

TERMS & CONDITIONS

This Web site/Application is offered to you, the agent, conditioned on your acceptance without modification of the terms, conditions, and notices contained herein. Your use of this Web site constitutes your agreement to all such terms, conditions, and notices.

TRADEMARKS

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EXTERNAL LINKS

External links may be provided for your convenience, but they are beyond the control of the website owner and no representation is made as to their content. Use or reliance on any external links and the content thereon provided is at your own risk.

WARRANTIES

The website owner makes no warranties, representations, statements or guarantees (whether express, implied in law or residual) regarding the website.

RATES

All prices quoted are confidential & subject to revision without notice. Riya Holidays reserves the right to pass on any increases in rates caused by the changes in local, state or federal taxes. At times, due to high occupancy, hotels may not apply contracted rates. In such instances, other rates will be quoted. When using any part of this website in any publication, notification in writing is necessary and Riya Holidays must be provided with copies of this publication.

Any items not included in the price that you have already paid i.e. mini-bar, gym usage, laundry, telephone, parking etc. will be subject to an additional fee paid by you. Hotels may ask for a credit card imprint or cash deposit at time of check-in to cover for incidentals. This amount may vary from hotel to hotel.

Hotel 'Package' rates must be sold with any other service to the client as part of a package. These rates must not be displayed or shared individually. Supplier may ask for proof of inclusions within 30 days after the booking is made.

Hotels may charge a mandatory meal surcharge on festive periods e.g. Christmas, New Year's Eve etc. All additional charges (including mandatory meal surcharges) need to be paid directly at the hotel (Unless paid in advance at the time of booking and mentioned on the voucher).

In some countries, city taxes, Resort Fee or bed taxes are payable directly at the hotel and are not included in your booking price.

Service Tax, KKC & SBC are not included in the given price and is applicable as per the services.

COMMISSION/DISCOUNT

All the given prices are Nett and non-commissionable, unless or otherwise mentioned with the service.

ST, KKC & SBC will be additional on net payable amount as per Govt. policies.

In case of cancellation of any service, commission/discount will be reversed while processing the refund. I.e. In case of any cancellation, agent/client is not entitled of any commission/discount.

Service tax will be applicable on the cancellation amount.

ACCOMMODATION

Hotel accommodation is generally on "run-of-house" basis unless or otherwise mentioned. However, in the event hotel accommodation in the requested hotel is not available, every effort will be made for an alternate and will be advised accordingly.

Triple room can be a combination of 3 individual beds, or 1 Double bed with 1 extra bed. Few hotels provide mattress instead of extra bed.

TRAVEL DOCUMENTS

We will require passport copies of all passengers for International bookings.

Some hotels may require you to furnish a valid photo-id of all passengers and address proof at the time of check-in.

Travelers should consult their travel agent for travel documentation and disclosure requirements.

Travelers are solely responsible for obtaining valid travel documents and information pertaining to laws and customs of their destination.

The hotel reserves the right of admission. Accommodation can be denied to guests posing as a couple if suitable proof of identification is not presented at check-in. Agent will not be responsible for any check-in denied by the hotel due to the aforesaid reason

Riya Holidays is not responsible for any charges, fees or penalties that subsequently may be imposed by any government agency or for charges incurred due to incomplete or incorrect travel documents.

RATINGS

Ratings are included for general information. The ratings do not necessarily reflect the same evaluation as ratings by other organizations. Agent or clients should verify the same before processing the booking.

CHILD POLICY

Child policy varies from each hotel to hotel. At the time of booking, the number of children accompanying parents should be specified along with their age to avoid any embarrassing situation at the time of check-in.

If extra bed is required for the child, an extra bed or a triple or quad room should be booked.

HOTEL CHECK-IN & CHECK-OUT

Check-in or check-out time varies from hotel to hotel. Normal check-in time on day of arrival is 1400 - 1500 hours. If arriving by any an early morning flight and room needed on arrival, the room should be reserved from the previous night. The general check-out time on the day of departure is 1100 - 1200 hours. If you intend to early check-in or late check-out, please note that the hotel is entitled to charge additional charges and is subject to availability.

COMMENTS/COMPLAINTS

Any complaints with regards to the rooms, amenities, air-conditioning etc. should be brought to the notice of the hotel reception first.

It is imperative that any issue with regards to the booking or check-in must be made known to the respective Riya Holidays representatives without any delay so that appropriate action can be taken. Any complaint must be sent to us through email with proper details in order to check with the suppliers or hotels.

PAYMENTS

Pre-payment for all services should be made to “Riya Holidays Pvt. Ltd.” through Cheque / Cash deposit / Bank transfer / Payment Gateway / Payment link.

CANCELLATION POLICY

Cancellation deadline will be shown at the time of confirmation for each booking. Due to supplier/ Hotel policies it is necessary to charge cancellation fees. Please ensure that your clients have suitable insurance policies to cover these charges. Any amendment or cancellation of a reservation within the deadline will attract amendment / cancellation fee, which could range from a minimum of one night accommodation to forfeiture of full charges depending on the service being amended /released. For no-shows, 100% cancellation charges will apply. There may be some administrative charges applicable for certain cancellations, as per cancellation policy.

For packages and miscellaneous services, different cancellation policies apply. Riya Holidays system will notify you on this along with the confirmation of each booking.

REFUNDS

Requests for refund should be made in writing within 7 days after the scheduled completion of the services. Refund requests for curtailed stays cannot be processed unless provided with documentary evidence from the Supplier/ Hotel. All refund requests are subject to obtaining a refund approval from our suppliers and no refunds can be given without this approval. The supplier reserves the right to process and whether or not to approve the refund request and if necessary charge an administrative fee. No refunds can be processed for partially utilized services and no-shows. We may take at least 14 working days to process refunds from the date of approval.

Your bank may debit its own separate charges from refunds made to your credit card or bank account.

A credit note will be issued for any refund.

RESPONSIBILITY

It is understood that, Riya Holidays acts as agent only for all services covered hereby. Further Riya Holidays or its suppliers shall not be responsible for any loss, injury or damage resulting from acts of God, dangers, fire, breakdown of machinery, equipment or vehicles, acts of government authority, wars, civil disturbances, riots, thefts, pilferage, epidemics, quarantines or any delays or changes including any extra expense which the passenger may incur as a result of any of the foregoing causes. Further, Riya Holidays does not operate nor own or control any means of transportation, sightseeing and accommodation and therefore cannot assume any liability in case of injury loss, damage, delay or accident, delay or irregularity which may be caused by defect in any vehicle or for any reason whatsoever, or through acts or default of any supplier or company or person engaged in carrying out the arrangements. Travel documents, including visas, as well as compliance with customs regulations, are the responsibility of the clients. Riya Holidays will not be responsible for costs incurred by passengers not having proper documents, passports or visas.

ACCURACY

Although every effort has been made to ensure the accuracy of the information we cannot accept responsibility for any errors or omissions and reserve the right to vary, amend or cancel any of the arrangements featured in this website should we find such alterations necessary. We will of course do our best to inform you of changes, but prices may be subject to change without notice as well as ownership. The details and information included in the website are subject to change and all liability for loss, disappointment, negligence or other damage caused by this is hereby excluded.

CONFLICT OF TERMS

If there is a conflict or contradiction between the provisions of these website terms and conditions and any other relevant terms and conditions, policies or notices, the other relevant terms and conditions, policies or notices which relate specifically to a particular section or module of the website shall prevail in respect of your use of the relevant section or module of the website.