



# PALACE ON WHEELS

(Authorised by R.T.D.C)

Govt. of Rajasthan (INDIA)



RAJASTHAN

The Incredible State of India !





## Annexure – Tariff/Fare for season 2024-25 (ending in April 2025)



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Category	Sept. 2024 & April 2025 (Per Night)	Oct. 2024 to March 2025 (Per Night)	December 2024 (Per Night)
Presidential Suite (Per Cabin)	USD 3223	USD 3510	USD 3894
Super Deluxe (Per Cabin)	USD 2629	USD 2748	USD 2972
Single Occupancy (Per Pax)	USD 1328	USD 1501	USD 1696
Double Occupancy (Per Pax)	USD 864	USD 976	USD 1103

Category	Sept. 2024 & April 2025 (Per Night)	Oct. 2024 to March 2025 (Per Night)	December 2024 (Per Night)
Presidential Suite (Per Cabin)	INR 2,67,509	INR 2,91,330	INR 3,23,202
Super Deluxe (Per Cabin)	INR 2,18,207	INR 2,28,084	INR 2,46,676
Single Occupancy (Per Pax)	INR 1,10,224	INR 1,24,583	INR 1,40,768
Double Occupancy (Per Pax)	INR 71,712	INR 81,008	INR 91,549

### Terms & Conditions:-

#### 1. Booking & Payment Procedure-

- 25% of the ticket value against advance at the time of booking along with the list of guests/Pax and their passport scanned soft copies.
- Balance payment 60 days prior to the departure date.
- In case of bookings made within 60 days prior to departure date then 100% payment shall be deposited to the authorised O&M operator along with the booking details.
- The rate of exchange prevailing on the date of transaction would be applicable as per the RBI.
- GST as applicable shall be charged extra.
- Tariff for the children aging up to 5 years will not be charged.
- Tariff for the children aging above 5 years but less than 12 years shall charge @50%.
- One cabin has occupancy of 2 Pax only.
- The Tariff in Indian currency is fixed for the guests having valid Indian Nationality proof i.e., Valid Indian passport & OCI card holders (valid proof for the same need to be submitted at the time of booking in case of any variance in the documents than Dollar rate would be applicable).

## **2. Cancellation Rules for Deduction of amount-**

- 10% of ticket value shall be deducted on cancellation between 120 to 90 days before the travel date.
- 25% of ticket value shall be deducted on cancellation between 89 to 60 days before the travel date.
- 50% of the ticket value shall be deducted on cancellation around 59 to 30 days before the travel date.
- No refund shall be admissible in case the booking is cancelled within 29 days before the departure date.
- On cancellation of booking Suo-moto by Operator 100% of the fund deposited (without any kind of charges/claims) will be refunded.
- However, Operator will not be liable for any refund or compensation for any services such as pre/post accommodation, airline tickets, and excursions etc. that have been booked by the guest and/or their Travel Agent.
- Operator, under information to RTDC reserves the right to cancel the tour/trips at any given point of time to whatsoever reasons, 100% of received amount will be refunded in such cases.
- Operator will review and apprise the agents of such instances 60 days prior to departure in case of low occupancy.
- Operator has the right to decide the same between 45 days to 30 days of the departure and officially inform the agents or individuals of such bookings.
- The minimum occupancy defined is of 50% to run the operations, that is 17 cabins

## **3. Booking by GSAs/Travel Agents & Commission Structure**

- For GSAs - In order to motivate the GSA/Travel Agents to provide business on POW performance-based incentive will be available on achieving benchmark booking of 100 seats in a season can be dealt on case-to-case basis. These incentives shall be applicable only upon receipt of 100% payment for the booking ticket amount received by Operator. A separate MOU to be signed between with Operator as per their T&C.
- For Non - GSAs/Travel Agents 12% commission (inclusive of all statutory taxes & other dues) only upon receipt of 100% payment for the booking ticket amount received by Operator.
- Any Travel Agents giving bookings of more than 50 Pax in a season for POW shall be entitled to become a GSA subject to fulfilments of other criterion.
- All other statutory compliance such as payment of Service Tax, TDS or any applicable liability etc. has to be complied/cleared by the GSA/Agents.
- The 70% of total seats will be available for bulk booking for GSAs/Travel Agents. Rest 30% seats shall be reserved for individual direct online booking. In case of full booking of reserved seats for a category then seat shall be opened for other rest categories or vice-versa in a tour.
- Empanelment of GSAs with operator is mandatory.

## **4. Direct Individual/Online Booking and discount structure**

- Direct Individual/Online booking on RTDC Operator website is also available for POW. Payment for such bookings shall be charged as per policy.
- A special offer shall be admissible to each guest on direct individual/online booking. Vouchers of 20\$ per day per pax will be provided, which are non-transferable and limited to daily utilization in same tour/trip.
- No commission to any agent shall be allowed for such bookings.
- In order to implement a robust and transparent operator booking system effort would be done to book and cancel all tickets online.
- In case of charter booking direct/individual online booking shall not apply.

## **5. Part Journey**

- For the already existing such booking transferred through RTDC will be accommodated by the operator but for the new booking, part bookings will be entertained only on the discretion of the operator based on the occupancy.
- The new booking will be made only for the full itinerary i.e., 7 nights. In case, any guest leaves en route the start of trip/journey no amount will be refunded or claimed by them in any form as per the policy.

## **6. Procedure for confirmed bookings**

- In case of all confirmed booking, it shall be confirmed only on deposition of 100% ticket value along with the Passenger List/Passport Scan copy 60 days prior to the travel date. In case, Passenger List/Passport Scan copy 45 days prior to the travel date are not received, booking shall be treated as cancelled and no refund will be admissible.
- Once the names of the guests have been received, no substitution shall be permitted. The previous name, if changed/removed shall be treated as cancelled booking. The new name(s) will be treated as fresh booking and will be confirmed keeping in view the availability.
- In case of charter booking offer received for a tour, if less than 20 seats/pax is booked in this tour than Operator can offer an option to GSA/Travel Agents/Individual Traveler. In such case GSA/Travel Agents/individual Traveler shall be provide an option for full refund or amendment/shifting of seats free of cost available in next tours.

## **7. No Show/En Route Termination of Tour**

- **No Show:** In case of no show/non-arrival of the guest, no refund or adjustment future travel will be possible. The whole amount shall be treated as forfeited. However, under the circumstances like Natural Disaster / Natural Calamity/National Security Events etc. the matter will be favorably considered by the Authorized Operator to the extent of Tourist/Passengers satisfaction as well as their comfort for better luxury travel experience and related promotions.
- **EN Route termination of tour:** In Case termination of tour by the guest, for any reasons, no refund or adjustment for future travel will be admissible. The amount for unused portion of the tour shall be treated as forfeited.

## **8. For Charter Booking**

- Anyone can book exclusive charter minimum 50 pax/travelers including Presidential & Super Deluxe Cabins for Palace on Wheels.
- No charter bookings will be accepted for trips that fall within the Christmas and New Year.
- The charter shall be booked on 7 nights' itinerary, however, in the interest of business it can book charter for lesser number of nights keeping in view the booking potential.
- The charter can be booked on the existing POW tour itinerary. However, diversion (outside the Rajasthan state) in the approved itinerary may be permissible after prior approval of RTDC/Indian Railways for which chartered value and cost will be disclosed on case to case basis.
- However, no Free of Cost (FOC) will be admissible on above charter.

## **9. Payment Policy for Charter**

- 10% amount of the charter cost at the time of booking confirmation.
- 15% amount of the charter cost at 120 days prior to departure.
- 25% amount of the charter cost at 90 days prior to departure.
- Balance payment 60 days prior to Departure date.
- In case of further delay in payment will lead to penalty of 12% interest.

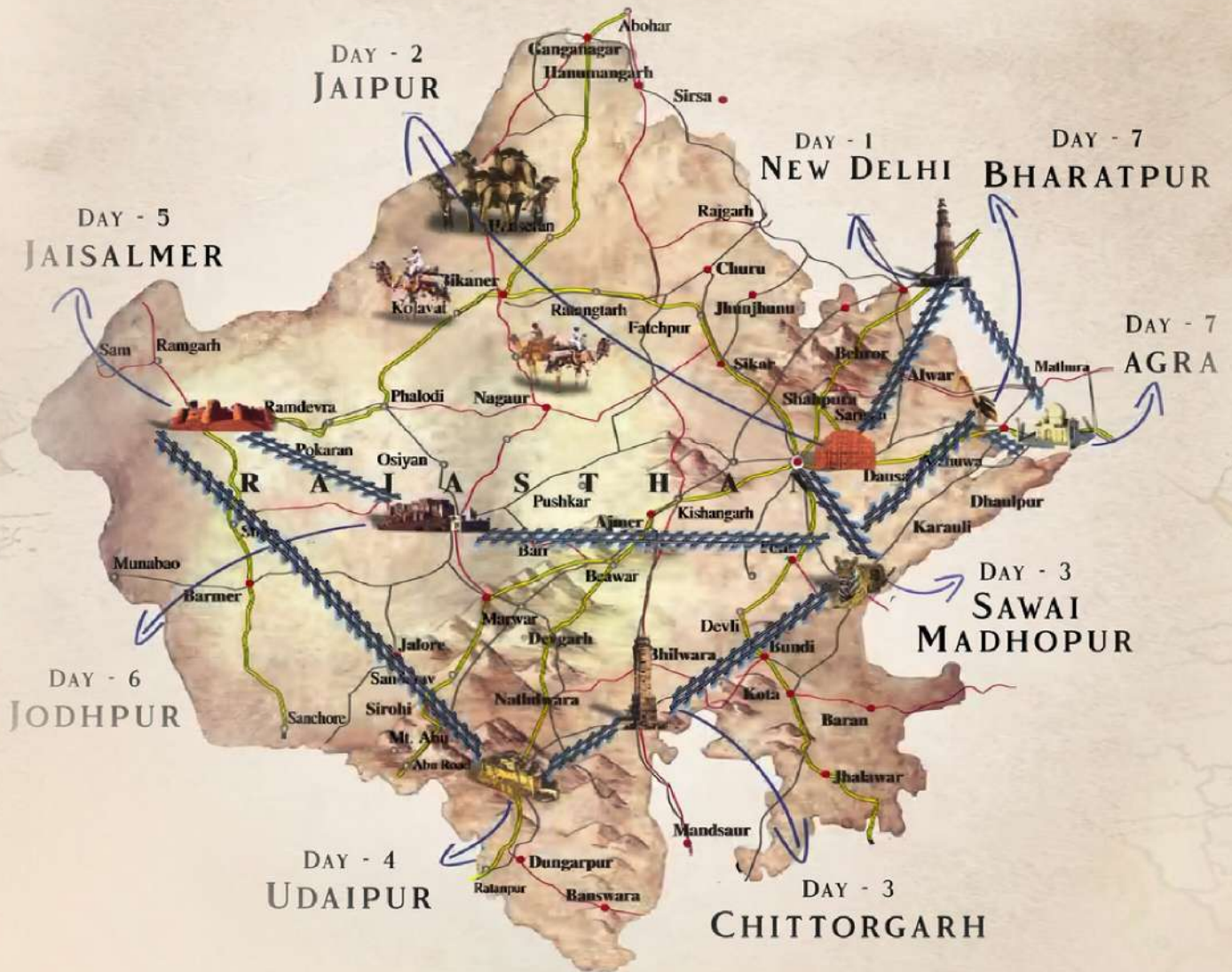
## **10. Cancellation Rates for Charter**

- 10% amount of the charter cost 120 days or more prior to departure date.
- 25% amount of the charter cost 119 to 90 days prior to the departure date.
- 50% amount of the charter 89 to 60 days prior to departure date.

## **11. Additional Points**

- At the time of booking purpose of the charter e.g. corporate event, special occasion should be mentioned, with the list of guests with their valid id proofs.
- The O&M operator reserves the right to cancel or reschedule charter booking due to unforeseen circumstances beyond operators' control as well as any guidelines received from State Government/their nominated agencies keep safety and security perspectives for all tourists/guests.
- Any damages to the train or its facilities caused by the booking party will be the financial responsibility of the booking party.
- For excursion sharing seat coach will be provided. Exclusive Vehicles or accompanying language Guides shall be charged extra.

12. Operator may declare Special Business Promotion scheme from time to time. Also, there may be changes route/visit plan changes as per the instructions or guidelines received from State Dept/Indian Railway/RTDC/Nominated agencies on the special event dates falling on 26th Jan, 2nd Oct etc. beyond the operator control and management.



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