

1. Booking Confirmation & Payment

1. A booking will be considered confirmed only upon receipt of the required advance payment and written confirmation from **Ecotone Tours and travels**
2. Unless otherwise specified in the quotation or booking confirmation, 50% of the total/service cost must be paid at the time of confirmation. The balance payment must be settled in full before the commencement of the tour or services.
3. Ecotone Tours and travels reserves the right to determine the advance payment required depending on the nature of the tour/services, destination, supplier terms, season, and the time remaining before commencement of the tour.
4. For booking made during peak seasons, festivals, special events or periods of high demand- full payment may be required in advance. The applicable payment terms will be communicated at the time of booking.
5. The applicable method of payment will be communicated on the confirm booking or invoice. Overseas payments may be made through/wire transfer to bank account, subject to applicable banking and foreign-exchange regulations.
6. A booking is not guaranteed until the required payment has been received and the booking has been confirmed in writing.

2. Cancellation by the Client

All cancellation request must be submitted in writing. Cancellation charges will be calculated based on the date on which the written cancellation request is received by Ecotone Tours and Travels.

Unless otherwise specified in the booking confirmation, the following cancellation and refund schedule will apply:

Cancellation Period	Refund
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45 days or more before the tour commencement date	60% of the total tour cost
30-44 days before the tour commencement date	40% of the total tour cost
15-29 days before the tour commencement date	20% of the total tour cost
Less than 15 days before the tour commencement date	No refund

The above refund percentage apply to the **total tour cost**, subject to the provisions relating to third-party services, peak-season booking, and non-refundable component set out below.

3. Peak-Season & Special-Event Bookings The standard cancellation schedule may **not apply to peak-season, festival, special-event, or other high-demand bookings.**

For such bookings, cancellation and refund terms will be determined based on the specific supplier commitments and non-refundable payments made at the time of booking. The applicable terms will be communicated to the client at the time of confirmation.

Where full or partial advance payment has been made to hotels, transport operators, airlines, railways, event organizers, guides, or other suppliers on a non-refundable basis, the amount recoverable by the client will be limited to the amount actually recovered from the relevant supplier, after applicable charges and deductions.

4. Cancellation & Refunds for Third-Party Services

Certain services included in a tour package are provided by independent third-party suppliers. Refunds for such services are subject to the respective supplier's terms and cancellation policies.

This includes, but is not limited to:

- Hotel accommodation: Refunds are subject to the hotel's cancellation and refund policy.
- Flight tickets: Refunds and cancellation charges are subject to the applicable airline's fare rules and cancellation policy.
- Train tickets: Refunds are subject to the applicable Indian Railways rules and cancellation charges.
- Transportation: Refunds are subject to the terms and cancellation policies of the relevant transport provider.
- permits, events tickets, festival passes, guides and other contracted services: Refunds are subject to the respective supplier's terms.

Ecotone Tours and travels will make reasonable efforts to obtain refunds from suppliers wherever possible. However, **Ecotone Tours & Travels cannot guarantee recovery of amounts that are non-refundable under the supplier's applicable terms.**

5. Cancellation After Commencement of the Tour

If a client cancels, interrupts, or abandons the tour after commencement, any refund will be limited to amounts that Ecotone Tours & Travels is able to recover from the relevant hotels, transport providers, and other suppliers.

No refund will ordinarily be payable for:

- Unused hotel accommodation;
- Unused transportation or chartered vehicles;

- Missed meals;
- Unused activities, permits, tickets, or excursions;
- Unused portions of the itinerary; or
- Services voluntarily discontinued or not utilized by the client.
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6. Changes in Government Charges, Taxes & Supplier Rates

Tour prices are based on the rates and taxes applicable at the time of quotation.

After a tour or services have been finalized, any increase imposed by the Government of India, State Government, local authorities, airlines, hotels, transport operators, or other service providers- including increase in:

- Monument, museum or attraction entrance fees;
- Government taxes or statutory charges;
- Fuel costs;
- Guide charges;
- Permit fees;
- Hotel rates;
- Airlines or transportation fares; or
- Other mandatory service charges

May be charged additionally to the client.

Where hotels, airlines, transport operators, or other suppliers modify their rates after the quotation has been issued, Ecotone Tours & Travels reserves the right to revise the corresponding tour/service cost accordingly, subject to applicable law and the terms communicated to the client.

7. Itinerary Changes

All itineraries provided by Ecotone Tours & Travels are intended as general schedules and may be subject to change.

Actual itineraries may be affected by factors including, but not limited to:

- Weather and climatic conditions;
- Road conditions;
- Landslides and roadblocks;
- Local restrictions or government regulations;
- Political or social disturbances;
- Flight or train delays and cancellations;
- Transportation breakdowns;
- Health or medical emergencies;
- The physical ability or condition of participants; and
- Other circumstances beyond our reasonable control.

Ecotone Tours & Travels reserves the right to modify, alter, postpone, shorten, or cancel any part of an itinerary where reasonably necessary for the **safety, security, comfort, or general well-being of the participants**, or due to circumstances beyond our reasonable control.

Where possible, reasonable alternatives will be considered; however, additional costs arising from such changes may be payable by the client unless otherwise required by applicable law.

8. Hotels, Transportation & Service Providers

Ecotone Tours & Travels acts as a travel organizer and/or intermediary in arranging accommodation, transportation, guides, permits, airlines, railways, and other travel-related services.

Services arranged through third-party providers are subject to the terms, conditions, schedules, restrictions, and limitations imposed by those providers.

Hotel check-in and check-out will ordinarily be governed by the hotel's standard check-in and check-out times unless otherwise stated in the confirmed itinerary.

Ecotone Tours & Travels will make reasonable efforts to ensure that the services booked are provided as confirmed, but shall not be responsible for changes, delays, cancellations, deficiencies, or failures attributable to independent third-party suppliers, except to the extent required by applicable law.

9. Force Majeure & Unforeseen Circumstances

Ecotone Tours & Travels shall not be responsible for delays, alterations, cancellations, additional expenses, losses, or disruptions resulting from circumstances beyond its reasonable control, including but not limited to:

- Natural disasters and acts of God;
- Earthquakes, floods, landslides, storms, lightning, fires, or extreme weather;
- Roadblocks or adverse road conditions;
- Epidemics or pandemics;
- War, terrorism, civil unrest, riots, or political disturbances;
- Strikes, labour disputes, or lockouts;
- Government orders, restrictions, or regulatory changes;
- Flight, train, or other transportation cancellations or delays;
- Mechanical or equipment failures;
- Power or electrical outages;
- Construction or maintenance activities;
- Changes in immigration, customs, medical, or other government regulations; or

- Any other circumstances that could not reasonably have been anticipated or prevented.

10. Assumption of Risk

Travel in India, particularly in the **North East, Himalayan regions, remote areas, and wildlife or jungle destinations**, may involve inherent risks, including difficult terrain, unpredictable weather, road conditions, altitude, limited medical facilities, and transportation delays.

Clients acknowledge these inherent risks and are responsible for taking reasonable precautions and following the instructions of Ecotone Tours & Travels, local guides, drivers, authorities, and service providers.

In the events of illness, injury, accident, evacuation, or any other medical emergency during the tour, the client shall be responsible for the associated medical, hospitalization, evacuation, or related expenses, except where liability cannot lawfully be excluded.

11. Travel Insurance

Ecotone Tours & Travels **does not provide travel insurance** covering accidents, illness, medical treatment, evacuation, trip cancellation, loss or theft of baggage or personal belongings, or other travel-related risks.

Clients are strongly advised to obtain **comprehensive travel insurance before commencing their journey**, including appropriate coverage for medical emergencies, trip cancellation/interruption, baggage loss, evacuation, and other risks relevant to their itinerary.

12. Personal Belongings & Baggage

All baggage, valuables, documents, electronic devices, cash, and other personal belongings remain the responsibility and risk of the client throughout the journey.

Ecotone Tours & Travels shall not be responsible for loss, theft, damage, or pilferage of personal belongings, except to the extent that liability cannot lawfully be excluded.

Clients are advised to take appropriate precautions and maintain adequate insurance coverage for their personal property.

13. Limitation of Liability

To the extent permitted by applicable law, Ecotone Tours & Travels shall not be liable for any loss, injury, damage, delay, expense, inconvenience, or disruption arising directly or indirectly from circumstances beyond its reasonable control or from the acts, omissions, defaults, or failures of independent third-party service providers.

This includes, without limitation, losses arising from accommodation, transportation, flight or train services, accidents, illness, strikes, theft, natural disasters, political or social unrest, government restrictions, epidemics, mechanical failures, or other unforeseen circumstances.

Nothing in this policy is intended to exclude or limit any liability that cannot legally be excluded or limited under applicable law.

14. Client Responsibilities

Clients are responsible for:

- Providing accurate personal and travel information;

- Obtaining all required travel documents, permits, visas, identification, and clearances;
- Complying with applicable laws, regulations, and instructions from authorities and service providers;
- Disclosing any relevant requirements that may affect the provision of services;
- Arriving at designated departure points on time; and
- Ensuring that they are medically and physically fit for the activities included in their itinerary.

Any additional costs resulting from a client's failure to meet these responsibilities may be payable by the client.

15. Complaints & Disputes

Any complaint concerning the services provided should be brought to the attention of Ecotone Tours & Travels as soon as reasonably possible during the tour so that an opportunity can be provided to address the matter.

For complaints, claims, or disputes relating to services provided or arranged by Ecotone Tours & Travels, the parties shall first attempt to resolve the matter amicably through good-faith discussions.

16. Governing Law & Jurisdiction

This policy and the services provided by Ecotone Tours & Travels shall be governed by the **laws of India**.

Subject to applicable law, any dispute, claim, or proceeding arising out of or relating to the services provided by Ecotone Tours & Travels shall be subject to the **exclusive jurisdiction of the competent courts in Nagaland, India**.

17. Acceptance of Terms

By making a booking, making payment, or commencing a tour or service arranged by Ecotone Tours & Travels, the client acknowledges that they have read, understood, and accepted the applicable **Booking, Cancellation, Refund, Liability & Jurisdiction Policy**, together with the terms specifically stated in their quotation, invoice, booking confirmation, or itinerary.

Where the specific terms of a confirmed booking differ from this general policy, the specific written terms communicated and accepted at the time of booking shall apply.