

## NEW ZEALAND & AUSTRALIA (15 Nights & 16 Days) Package

(Auckland, Queenstown, Christchurch, Gold Coast, Sydney & Melbourne)

No. of Pax: **10 to 16 Pax** Dates: **21<sup>st</sup> Oct. to 05<sup>th</sup> Nov. 2024**

Package Includes:

**3 Nights Accommodation with breakfast in Holiday Inn Express Auckland City Centre in Auckland**

**2 Nights Accommodation with breakfast in Holiday Inn Express and Suites Queenstown in Queenstown**

**1 Night Accommodation with breakfast in BreakFree on Cashel or similar in Christchurch**

**6 Dinners at Indian Restaurant in New Zealand**

Following Sightseeing in New Zealand:

- **Auckland City Tour**
- **Full Day Trip to Waitomo & Rotorua**
- **Queenstown Orientation Tour**
- **Full Day Milford Sound Tour with Cruise**
- **Mt. Cook Tour**
- **Christchurch Orientation Tour**

**3 Nights Accommodation with breakfast in Holiday Inn & Suites Parramatta Marsden Street in Sydney**

**3 Nights Accommodation with breakfast in Elite Gold Coast in Gold Coast**

**3 Nights Accommodation with breakfast in Holiday Inn Express Melbourne Southbank or similar in Melbourne**

**9 Dinners at Indian Restaurant**

Following Sightseeing in Australia:

- **Sydney City Tour**
- **Sydney 4 Attractions Pass** (SEALIFE Sydney Aquarium, WILD LIFE Sydney Zoo, Madame Tussauds Sydney & Sydney Tower Eye)
- **Full Day Blue Mountains Tour**
- **Ultimate Discovery Pass in Blue Mountains**
- **Full Day Trip to Sea World in Gold Coast**
- **Full Day Trip to Warner Brothers Movie World**
- **Melbourne City Tour**
- **Philip Island Tour with Penguin Parade**
- **Full Day Great Ocean Road with 12 Apostles Tour**

**All Sightseeing & Transfers as per Itinerary in a Private/SIC A/c Coach with English Speaking Chauffeur**

**New Zealand & Australia Visa Fees**

**Travel Insurance**

**Economy Airfare**

**Package Excludes:** Any Increase in the Air Fare & US\$ Exchange Rate (Airfare Calculated @ Rs.1,48,000 & 1 AU\$ @ Rs.57/-) – Expenses like Tips, Laundry, Portes etc. – Expenses due to Change of Itinerary / Flight Timing / Natural Disturbances etc. Early Check In and Late Check Out - Any Surcharges due to High Season / Block out Dates / Festivals / Public Holidays – Any Other Expenses not mentioned in the Tour Cost Entry Tickets if any – Local Vehicle Charges if need –5% GST & 5% or 20% TCS would apply on final billing.

### DAYWISE ITENARY

#### Day 1: Arrival Transfer in Auckland

Today you will Arrive Auckland in New Zealand. On Arrival at Auckland Airport, you would be Meet & Greet by our Tour Leader & taken to Auckland Hotel. Check In time of Auckland Hotel is 15.00 Hrs. Overnight Stay in Auckland Hotel.

#### Day 2: Auckland City Tour (Breakfast & Dinner)

Breakfast at the Hotel. Morning takes a little Rest and, in the Noon, Proceed to **Auckland City Tour**. New Zealand's



**MILK WHITE HOSPITALITY SERVICES INDIA PRIVATE LIMITED**

Regd. Office: 866, KK Colony, Avinashi Road, Coimbatore – 641 018. Mob: 90420 10697 Email : [md@yougotrip.com](mailto:md@yougotrip.com)

Marketing Office: 22B, Sai Street, Palaniappa Nagar, Ramanathapuram, Coimbatore – 641 045. Mob: 90420 50697

largest and most cosmopolitan city is a must for global explorers. Situated on New Zealand's North Island, Auckland, known as "Tamaki Makaurau" in Maori (the native language of New Zealand, aka "Aotearoa"), seamlessly blends majestic scenery with the hustle and bustle of city living. Overnight Stay in Auckland Hotel.

**Day 3: Full Day Trip to Auckland to Waitomo (200 Kms – 2.5hrs) Waitomo to Rotorua (150 Kms – 2hrs) & Rotorua to Auckland (230 kms – 3hrs) (Breakfast & Dinner)**

Breakfast at the Hotel. Today, you travel from Auckland via Waitomo to Rotorua. Travel south through the fertile Waikato region to arrive at Waitomo. Enjoy **The Waitomo Glowworm Caves** attraction. You will be guided through ancient caves, seeing many different cave formations, including stalactites, stalagmites and lime columns. Then board your boat for a cruise on the grotto river with thousands of **Glowworms** sparkling above you. On completion, they continue over the forested Mamaku Ranges to reach the **'Thermal City' of Rotorua**. Enjoy the Rā Guided Experience. Rotorua is the heartland of New Zealand Maori culture and visitors have the opportunity to experience the warm spirit of Te Maori. Although most of the Maori population live in the urban areas, there are about 35 maraes (meeting grounds) in the Rotorua district. Overnight stay in at Auckland Hotel.

**Day 4: Auckland to Queenstown by Flight (Breakfast & Dinner)**

Breakfast at hotel. Check out proceed to Queenstown. You can check out and leave bags with the concierge. Depending on your flight time you would be dropped at Auckland Airport for your flight to Queenstown. On Arrival at Queenstown Airport, you would be Meet & Greet by our Tour Leader & then transfer to Queenstown Hotel. Check In Time of the Queenstown Hotel is 15.00 Hrs. Evening is Free for Leisure. Overnight Stay in the Queenstown Hotel.

**Day 5: Full Day Milford Sound Tour with Cruise (Queenstown to Milford – 4 Hrs) (Breakfast & Dinner)**

Breakfast at hotel. Today, morning **06.00 Hrs** you proceed to Full Day Milford Sound Cruise Tour. Admire the rugged beauty of Milford Sound from the water on this full-day luxury coach tour with cruise from Queenstown. A New Zealand trip wouldn't be complete without seeing Milford Sound. Located on the southwest of South Island, it is in Fiordland National Park. The 16-kilometre length from the head of the fiord to the open sea is lined with sheer rock faces that soar 1,200 metres high from the water. It is often called one of the most beautiful places on Earth. But there's more to it than just an ethereal beauty, here are five amazing and interesting facts that you probably didn't know about Milford Sound: Evening return back to Queenstown. Overnight Stay in the Queenstown Hotel.

**Day 6: Queenstown to Christchurch via Mt. Cook (600kms – 7.30 hrs) (Breakfast & Dinner)**

Breakfast at a hotel. This morning you will check out your Queenstown Hotel & proceed to Christchurch via Mt. Cook. Aoraki (the Maori name for Mount Cook) is New Zealand's highest mountain at 3754 metres or 12,316 feet. Mount Cook National Park lies in the Canterbury region of the South Island of New Zealand and is home to many of New Zealand's highest mountains and largest glaciers, including its namesake. Mount Cook is spectacular at any time of year. Due to its high altitude, it is always snow-covered, so capturing images of New Zealand's tallest mountain will always be stunning. On arrival at Christchurch, check in at your hotel. Christchurch is the gateway to New Zealand's South Island. Bordered by hills and the Pacific Ocean, it is situated on the edge of the Canterbury Plains that stretch to the Southern Alps. Christchurch, known for its English heritage, is the largest city in the South Island and is known as the "Garden City" because of its many beautiful parks, gardens and tree-lined streets. Overnight Stay in the Christchurch Hotel.

**Day 7: Christchurch to Sydney by Flight (Breakfast & Dinner)**

Breakfast at hotel. You can check out and leave bags with the concierge. Depending on your flight time you would be dropped at Christchurch Airport for your flight to Sydney. On Arrival, you would be Meet & Greet by our Tour Leader & then transfer to Sydney Hotel. Check In Time of the Hotel 15.00 Hrs. Evening is Free for Leisure. Overnight Stay in the Sydney Hotel.

**Day 8: Sydney City Tour with 4 Attractions Entry (Breakfast & Dinner)**

Breakfast at a hotel. Later Proceed to Sydney City Tour. Sydney is the largest and most populous city in Australia and



**MILK WHITE HOSPITALITY SERVICES INDIA PRIVATE LIMITED**

Regd. Office: 866, KK Colony, Avinashi Road, Coimbatore – 641 018. Mob: 90420 10697 Email : [md@yougotrip.com](mailto:md@yougotrip.com)

Marketing Office: 22B, Sai Street, Palaniappa Nagar, Ramanathapuram, Coimbatore – 641 045. Mob: 90420 50697

the state capital of New South Wales. Sydney is located on Australia's south-east coast of the Tasman Sea. Inhabitants of Sydney are called Sydneysiders, comprising a cosmopolitan and international population of people from numerous places around the world. Sydney Harbor. Port Jackson is the natural harbor of Sydney. It is known for its natural environment, and as the location of the Sydney Opera House (Photo Stop) and Sydney Harbor Bridge (Photo Stop). Overnight Stay in the Sydney Hotel.

**Sydney 4 Attractions Pass:** (SEALIFE Sydney Aquarium, WILD LIFE Sydney Zoo, Madame Tussauds Sydney & Sydney Tower Eye)

**Day 9: Full Day Blue Mountain Tour – Sydney to Blue Mountain (70 Kms – 1 Hrs) (Breakfast & Dinner)**

Breakfast at the Hotel. This morning, we proceed to the **Full Day Blue Mountain Tour**. Scenic World at Katoomba in Australia's World Heritage-listed **Blue Mountains**, offers a range of experiences found nowhere else on Earth. Visit four different attractions with this one pass - which includes access to **the Scenic Skyway, Walkway, Cableway, and Railway**. We visited Katoomba – the main town of the Blue Mountains, and it's here we see the magical Katoomba Falls. Overnight Stay in the Sydney Hotel.

**Highlights:** **Ultimate Discovery Pass in Blue Mountains**

**Day 10: Sydney to Gold Coast by Flight (Breakfast & Dinner)**

Breakfast at hotel. Check out & depending on your flight time you would be dropped at Sydney Airport for your flight to Brisbane / Gold Coast. On Arrival, you would be Meet & Greet by our Driver & then transfer to Gold Coast Hotel. Check In Time of the Hotel 15.00 Hrs. Evening is Free for Leisure. Overnight Stay in the Gold Coast Hotel.

**Day 11: Full Day Tour to Sea World (Breakfast & Dinner)**

Breakfast at a hotel. Today you will proceed to the **Full Day Sea World Tour**. One of Australia's biggest marine parks, Sea World Gold Coast, is home to dolphins, rays, sharks, polar bears, and seals. The family attraction has thrilling rides, educational exhibits, and daily live shows, and it's also involved in marine life rescue and rehabilitation efforts along the Gold Coast. Overnight Stay in the Gold Coast Hotel.

**Day 12: Full Day Tour to Warner Brothers Movie World (Breakfast & Dinner)**

Breakfast at a hotel. Today you will proceed to Full Day Warner Bros. Movie World. **Warner Bros. Movie World** (more commonly referred to as Movie World) is a movie related theme park on the Gold Coast, Queensland, Australia. It is owned and operated by Village Roadshow via Village Roadshow Theme Parks since the take-over from WarnerMedia and is the only movie related park in Australia. The park contains various movie-themed rides and attractions ranging from motion simulators to roller coasters and slow river rides. In addition, famous characters also patrol the park, allowing visitors the chance to take photos with them. The characters featured in the park include Batman, Superman, Green Lantern, Austin Powers, Marilyn Monroe, Scooby-Doo and Shaggy, and various Looney Tunes characters. Overnight Stay in the Gold Coast Hotel.

**DAY 13: Gold Coast/Brisbane to Melbourne by Flight (Breakfast & Dinner)**

Breakfast at hotel. Check out of your Hotel & Proceed to **MELBOURNE**. Melbourne is the capital city of Victoria, and Australia's second-largest city. Focused around a central city, Greater Melbourne's area of approximately 9900 km<sup>2</sup> of suburbs spread more than 40 km to the south, 30 km to the east, 20 km to the north and sprawl across vast, flat basalt plains to the west. Evening Check in at Melbourne Hotel. Overnight Stay in the Melbourne Hotel.

**DAY 14: Melbourne City Tour & Philip Island Tour with Penguin Parade (150 kms – 2 Hrs Jrny) (Breakfast & Dinner)**

Breakfast at the hotel. **Melbourne** is packed with attractions, from laid back laneways and plush parks to grand libraries and museums, all wrapped up in a vibrant atmosphere. It is one of the most livable cities in the world. People from all cultures and backgrounds come to Melbourne to experience all this modern city has to offer. Noon Proceed to **Phillip Island is home to the largest Little Penguin colony in the world**. You can experience the magic of watching these amazing seabirds waddle home from the ocean to their burrows any night of the year from our viewing platforms and boardwalks. Overnight Stay in the Melbourne Hotel.

**Day 15: Full Day Great Ocean Road with 12 Apostles Tour (240 kms – 4 Hrs Journey) (Breakfast & Dinner)**

Breakfast at the hotel. Today proceeds to a **Full Day Great Ocean Road Tour**. Victoria's **Great Ocean Road** is undoubtedly one of Australia's most famous touring routes, and one of the world's most scenic coastal drives. This heritage-listed, 243-kilometer stretch of road hugs the dramatic southwest coast of Victoria from Torquay to Warrnambool, taking travelers past world-class surfing breaks, spectacular beaches and lush rainforest, and tranquil seaside towns packed with charm. Overnight Stay in the Melbourne Hotel.

**Day 16: Departure Transfer in Melbourne (Breakfast)**

Breakfast at hotel. Check out time is 10 am. You can check out and leave bags with the concierge. Depending on your flight time you would be dropped at Melbourne Airport for your flight back to India. By this we end New Zealand & Australia Tour with everlasting memories.

**TOUR ENDS with Happy Memories.**

\*\*\*\*\*

**Documents required to Process AUSTRALIA & NEW ZEALAND Visa**

*Please prepare & keep it handy the below documents for AUSTRALIA & NEW ZEALAND Visa*

DOCUMENTS REQUIRED TO PROCESS AUSTRALIA & NEW ZEALAND VISA

- a) Valid Original Passport (Old & New) with atleast 7 Months validity & 3 Blank Pages
- b) Three Company Blank Letter Heads for preparing Covering Letter
- c) Last 3 Years Personal IT Saral
- d) Last 3 Years Company IT Saral
- e) Last 6 Months Personal Bank Statement with Bank Seal & Sign in A4 Sheet only (No Passbooks)
- f) Last 6 Months Company Bank Statement with Bank Seal & Sign in A4 Sheet only (No Passbooks)
- g) Pan Card Copy
- h) Aadhar Card Copy
- i) Company Registration Copy (Ex. GST, VAT, CST, TIN, MOU for Pvt Ltd Company, License, IE Code etc) or any Government Registration Copy
- j) For Salaried: Last 6 Months Salary Certificate, NOC from Employee, Appointment Letter
- k) For Retired: Retirement Letter, Pension Slip etc
- l) PPF / DMAT Statement
- m) LIC Bonds
- n) Property Documents
- o) Fixed Deposit Certificate
- p) School Bonafide Certificate (if Children are travelling)
- q) Marriage Certificate (if recently married and if spouse name is not endorsed in the Passport)
- r) Six Passport Size Photographs as per Australia & New Zealand Visa Specification

\*\*\*\*\*

Package Cost:

- Rs.2,00,000/- + 5275 AUD - **Rs.5,00,000/- Per Person on Twin / Triple Sharing**
- Rs.2,00,000/- + 6575 AUD - **Rs.5,75,000/- Per Person on Single Sharing**
- Rs.2,00,000/- + 5000 AUD - **Rs.4,85,000/- Per child with Bed (8-11 Years)**
- Rs.2,00,000/- + 4400 AUD - **Rs.4,50,800/- Per child without Bed (2-7.9 Years)**

**5% GST & 5% TCS Apply on Package would Apply \* Tips Rs.6,000/- per Person (Payable in India)**

\*\*\*\*\*



**MILK WHITE HOSPITALITY SERVICES INDIA PRIVATE LIMITED**

Regd. Office: 866, KK Colony, Avinashi Road, Coimbatore – 641 018. Mob: 90420 10697 Email : [md@yougotrip.com](mailto:md@yougotrip.com)

Marketing Office: 22B, Sai Street, Palaniappa Nagar, Ramanathapuram, Coimbatore – 641 045. Mob: 90420 50697

## **Important Points**

**Brochure:** We take the utmost care on the accuracy of the information in our brochure. However, the matter therein is subject to change, based on changes made by our suppliers (e.g. airlines, hotels, activity providers, car hire companies, transporters etc.). We will strive to notify you of any changes brought to our knowledge and which may affect your package prior to confirming your registration with us and after that, as soon as we are notified by our contractors and suppliers. We have provided information to the best of our knowledge and will not be held responsible for any inaccuracy or variance from the brochure. Please note, we are not responsible or liable for the content, policies and services of any sites linked to or accessible via our website.

**Booking procedure:** The registration form to be filled, duly signed and submitted to us.

- A photocopy of the first & last page of the valid passport (valid for minimum of 6 months from date of return)
- Advance deposit amount: **Rs.75,000/- per person** (Rupees Seventy-Five Thousand only). [Non-Refundable]
- Duly signed terms & conditions of the package and booking.

### **Tour cost, taxes & rate of exchange**

- All prices are made up of two components – Indian Rupees and the currency of the country travelling to. However, the cost must be paid in Indian rupees only. The foreign exchange component will be converted into Indian rupees at the prevailing rate of exchange of the respective currency as on the date you make the final payment.
- The initial deposits & payments will be considered towards the Indian rupee component only.
- Additionally, a 5% GST & 5% TCS (Government Service Tax) is applicable on the entire tour cost unless specified in the inclusions. 20% TCS would apply if your International Travel Expenses crosses 7 Lakhs per annum. This GST & TCS percentage is as on date and any governmental changes to the same will be applicable to the tour cost. **TCS Declaration Letter should be given which is mandatory.**

### **Validity of the rates / airfare / taxes**

- All rates are subject to change without any prior notice.
- Cost of the tour is based on the current airfare and taxes as on the date of quotation. Any increase in airfare or taxes due to fluctuation in foreign exchange, governmental taxes, fuel surcharge etc., charged by the airline will have to be borne by the passenger and paid before or after booking of the tour and complete payment to be made definitely before the tour departure.

### **Visas (From our brochure as well as from the Europe terms & conditions)**

- Please note that the issuance or refusal of visas is at the sole discretion of the Embassy / Consulate and we, the agent, is neither involved in the process nor liable or responsible in any manner whatsoever. The Embassy / Consulate also reserve the right to ask for further documentation / personal interviews or reject the visa application. We, as the agent can only give guidance and charge for the guidance.
- The applicant clearly accepts that YouGoTrip is not responsible for any delay in the processing or granting or rejection of the visa by the Embassy / Consulate.
- Visa fees are subject to change anytime and are Non-refundable.
- All visas must be processed at least 90 days prior to your departure date. You must submit all visa documents as per requirement at a minimum 90 days prior to your travel. However, submission of documents on time does not guarantee visas or on-time availability of visas.
- All the visa documents need to be sent at least before 90 days of travel (or stipulated period) and in case of non-compliance of visa documents or late documentation, passengers are liable to pay the cancellation charges.
- Passengers confirming the tour within 45 days of travel date may face cancellation or change of departure date due to inadequate time for obtaining visas and high charges may be applicable for the same. However, YouGoTrip cannot be held responsible in case of any delay, rejection or non-issuance of visas from the Consulate and passengers are liable to pay all the additional charges occurred due to the same.
- Obtaining and granting appointments and visas on the date is solely at the discretion of Embassy / Consulate. We act only as a facilitator for obtaining visas. The Consulate may ask you or your entire family to appear personally for interview or biometrics. Any cost incurred for this must be paid by the passengers only.
- For any rejection or non-issuance of the visas, Passengers are liable to pay as per the Cancellation Policy stated above and YouGoTrip under any circumstances will not be held responsible or liable for any cancellations.
- If you are unable to travel on the tour you have booked due to any error on the part of Embassy / Consulate or incorrect visas or delayed visas, you shall have an option to travel on future tour date or change in your individual bookings. Amendment and cancellation charges as applicable and are to be borne by the passenger only.
- Your travel cost for any arrangements for travelling to Chennai / Kochi / Bangalore / Pondicherry / Delhi / Bombay or any other city for personal interview or submission is to be borne by the passenger/s only.

**Cancellation charges in case of visa rejection** The applicable visa charges along with charges incurred for the visa attempt as well as 5% GST and the charges incurred for the related services in the country for which visa refused. [Kingly refer to our Payment Policy].



**MILK WHITE HOSPITALITY SERVICES INDIA PRIVATE LIMITED**

*Regd. Office:* 866, KK Colony, Avinashi Road, Coimbatore – 641 018. Mob: 90420 10697 Email : [md@yougotrip.com](mailto:md@yougotrip.com)

*Marketing Office:* 22B, Sai Street, Palaniappa Nagar, Ramanathapuram, Coimbatore – 641 045. Mob: 90420 50697

#### Cancellations and / or amendments by passenger

**All cancellations / amendments must be received in writing to us either by email or in written form and has to be followed up by a phone call during working hours from the concerned traveler. Once received, we shall action the same in 24 to 48 Hours.**

- Amendments made after booking the tour will be treated as a new booking and will be strictly subject to availability and rates prevalent at the time of changes requested. If the same is made within cancellation period, the applicable cancellation charges will apply. Also, it is a mandatory to put such requests in writing and get a written confirmation from us. For any amendment, the company reserves right to charge Rs.5000/-per transaction on and above any additional cost /amendment charges applicable.
- If you wish to deviate your tour from the group or return to India, the same is permitted. You will have to pay Rs.5,000/- per deviation plus difference of airfare / taxes as per availability on the date you wish to travel on and no refund will be applicable on the unused services. Pre-tour deviations are not possible in group airfare. If you wish to depart prior to the group departure date, then you are required to pay the difference of individual airfare and group fare.
- Any request to change the tour date will be treated as cancellation of the last tour and will be considered as a fresh booking on the new tour. Cancellation charges will apply as stated above on the cancelled tour. New tour may have different pricing even though the itinerary may remain the same and passengers are liable to pay the new tour charges as well as cancellation charges if booked on any previous tour.
- Please note that YouGoTrip will be not liable to pay any cancellation charges / compensation / expenditure if you unable to join the tour due to any illness, court orders, non-issuance of travel documents or visas. All such expenditure has to be borne by the passengers only.

#### Minimum Participation / Tour cancellation

- Operations of group tour are subject to minimum participation of 30 adult paying passengers.
- YouGoTrip reserves the right to decide on the maximum number of passengers for a tour and passengers will have no say on the same.
- If the Tour is Scheduled with Lesser Number of Passengers, then **ADDITIONAL SURCHARGE WOULD APPLY** which would be decided & informed before Final Payment.
- Tours specified in the brochure / itinerary is subject to minimum number of participants. Groups that are below the prescribed minimum or cancelled due to any unforeseen circumstances beyond our control may be cancelled / rescheduled without assigning any reason. The company reserves the right to amend, amalgamate, alter, vary or cancel a tour without incurring the liability to pay any compensation.
- Under such circumstances of the tour cancellation, the amount paid by you will be refunded forthwith after deducting the actual Expenses incurred like airline tickets, visas, travel insurance and accommodation charges if any, and no compensation whatsoever is payable. All refunds shall be given in Indian Rupees and through cheque or bank transfers only.
- If the company decides to operate the tour with participation less than the minimum stipulated or if the participants are required to travel as "individual travelers", the company reserves right to collect additional amount if any. Persons travelling as individual travelers in such cases will not be provided certain services including that of tour manager and the client may travel in the same itinerary with some amendments such as coach, airport transfers, which are at fixed times etc.

#### Overseas Travel / Medical insurance

- Overseas Medical Insurance is mandatory for many countries.
- You are advised to discuss your insurance needs directly with insurance agent before proceeding on the tour and procure any additional cover as may be advised at your own cost.
- Please note, insurance is the subject matter of solicitation, please read the terms and conditions of the insurance document carefully before finalizing your desired insurance cover. Insurance coverage may be age related. Kindly get the complete details from the insurer.
- It is important to also note that you would have a direct contractual relationship with the insurer and YouGoTrip is only a facilitator. You shall therefore check the accuracy and the correctness of the insurance policy and in case of any error or lapse report the same to the insurer directly and get rectified by them, as YouGoTrip would not be responsible for the same.
- We request you to understand the coverage of your insurance details before obtaining and departing on your tour. All claims needs to be put up directly by the passengers with the insurer. Any approval or denial of the claims is solely at the discretion of the insurance company only and YouGoTrip will neither be held responsible nor liable nor required to give any compensation in any matter for whatsoever reason.

**Baggage 1 Check In (23 Kg), 01 Cabin (07 Kg) Baggage & 01 Small Sized Back-Pack or Hand Bag** is allowed to be carried by the Passenger. Anything more than this will not be accommodated or additional cost may incur as per supplier's policy.

#### Coach and Coach Captain

- Eating, drinking or smoking inside the coach is strictly not allowed.
- Since we are covering different/many countries by Road, compared to other destinations; in Europe journey in coach will be comparatively more.



**MILK WHITE HOSPITALITY SERVICES INDIA PRIVATE LIMITED**

*Regd. Office:* 866, KK Colony, Avinashi Road, Coimbatore – 641 018. Mob: 90420 10697 Email : [md@yougotrip.com](mailto:md@yougotrip.com)

*Marketing Office:* 22B, Sai Street, Palaniappa Nagar, Ramanathapuram, Coimbatore – 641 045. Mob: 90420 50697

- Coach Captains are bound by certain laws and restrictions are in place about drinking hours. All itineraries are planned by them. Therefore, it is absolutely essential for passengers to follow the timing strictly and punctually.
- In some coaches an emergency washroom is available. Keep in mind the high hygiene standards as it can be used only in case of severe emergency. We try to make sufficient stops to ensure the comfort of our passengers.
- For our tours we use coaches such with various seating capacity. The choice is made depending on the number of participants in the tour and we tend to use full capacity of our coach with no empty seat as far as possible.
- Wi-Fi facilities in Coach is subject to availability, we cannot give any guarantee on this.

**Tour Manager** Your co-operation with the Tour Manager is very important. Pls ensure a wonderful & memorable experience of your holiday. Pls follow Tour Manager's instructions which is very important for a successful tour of Europe. Punctuality on the tour is important for the tour success, pls abide by the Tour Manager's timings and planning of the Itinerary.

**Clothing** Warm clothing like sweaters, jackets are essential. Ideally, one must carry a set of warm clothes in your hand luggage along with the sun glasses, cap and walking shoes.

**Medicines** In case you have any prescribed medicines, please carry them on tour along with the Doctor's prescription. It's also advisable to carry basis travel medicines with you for your tour.

**Mobile Phone** Please ensure that your SIM card has International Roaming Facility with sufficient balance (We suggest to go with Airport Plan which is cheaper). You can also avail a local SIM card's or Telephone cards are every destination. (This would be expensive & time consuming, hence we suggest to go with International Roaming).

**Charger/Adapter** Please make sure to Carry a UNIVERSAL TRAVEL ADAPTER from India itself.

**Weather** A waterproof Jacket or an Umbrella is recommended as you could encounter frequent showers in Europe.

**Passports, Visa, Valuables & Safety** Passports are the most important document for any international travel. Carry it safely with you at all times. Any loss of the passport will delay your return to India and you will not be allowed to continue on the tour. All additional expenses of obtaining a new passport, travel to Indian embassy, additional hotel accommodation, etc, will be at your own expense. Please be alert and responsible for your belongings at all time on the Tour. You are requested to take care of your belongings especially in public places like Airport, Railway Station, Sightseeing Location etc., Also don't keep your belongings in the Coach when you go out for Sightseeing. We will not be responsible for the loss of your belongings.

**Currency** The Currency used in New Zealand is (NZD) & in Australia is (AUD). It's advisable to carry Credit Cards as they freely used across in New Zealand & Australia. As per RBI regulations, the maximum cash permitted to carry is US\$ 5,000 per person or equivalent. If possible, try to carry the original receipt of the same.

**Sight-seeing & Tours** It is very common to have heavy traffic or major events etc. At times, due to unforeseen circumstances, some parts of cities may not be given access to the general public. In such cases, we may have to complete the tour by walk or amend the itinerary or may not be able to do the tour, sightseeing or meal. However, we will try our best to take a way out but there will strictly be no refund for any unutilized services.

#### **Hotels**

- Hotels we provide may be in the Outskirts of the City, so it may take 1 to 2 Hours to reach the hotel after the tour
- All items provided by the hotel are accounted for. Example Towels, ash-trays, bathrobes, iron-box etc. The hotel staff takes inventory at the time of check-out.
- Items in the mini-bar are changeable to the passenger (not included in the package)
- Hotels may or may not provide gratis mineral water and / or tea-coffee making machine in the room. Policies vary from hotel to hotel and we have no control over this.
- Laundry charges are payable by the passenger (not included in the package)
- Avoid using the safe in the hotel room as high charges will be levied by the hotel in case you forget the combination number.

#### **Food & Water**

- If you are pure vegetarian, please advise us at time of booking. Our tours cater both Veg & Non-Veg food, but on request we will try to provide a Veg cuisine for you on tour. The same may be possible for dinners only and served separately. However, we do not guarantee the same.
- Normally Lunch would be served during tours either in Restaurant / Food Court / Open area & it may be Indian / Continental / Fast Food & Dinners would be served in Indian Restaurant or some time as packed food.
- Drinking water will not be provided during the tour as tap water is suitable for drinking.
- Meals don't include any water bottles, beverages, hard / soft drinks, fruits juices, etc.



### **MILK WHITE HOSPITALITY SERVICES INDIA PRIVATE LIMITED**

*Regd. Office:* 866, KK Colony, Avinashi Road, Coimbatore – 641 018. Mob: 90420 10697 Email : [md@yougotrip.com](mailto:md@yougotrip.com)

*Marketing Office:* 22B, Sai Street, Palaniappa Nagar, Ramanathapuram, Coimbatore – 641 045. Mob: 90420 50697

- At times, meals may be packed food on the tour for betterment of itinerary and convenience of our passengers.
- Please note that lunches and dinners are served in restaurants, which may be far from your hotels.
- Standard Breakfast Menu: **Bread, Butter, Jam, Cereal, Milk, Egg, Tea, Fruits, Coffee & Juice.** (Tentative Menu - inclusions may vary).
- Standard Dinner Menu: **1 Non-Veg dish, 2 Veg dish, 1 Dal, 1 Rice, 1 Indian Bread (Naan/Roti/or similar), Indian Salads, Raita or Yoghurt, Dessert & Tap Water.** (Tentative Menu - inclusions may vary).

#### **Discontinuation of the tour**

- If you are sick or ill on tour, you will be guided to medical facilities and the tour will continue on. The tour manager will continue with the group and may not be able to accompany you.
- In case of loss of passport, theft, illness, death and you are unable to continue the tour; the company is not liable to give any refund on unutilized services.
- Please note that in case of death of tourist(s) all the arrangements of the transportation of the deceased including procuring death certificate, post-mortem, repatriation of the body and all personal expenses has to be taken care by deceased's family or accompanying family or friends. Neither tour manager nor the company will be held responsible for the same.
- In case of loss of passport in any country during the course of the tour, you will have to obtain a new passport from Indian Embassy in that country and immediately return to India. You will not be allowed to continue on the tour after loss of the passport. The expenses incurred in obtaining a new passport and charges in the arrangements to return to India will have to be borne by the passenger. There will be no refund for any unutilized services.

**Right to amend itinerary** Tour once commenced, will strictly follow as per the itinerary finalized. However, in case of events and circumstances beyond our control, we reserve the right to change / amend / cancel all or parts of the contents of the itinerary for the safety and well-being of our passengers.

#### **Liabilities & Limitations**

- References to "US", "WE" and "OUR", the same shall also refer to our contractors and suppliers. The information in our brochures or website may contain inaccuracies or typographical errors for which we do not guarantee the accuracy. We disclaim all liabilities for such errors or inaccuracies of information which are subject to vary.
- We only act as agent for hotels, airlines, all other transporters and contractors providing other services and all exchange orders, receipts, contracts and tickets issued by us are issued subject to the terms & conditions under which these services are provided by them.
- All check-in & check-out timings are based on the hotel's policy. Early check-in or late check-out depends entirely on the hotels and are subject to availability of rooms.
- The hotels and itineraries are based on scheduled and planned bookings. However, we reserve the right to change / modify them in case of natural disasters, inclement weather or other circumstances beyond our control which may affect the safety and comfort of the participants.
- We shall not be held liable for delays / alterations in program / additional expenses involved directly or indirectly arising out of natural disasters, flight cancellations, political instability, inclement weather or any situations beyond our control.
- We shall not be held liable for any loss / injury / damage (either personal or property) in connection with any form of transport, accommodation provided accommodation provided directly or indirectly, due to fire, epidemics, natural disasters, political instability, riots, thefts, pilferages, or any circumstances beyond our control.
- We reserve the right to cancel / date change / amend the tour in case of any circumstance beyond our control.
- By booking your travel with us or on our website or consenting to travel with us, you are agreeing to be bound by our terms & conditions as stated herein.

**Tips:** Tips are mandatory in European Countries; **hence the amount should be handed over to us prior to departure. Rs.6,000/- per passenger**

**PAYMENT POLICY** Payments are accepted in Indian Rupees only. Payments can be made by cheque, bank transfers, demand draft, cash and credit cards. Copy of PAN Card is mandatory for any International Travel. Payments by credit card will attract 2% to 3% on the amount paid by the card over and above the tour cost.

**Tour registration: Rs.75000/- per person (Non-refundable in case of Cancellation / Visa Rejection)**

**2nd Payment: Rs.75,000/- per person (Before 60 Days of the departure date)**

**Balance & Final Payment (Before 45 Days before date of group departure)**

**5% GST & 5% TCS is applicable on Final Payable Amount**

#### **HDFC BANK DETAILS:**

Bank & Branch: **HDFC Bank Ltd., Ramanathapuram Branch, Coimbatore – 641 002**

Account name: **Milk White Hospitality Services India Pvt Ltd**

Account no.: **50200024400191**

Account type: **Current account**



**MILK WHITE HOSPITALITY SERVICES INDIA PRIVATE LIMITED**

**Regd. Office: 866, KK Colony, Avinashi Road, Coimbatore – 641 018. Mob: 90420 10697 Email : [md@yougotrip.com](mailto:md@yougotrip.com)**

**Marketing Office: 22B, Sai Street, Palaniappa Nagar, Ramanathapuram, Coimbatore – 641 045. Mob: 90420 50697**



IFSC code: **HDFC0009435**

**CANCELLATION POLICY**

- *The tour registration amount is Non-Refundable & Non-Transferrable*
- *Cancellation done in between 60 to 51 days: 20% of the Package Amount (Euro) would be deducted*
- *Cancellation done in between 50 to 40 days: 30% of the Package Amount (Euro) would be deducted*
- *Cancellation done in between 39 to 20 days: 50% of the Package Amount (Euro) would be deducted*
- *Cancellation done in between 19 to 0 days: No Refund would be given*

*Cancellation has to be informed to our office in WRITING ONLY during office hours on working days. Absolutely NO REFUND on cancellations for tours operating between 20th Dec. to 10th Jan.*

**REFUND POLICY**

- There will be no refunds on unutilized or partly utilized services.
- Due to reasons beyond our control such as strikes, heavy traffic, weather conditions etc or non-usage of services like as meals, entrance fees, sightseeing tours, hotels, cruises, optional tours, it is clearly understood that there will be no refund due to any reason whatsoever.
- Processing period for any refund (if applicable), will take minimum 30 days or the time taken per the supplier policy on whose services needs to be refunded.
- Refunds will be given in Indian Rupees and through cheque or bank transfers only into your account even if payment is done by cash.
- If refund is due in the foreign currency component, the applicable rate of exchange as prevalent on that date when refund is made will be taken into account and not the date when the payment was made.



**MILK WHITE HOSPITALITY SERVICES INDIA PRIVATE LIMITED**

*Regd. Office:* 866, KK Colony, Avinashi Road, Coimbatore – 641 018. Mob: 90420 10697 Email : [md@yougotrip.com](mailto:md@yougotrip.com)

*Marketing Office:* 22B, Sai Street, Palaniappa Nagar, Ramanathapuram, Coimbatore – 641 045. Mob: 90420 50697