

IMPORTANT GUIDELINES AND POLICIES:

- **Guests must MANDATORILY submit their correct weights at the time of booking.** If any change in weight found at the time of their travel, from the submitted weights, which may lead to exceeding of our aircraft weight carrying capacity, guest(s) would be deboarded and cancelled for the heli-tour, without any refund
- **Overweight charges would be charged to guests who are above 80 kg weight.** The reason for the same is that, we operate at very high-altitude terrain, where the weight carrying capacity of the aircraft is only 450 kg. Hence, due to overweight passengers, we lose seats in our Chardham flights. Overweight charges are applicable at INR 1,000/kg, for the total weight above 80 kg.
- Weighing at the time of boarding the helicopter is a must, since the company shall not allow boarding in case the total weight exceeds the weight limitation of the helicopter. And, due to the same reason, in case of more than 01 available aircraft, we reserve the right to shuffle passengers between helicopters to manage the right weight of helicopters for safe flying in the hills. Therefore, passengers travelling together may not be in the same helicopter flight.
- Aviation operator has it's own crew at all the four Dhams. For any help, guidance or assistance, guests are free to reach out to them
- When planning the Heli Chardham Yatra, we strongly advise the guests to keep one additional day at hand at Dehradun, over and above the 5N/6D period, so that they do not end up in problem in case the weather gets very bad after the commencement of tour, which may lead to extension of their tour
- AADHAR & PAN Card copies are to be shared mandatorily by all Indians, and passport is required in case of foreign nationals
- Network connectivity at Harsil and Badrinath ji is very poor. BSNL and Jio are the main telecom service providers, that work in these regions at times. It is most likely, that guests would be cut-off from the outside world during their stay at Harsil and Badrinath ji. However, our crew shall be with the guests for any assistance required at both the Dhams
- Guests would not be allowed to carry their suitcases/luggage in the aircraft. Duffel bags would be provided by our crew on the day of arrival to all guests, in which they'll will be allowed to carry up to 05 kg of luggage along with them during the tour.
- Hotel properties at all the Dhams are non-star category. However, company has arranged the stay at the most reliable and best options out of the available choices
- Maha Abhishek Puja confirmation needs to be provided by guests at the time of booking. Payment for the same shall be collected by our crew at Dehradun, so that we can arrange the Puja for the guests prior to their arrival at Badrinath ji

- Company provides 01 Innova vehicle at Dehradun and Harsil, and 01 Xylo/TUV300 at Sersi and Badrinath for local transportation. **01 vehicle is booked for a group of 06 people.** In case any guest or group wishes to book personal vehicle for themselves, on non-sharing basis, it shall be extra chargeable @ INR 12,000 (tax inclusive). Any other vehicle type or make that is requested by clients, would also be chargeable additionally
 - **HOTELS TO BE USED:**
 - ❖ DEHRADUN: Hotel Madhuban (Club Rooms), or Similar (EP basis – Meals can be included at an additional cost)
 - ❖ KHARSALI: Kalindi Hill Top, or Similar (AP basis)
 - ❖ HARSIL: Harsil Retreat (Super Deluxe Cottages), or Similar (AP basis)
 - ❖ SERSI: Ghughuti Resort, or Similar. (AP basis)
 - ❖ BADRINATH: Hotel Snowcrest, or Similar (AP basis)
 - Hotels and rooms are subject to sudden change at times, due to unavoidable circumstances
 - Rooms are booked on double and triple sharing basis only
 - **If any guest requires a single occupancy room, it shall be extra chargeable @ INR 30,000/person** (inclusive of taxes)
 - Company shall provide accommodation at the above-mentioned locations only. Accommodation at any other hotel, apart from the above-mentioned ones, shall be done by company subject to availability of rooms and at an additional cost for the same
 - All temples in Chardham sector are located at a high altitude, & guests are advised to carry their own medication with them during travel. Guests are also advised to carry heavy woollen clothing with them, since during evenings & nights the temperature drops drastically
 - Flying in hills is subject to weather conditions. And, regarding our Chardham operations, we would like to bring to your kind attention, that cancellations and other inconveniences due to weather is very much likely, since weather is extremely unpredictable in the hills. Hence, guests should come prepared to face the eventualities in case of weather problems. In case of bad weather, we shall operate as per our policy mentioned in the 'Terms and Conditions' and 'Important Guidelines and Information' section
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TERMS & CONDITIONS

- Flying in hills are subject to many factors like delayed clearances from Air Force & Civil Aviation, VVIP movements, valley flying by Indian Air Force (NOTAM), bad weather, sudden occurrence of technical snag in helicopter, illness of flying crew or late reporting of the guests at the helipads

- Company shall not be liable for any medical emergency on the ground to the party. Therefore, in your own interest, guests are hereby advised to kindly consult a doctor and get medical check-up done, before commencing the yatra. Medical check-up is mainly required if a guest has any medical suffering/condition
- Any donations, tips, pitthu and porter charges shall be borne by the guests only
- Passengers travelling together may not travel in the same helicopter flight, as we may have to shuffle passengers in helicopter flights to manage the total weight of the aircraft
- Company reserves the right to cancel passengers, who are unruly, abusive, intoxicated, sick, mentally unbalanced or anyone else whom we deem to be unfit/unsafe to fly. No refund shall be done to such passenger(s)
- Guests are required to mandatorily pay the excess charges, whatever applicable as per our 'IMPORTANT GUIDELINES AND INFORMATION SECTION' before the commencement of tour. Passengers would not be allowed to board or commence the tour, without paying the full and final payable amount
- **CARRIAGE BY AIR ACT, 1972**
The carriage is subject to Himalayan Heli Services regulations relating to the conditions of Non-International Carriage (Passenger and Baggage) framed in accordance with The Carriage by Air Act, 1972 and Notification regarding application of the carriage which is non-international. The liability of the company for damage sustained in the event of the death or wounding of a passenger or any other bodily injury suffered by passenger or by his registered baggage during the course of carriage by air will be governed by the provisions of sections 4,5,6 and the rules contained in the second Schedule of Carriage by Air Act 1972 with certain exceptions, adaptations, modifications, etc as notified in the Govt. of India, Ministry of Civil Aviation Notification and as amended from time to time.
- **NO AERIAL PHOTOPGRAPHY**
Aerial Photography from Helicopter is illegal and punishable by law and photography at the helipad is strictly prohibited
- **INFANTS**
Infant below 2 years/12kg are carried free of charge. In case of verification of age, ID proof/birth certificate of the child shall be checked
- **HAND BAGGAGE ALLOWANCE**
Only one handbag weighing a maximum of 5 kgs is allowed per passenger
- **HELICOPTER WEIGHT LIMTATION**
Passengers would be taken on board depending up on the load and temperature conditions. Pilots call will be final. Maximum weight capacity of the helicopter is 450 kg (excluding baggage weight) at these destinations. All passengers on board must be within this limit. Hence, passengers are advised to

provide us their exact weights at the time of booking and carry baggage within the permissible limit. Any deviation in weight, leading the exceeding of our weight carrying capacity will lead to cancellation of tour without any refund

- **DISPUTES**

Disputes as to legality, interpretation, application or performance of service or any of its terms and conditions shall be governed by the laws of Delhi Jurisdiction

- **PAYMENT TERMS**

The booking has to be done in advance with a deposit of 100% of the charter amount. Full amount has to be deposited at the time of booking.

- **RESCHEDULING OF BOOKING**

Rescheduling your travel date to any future or prior date, will be done subject to availability and on payment of 10% of the total charter cost. This will be permitted only if informed at least 07 days before arrival date. In case the rescheduling is requested in less than 07 days prior to the arrival, then the booking would be treated as cancelled and a fresh booking will be given subject to availability

- **CANCELLATION/REFUND POLICY:** If passengers wish to cancel their booking then they will have to pay following cancellation charges –

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Within 10 - 60 days before Journey	50% of total package cost
Between 0 – 10 days before Journey	No refund/ 100% package cost

Re-scheduling of booking to a next date will be done as per subject to availability and on payment of 10% of the total package cost

- **Bad weather Refunds:**

- Charter Cost: 25% of total charter base price per unutilized sector, minus INR 10,000 per person toward the flight preparation and ground arrangement charges
- Additional Services: Deduction of any additional services provided at any of the Dhams during the stay of the guests will be deducted over and above the refundable Charter Cost
- Refund against any unutilized service would not be calculated separately and be added to the refundable amount. Company pays retention charges to all the vendors at each of the Dham, in case of non-usage of services

- **BAD WEATHER/FORCE MAJEURE SITUATIONS POLICIES:**

- Where bad weather, technical snags or any force majeure reason beyond aviation company's control may results in the delay/ cancellation of the flights. The aviation company will not be liable in any way for the cancelled or delayed flight. However, refund will be given to clients as per our refunds policy. Any kind of inconvenience caused because of cancellation of flights is beyond the control of the operator. No compensation or reimbursement for accommodation, transportation,

meals or any other travel expenses done by the guests shall be offered in the event of cancellation of a flight

- New Chardham passenger(s) scheduled for departure from Dehradun on any respective travel date, shall be our top priority, over the back-log passenger(s) at Dehradun of previous days(s)
- Our obligation toward this tour is up to the 4N/5D period of your Chardham yatra. Under no circumstances, company shall increase the 4N/5D period for the guests, since we have daily fixed departure bookings every day, hence carry forward of passengers will not be possible. In the mentioned period, company shall try to cover maximum Dhams for the guests that is possible, subject to weather conditions and other operational barriers
- Dehradun night stay is only a complimentary stay provided by us. The actual flying commences from day 02 of the tour
- In case for 5 straight days there is no flying due to bad weather/technical/force majeure reasons, guests will be refunded full refund toward the charter, minus the flight preparation charges (as per the cancellation/refunds policy)
- We shall try to cover the maximum Dhams possible for the guests, in their 4N/5D tour period, in case weather disturbances arise. And, for the unutilized Chardham sectors, guests would be given refund by company as per our refunds policy
- Additional night halt charges shall be payable by the guests to hotel on direct payment basis, who continue to stay in the hotel accommodation arranged by Aviation in Dehradun and Badrinath ji during the bad weather day halts
- Company shall not operate at Harsil after 1200 hrs, under any circumstance, due to turbulent wind conditions
- In case weather disturbance remains there for most part of the morning, we shall plan the flights in the best possible way, subject to the remaining time-at-hand during the day, the operational restrictions and the weather forecast/conditions on the respective date. Planning of flights is as per the sole discretion of Aviation crew
- Company shall solely decide the planning of flights for the Chardham groups, since we have to cater for multiple number of groups, that are stranded at each Dham in case of Bad weather/Force Majeure situation
- Any additional ferry flights, apart from the above-mentioned policies, shall not be borne by Company. If any passenger(s) require ferry flights to be operated for them, it shall be borne by the party @ INR 90,000/hr (excluding 18% GST)

- In regards to the guests stranded at Kharsali/ Harsil/ Kedarnath/ Badrinath, if any group requests to cancel their tour on their own desire and come down before their scheduled return date, the arrangement of vehicle for their return journey by road shall be done by company, however, cost for the same shall be borne by the guests on direct payment basis
- Due to any unforeseen circumstances, if the number of nights will increase then the cost will increase in all variables like transportation, accommodation etc. Guests have to bear the extra charges
- Any increase in government levied taxes/royalties after the confirmation of booking, would be extra chargeable to the guests. Payment of such increase in government levy is mandatory before the commencement of tour
- Bookings will be accepted, only on acceptance of the above-mentioned terms and conditions by the guests. In case of bookings through a tour operator/travel agent, the same shall be applicable