ACME VOYAGES PRIVATE LIMITED

(Company recognised by the Department of Tourism – Government of India)
Licence No. 5.TT.II(95)/96-ITO
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General and Special Terms and Conditions of Sale

These terms govern the services sold by Acme Voyages Pvt. Ltd. By confirming their booking, the Customer acknowledges that they have read, understood and accepted all the terms below.

1. Purpose and Scope

The General and Special Terms and Conditions of Sale apply to all services offered by Acme Voyages:

- Individual or group travel
- Stays and tours
- Car hire
- Organisation of activities, excursions and events
- Hotel bookings and tourism services

They apply to all bookings made through our website www.acmetours.com, by email or with our teams. Some services are provided by local partners, whose own terms may apply.

2. Booking and Acceptance

A travel request (“Booking”) is confirmed only after:

- Receipt of the signed travel contract
- Payment of a deposit of at least 30% (or payment in full if departure is less than 35 days away)

The Booking becomes final only once Acme Voyages sends written confirmation.

The Customer warrants that they have the legal capacity to enter into the contract.

3. Prices and Payment

Prices are quoted in EUR, USD or INR. The price includes only the services listed in the trip description.

The following are excluded unless otherwise stated:

- International flights
- Personal expenses
- Visas, vaccinations and insurance
- Optional excursions
- Drinks (except in all-inclusive packages)

Payment terms:

- 30% deposit at the time of booking
- Balance due 35 days before departure
- Payment by bank transfer or by card plus a service fee

Prices may be revised due to exchange rates or fuel costs up to 15 days before departure.

4. Cancellation or Changes by the Customer

All requests must be submitted in writing to ck@acmetours.com.

Cancellation charges (days before departure):

- More than 45 days — €500 per person
- 45 to 31 days — 25%
- 30 to 21 days — 40%
- 20 to 15 days — 60%
- 14 to 8 days — 75%
- 7 days or fewer — 100%

Any major change (date, hotel or destination) is treated as a cancellation. Unused services will not be refunded.

5. Cancellation or Changes by Acme Voyages

If the trip cannot go ahead for reasons of safety, force majeure or availability, Acme Voyages will offer an alternative.

No compensation is payable for events beyond our control.

6. Air Transport

The airlines' conditions of carriage apply. The Customer must:

- Hold valid travel documents
- Confirm their return flight
- Comply with cabin and checked baggage rules

Acme Voyages cannot be held liable for delays, denied boarding or lost baggage.

7. Accommodation and Stay

- Rooms are available from 2 p.m. and must be vacated before noon.
- Hotel ratings are based on local standards.
- Hotels, itineraries or activities may change due to safety, weather or local celebrations.

Room types:

- Single, double, twin and triple (extra bed).

Meal plans:

- Half board — breakfast and one meal
- Full board — all meals
- All-inclusive — services listed in the trip description

8. Travel Requirements

The Customer is responsible for checking that they have:

- A valid passport
- The necessary visas
- Any mandatory vaccinations

Minors must have their own travel documents and, where applicable, parental authorisation.

No refund will be given if the Customer cannot travel because they lack valid documents.

9. Travel Documents

Travel documents (joining instructions and vouchers) are sent by email. They must be printed and presented when using the services (accommodation, activities and transfers).

10. Force Majeure

Acme Voyages cannot be held liable in the event of unforeseeable and unavoidable circumstances such as strikes, riots, administrative decisions, natural disasters or public health restrictions.

11. Complaints

Any incident must be reported immediately to our local team. If it is not reported, no subsequent complaint can be processed. Complaints may be submitted by email within 30 days of return.

12. Governing Law

These Terms are governed by Indian law. Any dispute falls within the jurisdiction of the competent courts in India.

13. Intellectual Property

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