

PAW'DVENTURE

Terms & Conditions

The following terms and conditions are binding on all persons who opt for “outing” with Travowlet Adventure Tours, Mumbai (hereinafter referred to as “Travowlet”).

You are requested to kindly read all the terms and conditions thoroughly and carefully. Any booking made in respect of any outing shall be subject to the terms and conditions stated herein.

PERSONAL DOCUMENTATION

- You are required to submit copies of any two ID proofs (Voter ID / PAN Card / Aadhaar Card / Driving License / Passport) and a passport-sized photograph. The said copies have to be submitted seven days prior to the date of the outing's commencement.
- If you fail to provide these documents or if we find any discrepancies in the documents provided regarding their correctness, we reserve the right to cancel your booking and/or terminate your right to remain present at the outing with immediate effect. In the event of cancellation, the terms and conditions regarding cancellation shall apply.

PERSONAL HEALTH REQUIREMENTS

- You are required to submit a medical certificate issued by your doctor (General Physician/MBBS) seven days before the date of the outing or the commencement thereof. The said certificate has to be duly signed and stamped by your doctor and has to be on your doctor's letterhead with such doctor's registration details.
- If you have any history of previous medical conditions or allergies, they need to be mentioned in your doctor's medical certificate along with any medical prescription that may be necessary for the treatment/management of such conditions.

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PERSONAL HEALTH REQUIREMENTS

- People with Diabetes Mellitus, Bronchial Asthma, Epilepsy, heart problems, high blood pressure, liver and kidney issues, and other similar serious health ailments are required to carry their necessary medication and brief the relevant Travowlet representative about the use of the same in case of an emergency before the outing commences. However, it shall remain your duty to ensure you consume your medications on time and in the manner prescribed by the doctor during the outing.
- Travowlet reserves the right (without obligation) to ask you to undergo medical tests for any condition or ailment if it deems it necessary before departure or at any time during the outing.
- Travowlet reserves the right to cancel your participation if your age, health, and fitness are deemed not suitable for the outing.
- Travowlet is not responsible for any medical emergency or mishap that you may suffer during the course of the outing.

PET DOCUMENTATION AND HEALTH REQUIREMENTS

- Your pet is required to have a municipal registration certificate and a health certificate (dated a week prior to departure) issued by a qualified veterinarian doctor on their letterhead. The health certificate should clearly certify that your pet is fit and healthy to undertake travel and outdoor exposure and activities. You are also required to submit vaccination / immunization records including rabies vaccination. Other documents may be requested if and when required based on local regulations.
- The said documents have to be submitted to Travowlet a week prior to the date of the outing's commencement. All documents must be in English unless otherwise specified.

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PET DOCUMENTATION AND HEALTH REQUIREMENTS

- Travowlet reserves the right (without obligation) to ask for your pet to undergo medical tests for any condition or ailment if it deems it necessary before departure or at any time during the outing.
- In case your pet has any medical conditions or food allergies, you are expected to disclose the same to the Travowlet team seven days prior to the commencement of the outing. Any special accommodations in this regard, which include but are not limited to food, shall be charged separately.
- You are required to carry any necessary medication that your pet needs / may need during the course of the outing and brief the relevant Travowlet representative about the use of the same in case of an emergency before the outing commences.
- You are also required to carry sufficient portions of your pet's regular food (dry food like kibble or packaged wet food) in the event that they suffer unforeseen food-related discomforts during the outing. Notwithstanding, it shall be the endeavor of Travowlet to ensure the highest quality of food is available at all times for your pet.
- Travowlet reserves the right to cancel your participation if your pet's age, health, behavior, and/or fitness are deemed not suitable for the outing.

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PET SAFETY REQUIREMENTS

- At all times, your pet and their safety are your responsibility. You are expected to ensure that your pet is either in close proximity to you or is safe and secure within your visual range.
- For the duration of the outing, you are expected to carry a durable harness, comfortable muzzle, and a durable leash with a high-quality and comfortable collar for your pet at all times. If circumstances require, Travowlet may call upon you to put on a leash or muzzle on your pet. Compliance with such requests shall be mandatory to ensure the safety of your pet, as well as for the safety of other persons / pets.
- You are expected to carry out any and all instructions provided by Travowlet and/or its team members in relation to pet safety. In case of non-compliance, Travowlet reserves the right to terminate your right to remain present at the outing with immediate effect.
- You are required to attend the pet socialization sessions that shall be organized by Travowlet and/or its team members in relation to pet safety and familiarity with other members / pets, prior to the commencement of the outing. In case of non-attendance, Travowlet reserves the right to cancel your booking, and a refund, if any, shall be subject to the cancellation policy.
- You shall be solely responsible for any liability in the event that your pet attacks any person or any other pet during the course of the outing. Travowlet shall not be responsible for any liability in the event that there is any mishap or accident involving any pets or humans. The owner shall assume all the risks of injury, sickness, or death of the pet during the course of the outing.

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BOOKING AND PAYMENT

- Booking shall be on a first come first serve basis. All bookings are subject to the sole discretion of Travowlet.
- You are required to disclose the number of persons and pets joining you on the trip at the time of booking. Costs are calculated on a per person and per pet basis.
- No additional pet shall be allowed to accompany you during the outing without a prior and valid booking in their name.
- Each pet is required to be accompanied by a pet owner/person responsible for their well-being. No person shall be allowed to join the outing in violation of the “one pet per person” rule. Travowlet may relax this rule at its sole discretion.
- Please note that pregnant pets are not eligible for any outing and thus, any booking involving pregnant pets is liable to be rejected or cancelled as the case may be.
- Your booking will be confirmed only after 50% of the entire amount due towards the booking is paid in advance. The proof of payment is to be communicated in the manner and form that may be prescribed and communicated to you by Travowlet.
- You are required to pay the entire amount due towards your booking at least 8 weeks prior to the date of the outing's commencement. In the event that you fail to do so, your booking shall stand cancelled and you shall not be eligible for a refund.
- All prices quoted are inclusive of government taxes.
- Unless otherwise specified, the transport, hotel, and catering services listed in the itinerary, as well as the organization of the trip, are included in the price.
- Please note that after the finalization of the outing cost, if there are any hikes in accommodation costs, travel costs, fuel costs, or other charges, the same would be charged as extra.

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BOOKING AND PAYMENT

- Travowlet reserves the right, at its sole discretion, to refuse any booking for any reason. Some situations that may result in your booking being refused include limitations on service available for a particular area, inaccuracies or errors in service or pricing information, or problems that may be identified by our team. We may also require additional verifications or information before accepting any booking. We will contact you if your booking is to be refused or if additional information is required to accept your booking.

TRAVEL AND STAY

- All persons are expected to compulsorily comply with the rules and regulations framed/notified by the Indian Railways and/or any other travel partners that Travowlet may engage with from time to time.
- You must report to the railway station at least ____ hours before the expected time of departure.
- Hotel rooms shall be allotted on a first come first serve basis. Accommodations in terms of room allocations etc., if any, are subject to the consent of other participants/guests.
- You are expected to comply with the rules and regulations framed/notified by the hotel and/or stay/accommodation partners. Any damage to property is payable by you at actual, including any fine/penalty that may be applicable.
- You are required to clean up after your pet at all times in compliance with local and municipal laws / regulations as well as the rules and regulations of our travel and accommodation partners.

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TRAVEL AND STAY

- You alone are responsible for the safety of your belongings during the course of the outing. Travowlet shall not be liable for any loss of or damage to your belongings or property.
- We do not have any insurance policy covering the expenses for accidents, sickness, loss due to theft, or any other reasons. You are advised to seek such insurance arrangements for yourself and your pet if you so deem fit.
- All itineraries are sample itineraries, intended to give you a general idea of the likely outing schedule. Numerous factors such as weather, road conditions, the physical ability of the participants, etc. may dictate itinerary changes either before the outing or in the course of the outing. Travowlet reserves the right to change any schedule in the interest of the trip participants' safety, comfort & general well-being.
- If the outing must be delayed or the itinerary must be changed due to bad weather, road conditions, transportation delays, government intervention, airline schedules, sickness, or other contingency for which Travowlet or its agents cannot make provision, the cost of delays and/or other changes are the responsibility of the participant.

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BEHAVIOR

- You are responsible for your behavior, as well as the behavior of all members of your party/group during the course of the outing. Aggressive or offensive behavior towards any of our team members or any other guests, including central and on-site team members, is unacceptable. Travowlet may refuse to honor your booking or ask you or any member of your party/group to leave immediately.
- On-site behavior should not be excessive, noisy, or disruptive, especially at night. Offensive, unlawful, or illegal behavior will not be tolerated and may be reported to law enforcement authorities. No refunds or compensation will be given in these circumstances, and Travowlet reserves the right not to accept any future bookings from you or any member of your party/group.

DRUG POLICY

- We actively discourage the consumption of alcohol and smoking during the outing. Any personal consumption of alcohol or smoking is subject to relevant central / state / municipal laws, rules, and regulations, as well as other rules and regulations framed by our location, accommodation, and logistics partners which include but are not limited to hotels and travel companies that Travowlet may have partnered with.
- Consumption of alcohol or tobacco/smoking by minors and/or those under the legally stipulated permissible age is strictly prohibited. The use of narcotics, psychotropic substances, and other illegal/banned drugs and substances is also strictly prohibited.

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DRUG POLICY

- Travowlet has a zero-tolerance policy when it comes to violations of laws related to the consumption of regulated or prohibited substances. Any person found in violation of clauses ____ and ____ shall have their right to remain present at the outing terminated with immediate effect and shall also be reported to the relevant law enforcement authorities.

DISPUTES

- Any dispute or controversy arising out of or in connection with any transaction involving Travowlet as a party, or arising out of the present Terms and Conditions, shall be settled exclusively by arbitration, which shall be conducted before a single arbitrator in accordance with the Arbitration and Conciliation Act, 1996.
- The arbitrator shall be appointed by mutual consent between the parties and the expense of such arbitration (including the fees of the arbitrator) shall be borne by the parties equally. The seat and venue of the arbitration shall be Mumbai, India. The laws of Maharashtra and India, as may be the case, shall apply.
- The courts and tribunals of Mumbai shall have exclusive jurisdiction over all proceedings, including but not limited to appeals arising out of such arbitration, as well as over non-arbitrable disputes arising out of the present Terms and Conditions.

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WAIVER

- If for whatever reason Travowlet agrees to waive a particular provision of the present Terms and Conditions, the same shall not be construed as a waiver of any preceding or succeeding breach of any provision.

SURVIVAL

- Every provision of these Terms and Conditions shall be considered as applicable and surviving even if for any other reason one or other of the provisions is held to be inapplicable or unenforceable in any circumstances.

MISCELLANEOUS

- Travowlet reserves the right to decline, or accept, any individual as an outing member for any reason whatsoever.
- Travowlet holds the right to change, modify, add, or remove any of the Terms and Conditions without prior notice.
- These Terms and Conditions of booking supersede all previous editions.

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CANCELLATION POLICY

- Up to 50% of the advance paid (excluding costs of railway booking) will be refunded, provided that the cancellation is requested no later than 60 days prior to the date of the outing's commencement. No request for refund shall be entertained if the cancellation is requested within the 60 days prior to the date of the outing's commencement.
- There shall be no refund for money paid towards booking railway tickets. Refund for money paid towards booking other travel and stay is subject to the travel/accommodation partner's cancellation policy, if any.
- Any amount paid towards a booking is non-transferable and cannot be carried forward and/or adjusted towards a future booking.
- There shall be no refund or compensation whatsoever for unutilized services. This general rule applies to all kinds of non-utilization or under- utilization of services, whether as a matter of your choice or caused by your fault, or compelled by circumstances such as ill-health, weather, external factors, unforeseeable circumstances, etc.
- There shall be no refund or compensation in the event that the outing or a part thereof is cancelled due to bad weather, road conditions, transportation delays, government intervention, airline schedules, or any other contingency which is beyond the control of Travowlet or its agents.
- Travowlet reserves the right, at its sole discretion, to cancel any booking for any reason. Some situations that may result in your booking being cancelled include limitations on service available for a particular area, inaccuracies or errors in service or pricing information, or other problems identified by our team. We may also require additional verifications or information to process your booking. We will contact you if your booking is to be cancelled or if additional information is required to process your booking.

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