

We don't live in India, how do we book my Thomas Cook Tour?

It is very easy to book a Thomas Cook tour and if you are a NRI, we have a dedicated NRI Sales team and you can contact them on Tel 91 22 66091401,02,03,04 or write to us on email nritours@in.thomascook.com and request for our brochure, Thereafter you can book your Thomas Cook tour as per below,

- 1) If you are located in **USA or Canada you may call our Toll Free Reservations line 1 866 977 8687.**
(we are available MON to FRI, 9:00am to 6:00pm East Coast Time)
- 2) Through you very own trusted travel agent. In such a case, kindly go ahead and make all payments to your travel agent, who will in turn pay us on your behalf at no additional cost.
- 3) We also have our network of Thomas Cook General Sales Agents, through whom you can book at no additional cost. Our General Sales Agents offices are located at : UAE, Bahrain, Kuwait, Oman, Qatar, Saudi Arabia, Mauritius, UK, South Africa, Kenya, Tanzania and Nigeria

How will my holiday be confirmed?

The booking procedure:-

- ◇ As soon as you decide to holiday on any of the Thomas Cook tours, you will have to fill up the Thomas Cook Holidays Booking Form. We request you to carefully please read the "Terms and Conditions" of the tour, stated behind the Booking Form.
- ◇ We provide you with a time limit of 03 working days during which we will hold your seats provisionally on any particular tour of your choice. (However please note that the above is entirely subject to availability on that particular tour)
- ◇ Along with the Booking Form, it is mandatory to enclose a non-refundable, interest free deposit amount of USD 400 per person (adult/child). This booking amount would be adjusted towards your tour cost.
- ◇ Payments in USD can be made by bank transfer to our USD account given below:
- ◇

CURRENCY	BANK NAME	BANK ADDRESS	ACCOUNT NO	SWIFT CODE
USD	Bank of America NA	100 West, 33rd Street. New York,	6550592007	BOFAUS3N
	ABA NO 026009593 .	NY 10001, USA		

Note: No Cash of Cheque to be deposited in this account

- ◇ If you are located in United States, you can also send us your personal check in favor of "**Travel Corporation India Ltd**" and, mail to our address given below:
To,
Travel Corporation India Ltd
358 Fifth Ave, Suite 1201, New York, NY 10001
- ◇ And for any other country, all the Cheques/Demand Draft to be payable either to your own travel agent or to our General Sales Agent.
- ◇ On payment of the deposit amount you will be given an official receipt from the Thomas Cook General Sales agent and you will also receive your tour booking certificate/Invoice. This booking certificate is the written confirmation of your tour. However it is not valid for travel on tour.

When will I be required to make balance payments?

You must make the balance payments towards tour cost at least 35 Days before the actual tour begins. 5 Days prior to the departure of your tour, we will be able to issue your final tour documents which will be valid for your travel on the tour. If we do not receive all the money due to us 30 days prior to the departure, your booking deposit is likely to be forfeited and you're booking stands automatically cancelled.

What important documents should I carry?**Valid Passport:**

It is your responsibility to be in possession of a passport, which is valid for six months from the date of travel.

Visas:

It is mandatory to be in possession of valid visas of the country/ies to be visited for travel on your tour. Please note that is entirely at the discretion of the concerned consulates / authorities to grant / reject your visas even after you have submitted the relevant documents Thomas Cook will not be held responsible for the same. The cost of processing these visas is not included in your tour price and you are required to pay for the same separately.

Air tickets and other tour documents:

It is your responsibility to be in possession of confirmed air tickets to travel on the tour. The cost of the same is not included in your tour price.

What Cancellation charges will be applicable, in case I wish to cancel my holiday?

If circumstances force you to cancel the tour, the cancellation must be intimated to us in writing. As per the booking conditions of the tour we are constrained to levy the following cancellation charges per person:

When a cancellation is made	Charges
35 Days or more prior to the departure date	USD 400
35 – 21 Days or more prior to the departure date	USD 600
20 – 11 Days or more prior to the departure date	USD 800
10 Days or less prior to departure of the tour or a "No Show"	Full Tour Cost

Thomas Cook reserves the right to cancel any tour prior to the departure without assigning any reason. Under such circumstances we will book you on an alternate tour date. If for any specific reason, this alternate tour date is not acceptable; all monies paid by you will be refunded. However, no compensation is payable for the above. Any additional cost or any fees relating to the issuance and / or cancellation of air tickets or other arrangements not done through Thomas Cook will not be treated as Thomas Cook's responsibility.

Can I make changes to my booking?

In case you wish to transfer from one tour to another 45 days prior to the departure, it will be treated as cancellation on that tour thereby attracting the cancellation charges as stated and a fresh booking on another.

Is Medical Insurance required?

Yes. It is extremely important that you purchase an Overseas Travel Insurance Policy to cover against any possible risks such as damage, loss or accident, injury to life or property while on tour. If any such situation arises on the tour, this policy will enable our Tour Manager to handle it with comparative ease, thereby ensuring you a safe and tension-free holiday.

What refund, if any is due to me?

Refunds (if any) for amendments and/or cancellations will be paid directly to you by the concerned Thomas Cook General Sales Agents through whom you have forwarded your payment to us. It would

take at least 30 days to process refunds. There is no refund payable for any unutilized services (e.g. meals, entrance fees, optional tours, hotels, sightseeing, etc) The company is not liable for any payments due to difference in the exchange rates.

Do I have to pay tips / gratuities on the tour ?

Yes, tipping is mandatory and as per our policy our Tour Manager will make an announcement on Day 1 of the tour and amount will be collected in advance by him which you have to pay in CASH mode only. And to simplify the process, Tour Manager will be paying tips on behalf of the entire group.

Kindly note, tipping is something that is expected of anyone providing you service, for example: Coach Drivers, Porters in USA, etc and since your coach driver spends a large part of the day driving you safely, loads and unloads your baggage onto the coach, it is mandatory to tip him a nominal amount as mentioned in our brochure.

Your Suggestions:

If you have suggestions, which you might want to share with us, do write in to us at the address: Customer Service Cell, Thomas Cook (India) Ltd, or email us at service.quality@in.thomascook.com and we will endeavor to incorporate the same