

# KERALA CONNECTIONS

TAILOR – MADE HOLIDAYS TO KERALA & SOUTH INDIA

## TARIFF 2011 / 2012 SEASON

**This tariff is for the season starting 1 October 2011 through to 30 September 2012**

- The prices below are **per person** based on two people travelling together and sharing a double/twin room.
- Please note that our **prices do not include the costs of international flights** to and from the destination. Airfares are on request and we will try to find you the best fares available for your dates.
- Prices for single occupancy, more than two people travelling together, adaptations to the suggested tours and tailor-made tours on request.
- The prices given are for the **high season**. During the peak season prices will be higher; during the summer they will be lower. Each hotel or hotel group has slightly different seasons, which is why we have not given any dates. The peak season is from mid December to mid January and some hotels maintain these prices until the end of February. Most hotels reduce their prices during the monsoon (May to July). We will calculate the exact cost of your holiday based on your actual dates.
- If you are on holiday over Christmas and/or New Year you must be prepared to join in (and pay for) any entertainment that may be arranged by the hotel.
- Our prices include transfers in a chauffeur driven air-conditioned car.
- The busiest seasons in Kerala and South India are Christmas/New Year and February. The busiest periods for the airlines are Christmas/New Year, Easter and July/August – if you wish to take your holiday during these times it is necessary to book very early.

<b>SUGGESTED TOURS</b> (number of nights in brackets)	<b>Per Person Prices from...</b>
<b>CLASSIC KERALA (14)</b>	
- Economy	£998
- Homestay	£1,016
- Mid Range	£1,196
- Boutique	£1,980
- Top Quality	£2,086
- Luxury	£2,310
<b>TEMPLES &amp; BACKWATERS (14)</b>	
- Economy	£1,498
- Mid Range	£1,796
- Top Quality	£2,224
<b>COFFEE AND CULTURE (14)</b>	
- Mid Range	£1,898
- Top Range	£2,446
<b>SPECIAL INTEREST TOURS</b>	
- Wildlife Adventure (16)	£2,122
- Culinary Tour of Kerala (16)	£1,956
<b>NORTH &amp; SOUTH INDIA TOUR</b>	
- Golden Triangle & Kerala (14)	£1,886

<b>RESPONSIBLE TRAVEL TOURS</b> (number of nights in brackets)	<b>Per Person Prices from...</b>
<b>KERALA LUXURY HOLIDAY (14)</b>	£1,828
<b>KERALA HOMESTAY TOUR (14)</b>	£1,156
<b>KERALA BUDGET HOLIDAY (14)</b>	£994
<b>KERALA HOUSEBOAT CRUISE (6)</b>	£598
<b>THE ELEMENTS OF KERALA (7)</b>	
- Air	£1,036
- Earth	£812
- Fire	£888
- Water	£940
<b>TAMIL NADU HOLIDAY (14)</b>	£1,836
<b>KARNATAKA HOLIDAY (14)</b>	£1,968
<b>TRADITIONS &amp; TRAILS (14)</b>	£2,250
<b>NAVIGATE THE NILGIRIS (10)</b>	£1,248
<b>SOUTH INDIA BY RAIL (18)</b>	£1,812
<b>GOLDEN CHARIOT TRAIN TOURS</b>	
- Mysore, Hampi & Goa (14)	£3,754
- Tamil Nadu, Kerala & Beach (14)	£3,936
<b>KERALA &amp; SRI LANKA - Economy (14)</b>	£1,472
<b>KERALA &amp; SRI LANKA - Top (14)</b>	£2,275

For detailed tour itineraries please contact us.



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## BOOKING YOUR HOLIDAY

Booking a holiday with us is very easy. You can select one of our suggested tours, make adaptations to one of these tours, devise your own itinerary or tell us your requirements and interests and we will create a tour for you. It is usually sensible for us to check the flight availability first and provisionally hold seats if possible. This will give us exact dates as well as the starting and finishing points. We can then check the hotel availability.

Once everything is in place and you have agreed the quoted price we will send you an invoice. We usually ask for a deposit of 25% for the ground arrangements with the balance payable ten weeks before departure. We will advise you about the airfare payment. Please note that the best airfares generally have the greatest number of restrictions ie provisional seats can not be held for very long, full payment is required at the time of booking and once confirmed it may not be possible to make any changes and if you cancel there will be no refund. If you require non-restricted tickets you must expect to pay a higher fare and you must inform us at the time of booking.

## VISAS

An Indian Visa must be obtained before departure and you are responsible for obtaining this. We supply all our customers with detailed advice about the application process. For more information go to <http://in.vfsglobal.co.uk>

## FINANCIAL SECURITY

Kerala Connections is a member of AITO (Association of Independent Tour Operators) so financial security is assured for all UK customers. For more information visit [www.aito.co.uk](http://www.aito.co.uk)

## ATOL

When you buy an ATOL protected air package or flight from us you will receive a confirmation invoice confirming your arrangements and your protection under our Air Travel Organiser's Licence number (6462). In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking. For further information visit the ATOL website at [www.atol.org.uk](http://www.atol.org.uk)

## Total Payment Protection (topp) Policy cover

In compliance with the UK Package Travel, Package Holidays and Package Tours Regulations 1992 an insurance policy has been arranged with Travel & General Insurance Company plc, authorised and regulated by the Financial Services Authority, to protect customers' prepayments in the unlikely event of our financial failure and paid in respect of:

- non-flight inclusive packages commencing and returning to the UK
- the ground handling aspects of packages where the customer is responsible for arranging travel to the destination
- all our direct sales in order to comply with our AITO membership

offered in this brochure (subject to the terms of the insurance policy), for:

- a refund of such prepayments if customers have not yet travelled, or
- making arrangements to enable the holiday to continue if customers have already travelled

Customers' prepayments are protected by a topp policy. In the unlikely event of financial failure please contact the claims helpline on 0870 0137 965. A copy of the policy is available on request.

## TRAVEL INSURANCE

India is a long haul destination and therefore you must ensure that you have adequate travel insurance. At the time of booking we will ask you to provide us with your insurance details and at least one emergency contact. We will not accept bookings from customers who are unable to provide these details. We do not sell travel insurance but there is a link on our website to Worldwide Travel Insurance who offer a wide range of travel insurance products.

## CANCELLATION CHARGES

If you wish to cancel your holiday please advise us in writing as soon as possible. If you cancel more than ten weeks before your departure date then you lose your deposit only. If your written cancellation is received less than ten weeks [70 days] before the departure date the following charges will apply:

69 - 31 days 75% of your costs  
30 - 0 days 100% of your costs

If your cancellation is due to circumstances beyond your control you should be able to claim through your travel insurance policy. Remember to keep your insurance company informed of all circumstances that could affect your decision to proceed with your holiday. This may mean giving them health information about a family member who is not travelling with you but who could cause you to cancel your holiday if they became ill shortly before or during your holiday.

Kerala Connections makes the safety of its clients its highest priority, is continually monitoring local conditions, and may modify or cancel tours for this reason. We would not recommend customers visit an area that the UK FCO (Foreign and Commonwealth Office) is advising against. If circumstances change between the time of your booking and your departure date and the FCO are advising against travel to the area you plan to visit and this advice is still current 10 days or less before departure, then Kerala Connections will credit all moneys paid towards a subsequent booking to be taken within 24 months of the initial departure date. Where the

client has initially booked contrary to the recommendations of the FCO and subsequently decides to cancel, our normal cancellation conditions will apply.

## SURCHARGES

We hope that we will not be put in the position whereby we have to make a surcharge on our holidays but the current financial climate and devaluation of Sterling against other currencies (including the Indian Rupee) means that we may be forced to do so. Therefore please accept our quote as the price that we hope to be able to maintain based on current conditions. We will absorb any increase up to 2% but anything more than this we will have to pass on.

## CHANGES

If you need to change your plans we will do our best to accommodate your request. Obviously the more notice we have of the changes the more likely it is that we will be able to help you. Depending on the amount of work involved we maintain the right to make a handling charge. Expect to pay at least £25 per person per alteration. The charges are payable even if we are not successful in making the change. There may be circumstances beyond our control that mean that changes have to be made to your holiday at short notice – such circumstances usually include, but are not limited to - war, threat of war, airport closure, flight cancellation or schedule change, epidemic, natural or manmade (eg nuclear) disaster, terrorist activity, civil unrest, industrial dispute (strike), bad weather (actual or threatened) change to FCO advice. In these circumstances we cannot pay any compensation, reimburse expenses or cover losses for any amount or otherwise accept responsibility.

## COMPLAINTS

Kerala Connections, our suppliers and their staff will make every effort to ensure your holiday is enjoyable. However, if you are not satisfied and have a complaint you should immediately advise the supplier concerned. If the problem cannot be resolved, Kerala Connections must be informed immediately ie before you return home. If, after contacting us, your problem is still not resolved and you remain dissatisfied you must inform the supplier in writing - ask for their Complaints Book. Tell them that you remain dissatisfied and that you intend to submit a formal complaint to Kerala Connections. Your written complaint must be registered with Kerala Connections within seven days of completing your tour even if you have not returned home. We will not accept liability for any complaint that was not notified to both the supplier and Kerala Connections in writing at the relevant time.

## THE TRAVEL FOUNDATION

Kerala Connections supports the work of this organisation and hopes that its customers will do so too. A voluntary donation of £1 per booking is added to all invoices. For further information visit [www.thetravelfoundation.org.uk](http://www.thetravelfoundation.org.uk)