not meet international standards.
- We always advise our clients to take out travel cancellation insurance in case they have to cancel their vacation under unexpected circumstances. Often these undesirable circumstances cause a great loss. In these cases, the protection provided by travel cancellation insurance is a considerable support and very helpful.

## The travel booking and travel confirmation

- After the final travel program, we coordinate our service. We are happy to hand over our old customer contact for references. If you have any questions, you can contact our previous clients and get their testimonials about our services.
- A travel confirmation will be sent with the confirmation via email or WhatsApp. We take 30% as advance payment for the tour confirmation if the tour is within 6 months. If the tour starts within 5 months, we recommend 50% as a deposit as hotels and our transportation need to be booked in time. Within 3-5 weeks you will receive the hotel booking number and the booking details as well as the flight tickets, if booked through us, also the hotel vouchers before arrival.

## Payment

- Upon receipt of a firm booking, a deposit of 30% of the tour price is due. We expect the remaining amount to be credited to our company's bank account within 50 days prior to departure. Alternatively, the balance can be paid in two installments, with 40% to be paid no later than one month before the start of the tour. The remaining 30% is to be paid after arrival in India. **The bank charges for the bank transfer are to be borne by the travellers; we also have the bank charges after your payment.**



# LEWIS AND CLARK TOURS



- As a payment method we recommend a simple direct transfer to our bank account. **You will receive further information on payment and our bank details in the email!**

## Important:

- For payments by credit card, an additional fee of 5-6% of the invoice amount must be charged, as this amount is deducted by the respective credit card company before the amount reaches our account.
- The costs for a foreign bank transfer are to be borne by the sender, so please make sure that your bank can transfer directly and that no further intermediate bank charges are deducted from the transfer.

## Cancellation and refund

Cancellation is costly and requires a lot of time and communication process. We have the following conditions:

- **60 days before the start of the trip: no cancellation fees (only Processing / banking fee of USD 180)**
- **59 to 45 days before the start of the trip: 50 % of the total travel price**
- **44 to 31 days before the start of the trip: 75% of the total travel price**
- **30 days before the start of the trip: 100% of the total travel price**
- Cancellation should always be made by e-mail. The actual cancellation costs may vary from case to case and depend on the hotel list, the transportation company, the tour guide and other clients involved in the travel planning.
- In the event of a change of itinerary, we will charge for all new services and hotels in accordance with the new itinerary. Depending on the cancellation conditions, refunds will be made to your account within 10 to 25 days.
- Please note, after the start of the trip, there are no refunds for unused travel services such as late arrivals or early departures for any reason, or for missed nights in hotels or missed or omitted activities, sightseeing during the trip.

## Place of jurisdiction and applicable law

All disputes arising out of or in connection with this contract shall be governed by Indian law. The place of jurisdiction is - as far as legally permissible - New Delhi (India), the registered office of Amazing Indien Reisen. Indian law is taken into account, especially for services that are provided entirely in India.

---

**Lewis And Clark Tours - A Part of Amazing Indien Reisen; Travel Info Center: Bahnhof Straße 15-17, Lorsch 64653, Germany; Tel:+49- (0)6251-803-7975; Mobile No. +49-(0)157-925-729-38; India Office Address: H 44, BSI Business Park, Sector 63, Noida, Uttar Pradesh 201301, INDIA Contact: +91-9811-20-7934; (Call & WhatsApp 24x7) E-mail: [info@lewisnclarktours.com](mailto:info@lewisnclarktours.com); [www.lewisnclarktours.com](http://www.lewisnclarktours.com)**