TERMS & CONDITIONS

Thank you for choosing Escape Out Planner. We are committed to providing you with a safe, comfortable, and memorable travel experience. Kindly read the following Terms & Conditions carefully before confirming your booking.

1. Booking & Payment Policy

A. A minimum advance payment of 30% of the total tour cost is mandatory to confirm the booking.

B. The remaining 70% balance payment must be completed within 2 hours of hotel check-in.

C. Failure to complete the balance payment within the specified time may result in the interruption, modification, or cancellation of services. Escape Out Planner shall not be held responsible for any inconvenience arising from non-payment.

2. Hotel Stay & Room Policy

A. Standard hotel check-in time is 12:00 PM.

B. Standard hotel check-out time is 10:00 AM.

C. A maximum of three guests may stay in one room, subject to the hotel's policy and room category.

D. Most hotels and homestays included in our packages are not pet-friendly.

E. Room heaters are generally not included in the package and may be available at an additional charge of approximately ₹500–₹1,000 per night, depending on the property.

F. Extra mattresses or beds are chargeable and subject to availability.

G. Any additional hotel services availed by guests must be paid directly to the hotel at the time of use.

3. Cancellation & Rescheduling Policy

A. Same-day cancellation is not permitted.

B. If a booking is cancelled 7–10 days before the travel date, a cancellation charge of 50% of the total booking amount shall apply.

C. If a booking is cancelled 15–30 days before the travel date, approximately 12%–15% of the total tour cost shall be deducted as cancellation charges, depending on the destination, hotel, and season.

D. The remaining eligible advance amount may be adjusted against a future booking made within 20–24 months from the original travel date.

E. The new booking must be of a similar value, with a minimum tour cost equal to at least 90% of the

original package value.

4. Hotel / Homestay Change Policy

A. Due to seasonal rush, operational requirements, weather conditions, government regulations, or other unforeseen circumstances, the confirmed hotel or homestay may need to be changed.

B. In such cases, similar-category or upgraded accommodation will be provided wherever possible.

C. Guests will be informed of any such changes in advance whenever feasible.

5. Responsibility & Liability

A. Escape Out Planner shall provide all services as promised in the confirmed itinerary and booking voucher, subject to these Terms & Conditions.

B. While every reasonable effort will be made to ensure a smooth and enjoyable journey, Escape Out Planner shall not be held liable for:

i. Road accidents or unforeseen incidents during travel.

ii. Loss, theft, or damage of personal belongings.

iii. Illness, injury, or medical emergencies involving guests.

iv. Disputes arising from traffic violations, rash driving, personal conflicts with drivers, or issues involving third parties.

C. In the event of any legal or safety concern, guests are advised to contact the nearest police station or appropriate authority.

6. Weather, Natural Events & Government Restrictions

A. Sightseeing schedules are subject to weather conditions, road conditions, permit availability, government orders, strikes, natural disasters, and local administrative regulations.

B. If any sightseeing activity cannot be conducted due to such circumstances, no refund or compensation shall be applicable.

C. Guests are requested to cooperate with and accept reasonable itinerary modifications made in the interest of safety and operational feasibility.

D. Non-Refundable Permits, Entry Fees & Advance Bookings

Any permits, entry tickets, wildlife permits, vehicle permits, ropeway tickets, train tickets, flight tickets, hotel reservations, or other advance bookings made on behalf of the guest may be non-refundable as per the respective service provider's cancellation policy. In such cases, the applicable non-refundable amount shall be deducted from any eligible refund, adjustment, or rescheduling request.

7. Emergency Evacuation & Transportation Cost Adjustment Policy

7A. Transportation Cost Adjustment Policy

A. Transportation costs included in the package are calculated based on prevailing fuel prices, road conditions, permits, and transportation regulations at the time of booking.

B. Due to seasonal demand, fuel price fluctuations, road closures, landslides, traffic restrictions, no-entry regulations, permit-related issues, or other unforeseen circumstances, vehicles may be required to operate through alternative routes or incur additional operational expenses.

C. In such situations, any additional charges arising from extra distance travelled, route diversions, waiting time, permits, parking fees, or other transport-related expenses shall be borne by the guest and paid directly to the driver or transport provider during the journey.

D. Escape Out Planner will make every effort to inform guests in advance whenever possible; however, such additional costs are beyond our control and are therefore not included in the original package price.

E. No refund or compensation shall be applicable for any increase in transportation costs resulting from circumstances beyond the control of Escape Out Planner.

7B. Emergency Evacuation Policy

A. In the event of a natural disaster, landslide, road closure, political unrest, government directive, or any emergency requiring immediate evacuation to the plains, the cost of additional transportation, including special vehicles, rescue arrangements, or helicopter services, shall be borne entirely by the guest.

B. Guests acknowledge that emergency transportation costs may be significantly higher than normal operating rates.

7C. Driver Stay, Meal Charges & Sightseeing Timing Policy

A. In certain offbeat destinations and selected regions of West Bengal and Sikkim, the driver may be required to stay overnight at or near the guest's accommodation in order to operate the vehicle for the next day's sightseeing or onward journey. In such cases, driver meal and/or accommodation charges may apply.

B. The driver meal charge generally ranges between ₹200–₹500 per day, depending on the destination, season, and local arrangements. These charges are not included in the package cost unless specifically mentioned in the booking confirmation.

C. Applicable charges must be paid directly by the guest to the hotel, homestay, driver, or local service provider at the destination, as instructed. Escape Out Planner shall not be responsible for any variation in such charges imposed by accommodation providers or local authorities.

D. Guests are requested to note that, for safety reasons and considering mountain road conditions, weather conditions, visibility, local regulations, and operational feasibility, sightseeing activities are generally conducted up to approximately 3:30 PM–4:00 PM each day.

E. Sightseeing requests beyond the above-mentioned time may not be possible and shall remain subject to driver availability, road conditions, weather, local restrictions, and safety considerations. Any additional sightseeing beyond standard operating hours may attract extra vehicle charges, wherever applicable.

F. The driver reserves the right to discontinue sightseeing or return to the hotel/accommodation after the designated sightseeing hours if continuing the journey may compromise passenger safety or violate local transportation regulations.

8. Our Commitment

A. At Escape Out Planner, our responsibility is to ensure that you enjoy your journey safely and

comfortably and reach your destination and return point with dignity and care.

B. Our team remains available to assist you throughout your trip whenever reasonably possible.

Declaration

By confirming your booking and making the advance payment, you acknowledge that you have read,

understood, and agreed to all the above Terms & Conditions.

Escape Out Planner

Travel with Confidence, Explore with Comfort.