

## **BOOKING, PAYMENT PROCEDURE & AMENDED/ CANCELLATION POLICY**

### **BOOKING PROCEDURE**

For bookings the Procedure will be as follows.

1. Client's name & Contact number
2. Exact Number of Passengers travelling with the breakup of Number of Adult & Rooms Required, Extra Person Sharing the room, Child With Extra Bed, Child share Parent's Bed & Infant.
3. Arrival & Departure Date with details.
4. Before the EXPIRY OF TIME LIMIT, you are requested to deposit full amount on below account details

**Bank Details for payment deposit is as follows:**

1. Name of the Bank : **HDFC BANK,**
2. Bank Address: **COMMERCE HOUSE, 7, RACE COURSE ROAD, INDORE 452001**
3. Name of the Beneficiary: **MP Incoming**
4. Address of the Beneficiary: **Shop No. 149, Arcade Silver 56, 1st Floor, New Palasia (Near Chappan Dukan), Indore-452001**
5. Contact of the Beneficiary: **+91 731 2436620** Fax - **+91 731 4066990**
6. Email of the Beneficiary: [business@mpincoming.com](mailto:business@mpincoming.com) with a copy to [accounts@travelconnectionindia.com](mailto:accounts@travelconnectionindia.com)
7. Account Name: **MP Incoming**
8. Account No : **50200031453063**
9. Bank: **HDFC Bank**
10. Account Type : **CURRENT ACCOUNT**
11. IFSC CODE: **HDFC0001240**
12. Branch: **INDORE**
13. GST Number: **23ABIFM3102E1ZX**
14. GST State: **MADHYA PRADESH**
15. GST State Tax Code: **23**
16. PAN Number: **ABIFM3102E**

- After depositing the payments please send scan copy of the pay-in-slips on [business@mpincoming.com](mailto:business@mpincoming.com) with a copy to [accounts@travelconnectionindia.com](mailto:accounts@travelconnectionindia.com) . Further please note in case you have deposited the payment & have not acknowledged on the above ID's, the concerned / provider will Auto Release the accommodation booked on Time Limit on its expiry. In such a situation we will not hold ourselves responsible for the happening.
- All payments are subjected to realization. On realization we will acknowledge you and cutoff date for the deposit of balance payment in full.
- For those who have made part deposits will have to make the full payment before the expiry of the final cut off date into the Bank as per the details mentioned above.

- Kindly be informed that, MP incoming does not have a policy of dealing in credit. For availing the service, full & final payment has to be realised into the account before the arrival of the guest.
  - Further please note incase the Full payment is not realized into our account **10 Days** prior to arrival; the booking will be cancelled without any intimation / notice. Refund after charging cancellation, arising due to such happening will be returned through cheque / bank deposits in 7 working days.
  - On realization of final & full payment we will acknowledge with final confirmation over email. The receipt & Invoice will be sent to you through mail after completion of the tour / departure of the client.
  - In case you have deducted **TDS** (Tax Deducted at Source), we will request you to send us the **Form 16A** issued & favouring **TRAVEL CONNECTION, PAN- AWLPS7160C**, address - **Shop No. 149, Arcade Silver 56, 1st Floor, New Palasia (Near Chappan Dukan), Indore-452001, India**, contact Phone - **+91 731 2436620** Fax - **+91 731 4066990**, E-mail - [business@mpincoming.com](mailto:business@mpincoming.com) with a copy to [accounts@travelconnectionindia.com](mailto:accounts@travelconnectionindia.com)
  - On receipt of our final confirmation email, you are requested to issue, your service vouchers and send to us
1. MP incoming Emergency number for operations & Client reference are - [Ajay Saha +919826188081](tel:+919826188081), [Santosh Seni: +918989515292](tel:+918989515292) & [Atul Singh +919893055665](tel:+919893055665)

## AMENDMENT

Any amendment on a booked tour will be treated as cancellation. However, minor amendments can be made on the payment of a amendment fee of INR 2500.00 plus the actual incurred due to the amendment, which will vary from case to case.

## CANCELLATION

All cancellations are to be communicated in writing. *Cancellation policy will be applicable ON FULL TOUR PRICE (transport, hotels & other services), in spite of any Flight / Train cancellation has effected the operation of the Tours.*

### Cancelation policy

Booking Date – 26+ Days prior to the operation of the booked tour - 10% of the total tour cost / INR 2500.00 per person (whichever is higher)

25 - 15 Days prior to the operation of the booked tour	25% of total tour cost
14 - 08 Days prior to the operation of the booked tour	50% of total tour cost
07 - 04 Days prior to the operation of the booked tour	75% of total tour cost
03 - 00 Days prior to the operation of the booked tour	100% of total tour cost

## REFUND

Refund against Amendment and Cancellations will be paid directly to the source through whom the tour is booked. It would take at least 15 days to process such Refund. However, there is NO REFUND for any unutilized services example – meals, entrance fee, optional, hotel, sightseeing, transportation (surface / air). All refund made will be in INR (Indian Rupees).

## NOTE

Normal rates are not applicable in any Festive period or long weekends like Dushehra, Diwali, Christmas, and New Year & during exhibition/ big event in city.

Room categories in all packages are the base category rooms

In case we are not able to provide the same hotels / room category as mentioned, then we shall provide similar alternate hotels / room category, change in the cost if any will be advised.