

GUIDELINES / TERMS & CONDITIONS

Chardham / Do Dham / Ek Dham Heli-tours are booked as per desired departure date ex-Dehradun however, passengers are advised to arrive one day prior to the yatra date in order to be on time and get all briefing done the prior journey. A complimentary one-night stay with Dinner at Dehradun is provided on the arrival date and the helicopter tour commences on day 02 from Dehradun. We even strongly advise pilgrims to keep one reserve day after the completion of the yatra in order to cater for any lost day during the yatra owing to bad weather etc.

Flight Timings

This is a daily fixed departure helicopter tour and all departure timings for each destination are pre-planned. Therefore, passengers must ensure to leave the hotel as per the scheduled estimated time of departure each day of the tour, or else the delayed or No show shall be treated as cancelled without any refund.

Helicopter & VIP Restrictions

Helicopters flying pilgrims in the Chardham sector are mainly single-engine machines and the maximum seating capacity is 06 passengers + 01 pilot. Single-engine helicopters are debarred from flying the following VIP as per DGCA SOP (Standard Operating Procedures).

- Speaker Lok Sabha
- Dy. Chairperson Rajya Sabha
- Central Ministers of Cabinet Rank Governors of State
- CJI Supreme Court
- Chief Ministers of State
- State Ministers of Cabinet Rank
- SPG Protected - Z category only.

Helicopter Weight Limitation

The maximum weight capacity of the helicopter is 450 kgs (excluding baggage weight). Passengers are taken on board depending upon the load, weather, temperature conditions, etc and the pilot's call shall be final. The total weight of all passengers on board must be within this limit. Hence, passengers are required to provide us with their exact weights with heavy clothes at the time of booking in order to shuffle passengers between helicopters to maintain the right weight of the helicopter for safe flying.

Baggage Allowances

Only one baggage weighing a maximum of 5 kg is allowed per passenger. Guests are not permitted to carry suitcases or any other bags in the helicopter due to size constraints of boot space in a helicopter. Therefore, only duffle/handbags are to be carried on the tour. In view of helicopters' limited weight-carrying capacity, operators reserve the right to shuffle passengers between helicopters to manage the right weight for safe flying in the hills. Therefore, passengers traveling together may not be accommodated in the same helicopter flight at times on way to the same destination

Flight Safety & Discipline

The operator reserves the legal right to deboard passengers, who are unruly, abusive, intoxicated, sick, mentally unfit, or whose boarding is deemed unsafe for the flight. No refund shall be applicable to the such passenger(s).

Extra Weight

- Perfect load factor is always maintained by helicopters while flying over mountains for safety reasons and is more adhered to commercial flying. 75 kgs /- per passenger is the prescribed average weight of a passenger along with their handbags while flying within a group of 06 or fewer. Although any passenger beyond 75 kg can be flown by paying extra weight charges and taking up the tour.
- We confirm the full helicopter booking only after receiving weights from passengers and by maintaining the weight below 450 kgs per helicopter. Rs. 3000/- per kg shall be charged for any extra weight beyond 450 kg including handbags before boarding.
- We shall enforce deboarding of passenger/s without any refund if actual weight exceeds much beyond the weights conveyed during booking or shall be allowed boarding after paying applicable extra weight charges. In such excess weight scenarios, the final call shall be of the helicopter pilot.

Note

Guests are strongly advised to disclose the accurate body weight with clothes/shoes/ handbags on at the time of booking and any major variation might lead to the unfortunate deboarding of such passenger without any refund. The Pilot & the operation crew of the aviation crew shall have the final call on the same.

Single Person Supplement

The pilgrims are charged per seat basis on a double/twin accommodation sharing basis at all destinations and the separate single occupancy room if any, shall be chargeable @ **INR 35,000/- per person for Chardham 4 Nights / 5 Days (Tax Inclusive) & @ INR 15,000/- per Person for Do Dham 3 Nights / 4 Days (tax inclusive)** over & above the package cost.

Infant / Senior Citizen Policy

Children below **02 years** are treated as infants and are accommodated free of charge along with guardians. For verification of the age of the child, **ID proof/birth certificate shall be checked before boarding. Children above 02 years flying by helicopters are considered adults as per DGCA SOP** and are thus charged at par with an adult. Moreover, there are no provisions for any discount for senior citizens.

Hotels/Charges

Hotels at all destinations except Dehradun are non-star category but are the best available as of date with all amenities including **Western Commode, cozy mattresses & hot running water**. The package includes the accommodation in twin/double sharing & meals (**Non-Onion Non-Garlic**) only for the **nights mentioned** in the final itinerary and any extension beyond the same due to any reason whatsoever, shall be chargeable to the guests on an actual/ direct basis by the hotel.

Land Transfers

Land transfers at Dehradun & Gangotri are by **Innova**, whereas suitable **local cabs** are used in Sersi/Phata/Guptkashi (Helicopter bases of Kedarnath) & Badrinath.

Identity Card

Carrying of **Aadhar card** is a must for an Indian, whereas a **passport** shall be necessary in the case of foreign nationals &NRI.

Mobile Network

Network connectivity at Harshil & Badrinath is poor and **BSNL & Jio** are the main telecom services active in the region.

Medication

All temples in the Chardham sector are located at a high altitude of about **10,000 feet** and thus the passengers are advised to consult their doctor before commencing the journey and not to forget to carry their personal medication as prescribed. However, the Government of Uttarakhand shall be operating local medical centers' at Chardham Circuit to attend to any medical emergencies.

Clothing

Guests are advised to carry **heavy woolen** because the temperature drops drastically during the night. There are no set guidelines for clothing to be worn within temple premises but the formal clothing should be comfortable & trekking-friendly.

COVID Travel Guidelines

COVID-19 protocols shall be followed by the passengers and the operator as well as per prevailing government guidelines. Boarding can be denied to the passengers **without refund** if found not adhering to the same.

Payment Terms

30% of the tour package shall be paid in advance to get confirmation of the booking by official mail and Appx **70%** is to be paid **30 days prior** to the yatra date. **The full payment is to be made 15 days prior to the date of yatra ex-Dehradun (or any other helicopter base). Any delay in payment on the due date shall invite the cancellation of the booking without any refund.** Passengers shall not be permitted to board or commence the tour unless full & final payment of the tour is made on the due dates.

Cancellation and Refund Policy

Any moment after booking with an advance:	30% cancellation and 70% refund of total tour cost.
30 days or fewer prior to travel date :	70% Cancellation and 30% refund of total tour cost.
15 days or fewer prior to the travel date:	100% Cancellation and No refund of total tour cost.
No show or after commencement of the tour :	100% Cancellation and No refund of total tour cost.

Note

The cancellation and refund policies are drafted after having carefully catered to the different policies of all aviation companies operating Chardham helicopter tours within Uttarakhand. The cancellation fee is charged to compensate for the loss of seats and revenue due to sudden cancellations resulting in **empty or throw-away cost-priced seats** on the entire tour. Full refund minus **15% of the tour cost** (Services and flight management charges) shall only be applicable if the entire tour gets cancelled due to bad weather/International/ National / State emergencies or force majeure reasons.

Rescheduling

Request for replacing passenger or rescheduling the booking shall be entertained subject to suitability of body weight and the availability of seats but only after payment of 20% extra of the tour cost. No refund shall be applicable if the request for rescheduling/replacing is not processed owing to different reasons within 24 Hrs from its first official notification and the pilgrims don't wish to fly on previously reserved dates with original passengers.

Cancellation - COVID-19 / National - State Emergency

In case passenger(s) test COVID positive or the yatra gets terminated by the government or any National or State emergency is imposed, there shall be no refunds applicable beyond the refund policies mentioned above. However, passengers shall be provided with a credit voucher against the amount (Applicable refund minus service and flight management charges @ **15% of total cost**), which shall remain valid for one year from its issuance, and can be utilized against any other helicopter tours or charter services by the passengers or any of their friends/relatives.

Bad Weather & Force Majeure Disclaimer

- Safe flying in hills is subject to many Force Majeure factors like bad weather, delayed Air Traffic Clearances / Permissions, VVIP movements, valley flying by Indian Air Force (NOTAM), a sudden occurrence of technical snag in aircraft, illness to flying crew or even delayed reporting by the passengers at the helipads. Therefore, passengers must be prepared to face any eventuality in such scenarios and cooperate with the crew & operator.
- In case of postponement or cancellation of flight owing to factors mentioned above, the operator & crew shall reserve the sole right to plan a new itinerary keeping in the mind the safety of the machine & passengers. The guests shall be applicable for a due refund for the unutilized services as per the refund/cancellation policy in such circumstances.
- The new arrivals at Dehradun shall have priority over the layover passengers and they shall fly as scheduled, however, the layover passengers shall have options either to continue with the original tour on the next available date, shift to any other tour being operated or cancel the tour completely adhering cancellation/ refund policy.
- In case guests cannot visit any Dham due to bad weather, the company shall refund proportionate money considering the missed services and helicopter journey. The applicable amount would be refunded through the banking network and that would take some time.

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 **Dehrdaun Jurisdiction**.