

## **BUSINESS POLICY -**

1. Mission Statement: Our mission is to provide exceptional travel experiences, tailored to meet the diverse needs and desires of our clients, while ensuring the highest standards of safety, reliability, and customer satisfaction.

2. Customer Service Policy: We are committed to delivering personalized service and attention to each client, ensuring their travel needs and preferences are met with the utmost care and professionalism. Our dedicated customer service team is available to assist clients before, during, and after their travels, addressing any inquiries, concerns, or requests promptly and efficiently.

3. Payment Policy: Payment for travel services is due in full at the time of booking, unless otherwise specified. We accept various forms of payment, including credit cards, bank transfers, and cash, in accordance with our accepted payment methods. Prices quoted are in the currency specified and are subject to change based on currency fluctuations, taxes, and fees imposed by suppliers or government authorities.

4. Privacy Policy: We respect the privacy and confidentiality of our clients' personal information and adhere to strict privacy practices in accordance with applicable laws and regulations. Client information is collected and used solely for the purpose of facilitating travel bookings and providing personalized services, and is not shared with third parties without explicit consent, except as required by law.

## **SHIPPING AND DELIVERY -**

Thank you for choosing TRAVEL INFOLINE for your travel needs. Below is our shipping and delivery policy to ensure a smooth and enjoyable booking experience:

1. Booking Confirmation: Upon successful booking and payment verification, you will receive a booking confirmation email containing your itinerary details. Please review your itinerary carefully and contact us immediately if you notice any discrepancies.

2. E-Tickets and Travel Documents: For airline tickets and other electronic travel documents, you will receive e-tickets via email within 24 hours of booking confirmation. Printed tickets or physical travel documents may be available upon request, subject to additional shipping fees.

## **TERMS AND CONDITIONS -**

1. \*Booking and Payment:\*

- All bookings are subject to availability.
- A non-refundable deposit is required at the time of booking to secure reservations.
- Full payment is due prior to the departure date unless otherwise specified.

2. \*Cancellations and Refunds:\*

- Cancellations must be made in writing and are subject to cancellation fees.
- Refunds are based on the cancellation policy of the individual travel suppliers and may vary.
- No refunds will be provided for unused services or portions of a trip once commenced.

3. \*Changes and Amendments:\*

- Changes to bookings may be subject to amendment fees.
- We will make every effort to accommodate changes, but cannot guarantee availability or pricing.

4. \*Travel Documents and Insurance:\*

- It is the responsibility of the traveler to ensure all necessary travel documents, including passports, visas, and insurance, are obtained and valid for the duration of the trip.
- We strongly recommend purchasing travel insurance to protect against unforeseen circumstances.

5. \*Health and Safety:\*

- Travelers are responsible for ensuring they are medically fit to travel and for obtaining any necessary vaccinations or medications.
- We are not liable for any health-related issues that may arise during the trip.

6. \*Responsibility and Liability:\*

- We act as agents for transportation companies, hotels, and other suppliers. We are not liable for any acts, errors, or omissions of these suppliers.
- We are not responsible for any loss, injury, or damage to persons or property, whether caused by negligence or otherwise, while participating in our tours or activities.

7. \*Force Majeure:\*

- We are not liable for any failure or delay in performing our obligations under these terms and conditions if such failure or delay is due to circumstances beyond our reasonable control, including but not limited to natural disasters, acts of terrorism, or government restrictions.

8. \*Traveler Conduct:\*

- Travelers are expected to behave in a responsible and respectful manner towards fellow travelers, staff, and local communities.
- We reserve the right to refuse service or remove travelers from a trip if their conduct is deemed to be disruptive or unsafe.