

16<sup>th</sup> May 2020

**Jalesh Cruises FIT Policy for B2C -Call Centre, Online ( Incl. Website & App) & Any  
Other Sales Channel – May 2020**

**ABOUT US**

Jalesh Cruises, India’s first state-of-the-art cruise line has successfully carved out a niche for itself in the dynamic travel space through the unparalleled combination of premium services, technological advancements, and a creative vision. Jalesh’s maiden ship Karnika has been designed to deliver an experience that is beyond cruising. Karnika is a destination for holidays like never before. Whether you’re looking for a weekend getaway or a long-relaxed break, our itineraries and experiences onboard have been designed to match every holiday requirement. Cruising has never been this stylish and entertaining!

**Brochure price of the Karnika valid till 31<sup>st</sup> March 2021.**

Price per night	Twin	3rd Pax	4th Pax	Single	Infant
Interior	\$119	\$75	\$65	\$190	\$30
Ocean View	\$139	\$85	\$75	\$220	\$35
Balcony 2-Bed	\$179	-	-	\$285	\$50
Balcony 3-Bed	\$189	\$115	-	\$299	\$55
Mini Suite	\$299	\$170	\$160	\$499	\$85

- The above prices are in US Dollars and are valid based on per person/per night for the different cabin categories.
- Every Traveller to pay the additional Port Charges & Gratuity. These charges are applicable per person/per night basis.
- Taxes are applicable on all prices mentioned above  
All prices mentioned on our website are subject to changes without prior intimation.
- The conversion rates applicable by Jalesh are final and binding.

**1. Online Hold Booking Policy:**

- We provide our customers with an option to hold cabins for their convenience. You can use this facility and hold cabins as per the below mentioned policy.
- Within this ‘hold time’, it is mandatory to complete the full payment of your booking. Failing to do so will result in your booking being released.
- **Important:** For individual bookings, the Cabin Fare and the Port Charges are payable at the time of the booking. Gratuity is payable onboard when you embark the ship as per your sailing date, however Infants are exempted from Gratuity. All charges are subject to taxes, as applicable.

Hold Booking Policy	
Days prior to sailing date	Hold Time
15 days & more	3 working days
Within 15 days	No Hold Booking Permitted

**Notes:**

- Payment can be made through the different payment options available on our website. The confirmation details will be mailed to you on your registered Email.
- In case you wish to hold a booking, provide complete details of the travellers including full names, email ids, and the mobile number.
- Please enter all required details of the passengers carefully including full names, email id, and mobile number at the time of holding.

**2. Cancellation Policy:**

Payments once made, are subject to the following policy:

Cancellation Policy	
If Cancellation is made	Cancellation Charge
More than 46 Days prior to departure date	25% of the total price
31 to 45 days prior to departure date	50% of the total price
16 to 30 days prior to departure date	75% of the total price
15 days or less prior to departure date	100% of the total price ( No Refund)

**Notes:**

- The total price is calculated as amount that equals to your Cabin fare, Port charges & Taxes
- In the event of cancellation, prepaid Gratuity with applicable taxes if any will be refunded.
- Payments and Cancellation terms are subject to change without prior notice.
- Cancellation must be sent in writing to Jalesh Cruises and on a working day in order for us to process accordingly.
- Refunds for any cancellation of the booking will be made in the same currency in which payment/deposit was made to Jalesh.

**3. Amendments to any Booking:** Any amendments to your original booking will be subject to the following conditions.

- Amendments to Dates:** You are eligible to reschedule to any preferred sailing date in the event of a cancellation, where you can recover portions of the penalty amount should you re-book as per the following date change policy.

Date Change Policy		
Days prior to departure	Cancellation Charge	Rebooking Credit
More than 46 Days	25% of the total price	15% of the Cancellation fee
31 to 45 days	50% of the total price	25% of the Cancellation fee
16 to 30 days	75% of the total price	35% of the Cancellation fee
15 days or less	100% of the total price	25% of the Cancellation fee

**Note: The above policy applies only if you re-book within 24 hrs of original booking cancellation.**

**b. Amendments to Passenger Details:**

- i. **Passenger Change:** Passenger change will be allowed and will be subject to US Dollars 15 per name change with one original name remaining on the booking. All requests must be received 72 hours prior to sailing date. Passenger Change means changing both Name and date of Birth of already Existing Passenger.
- ii. **Spelling Mistakes in Names:** Name corrections or spelling errors are considered free of cost. All requests must be received 72 hrs prior to sailing date.
- c. **Cabin Upgrading:** No Amendment charge for the upgrading of cabins to higher category in the same itinerary (subject to availability), only difference between original and upgraded cabin rate will be charged.
- d. **Cabin Downgrading:** Downgrading of cabins will be treated as a cancellation of the original cabin and placing of new booking. Cancellation policy will apply.
- e. **Cabin Swaps:** Requests for Swapping passenger list or rooming list should be submitted 72 hrs prior to sailing date and is subject to availability.

**4. Itinerary Changes:**

1. The Cruise Ship's operation is subject to weather conditions, mechanical problems, vessel traffic, government interventions, our duty to assist other vessels or people in distress, availability of berth facilities, and other factors beyond the Company's control.
2. We do not guarantee that the Cruise Ship will call at every advertised port or follow a route or schedule. Under unavoidable circumstances, the Master and the Company has the right to cancel, change, or substitute the schedule, ports, itinerary or route, or substitute other ships, without notice. If a scheduled port of embarkation is substituted, the Company shall determine and arrange transportation to the substituted port at no additional expense to the traveller.
3. The Company shall not be liable for any loss, injury, damage, or inability to perform the Voyage arising from any Force Majeure circumstances including, but not limited to: war, terrorism, fire, natural disasters, Acts of God, labour strikes, bankruptcy, inability to procure fuel, Acts of State, failure of subcontractors to perform, or any other events beyond the Company's reasonable control. The Company shall not be liable to Passenger and Passenger shall not be entitled to any refund if he/she is unable to reach the scheduled port of embarkation due to reasons like airline strikes, canceled flights, volcanic eruptions or other natural and weather calamities that might restrict the Passenger's travel to the vessel's port of embarkation.
4. "Jalesh would use its best endeavours to conduct its scheduled sailings at all times. However, cruise sailings are subject to circumstances such as Force Majeure events, weather conditions, technical/ navigational impediments, governmental mandates/ directions, nautical responsibility to assist other ships or people in distress, and other similar factors which are

beyond the Company's control. In the event any scheduled sailing stands entirely cancelled due to factors as mentioned herein which are beyond the Company's control then the guest who has a confirmed booking (and have paid the entire cruise Fare) for that particular cancelled sailing shall be entitled to receive a Future Cruise Voucher ("FCV") of the same value and for a similar sailing as compensation. Such FCV shall be valid for 1 calendar year from the date of its issue. Guests are required to contact the Company's call centre for obtaining the FCV. Apart from the FCV, the Company shall not be liable for any other form of compensation to the Guest either monetary or otherwise. The Company shall also not be responsible for any consequential compensation to the Guest such as refunds, travel costs from residence to the place of embarkation and the return journey, compensation for mental harassment etc."

## **5. Important Information:**

- 1. INDIVIDUAL/ FIT BOOKINGS:** The Individual or Free Independent Traveler (FIT) terms and conditions are applicable for bookings made on our website directly or with the assistance of our call center travel experts. If you face any technical challenges during the booking process or would like to speak to our travel experts, we will be happy to assist you.
  - Mail us your queries and concerns at [info@jaleshcruises.com](mailto:info@jaleshcruises.com)
  - Call us on 1800 266 8927 / +91 22 68749678
  
- 2. HOW TO BOOK YOUR NEXT CRUISE**
  - Visit to our website, [www.jaleshcruises.com](http://www.jaleshcruises.com) and login
  - The Individual/ FIT booking category is applicable for bookings up to 15 cabins. Passengers are required to book online based on system fares available.
  
- 3. WHAT TO EXPECT WHEN BOOKING ONLINE:**
  - We have a simple and seamless online booking experience designed for you with the latest information on all sailings.
  - Jalesh Cruises has now changed its pricing strategy from Fixed pricing to Dynamic pricing. Prices displayed on our website are the final fares for the day. Other charges and taxes are additional.
  - While booking, select your preferred deck, cabin, and room category from the various options available.
  - The prices for the different categories will be displayed during the process of your booking. You can choose a single room or multiple rooms in the same category.
  - All payments for your booking must be made online; booking vouchers will be shared with you once the payment for the entire booking amount has been received by us.
  
- 4.** Jalesh reserves the right to release any booking for which payments have not been received as per the schedule.
  
- 5.** No refund will be issued if a guest voluntarily or involuntarily does not show up for the cruise (No Show), is denied boarding for any reason including failure to possess required travel documents, passport or visa or chooses to terminate his/her cruise in progress. Under such circumstances, Gratuity, if collected in advance will be refunded at all times.

6. For bookings:
  - Travellers must provide the following details: Full name as per the official ID or Passport, gender, nationality, date of birth, and emergency contact details.
  - For domestic sailings, the possession of original Aadhar Card/ Pan Card/ Driver's License/ Voter's ID is mandatory. For international sailings, a valid passport and visa are mandatory. The visa must be obtained by the traveller before the booking. For Infants, if the Passport/ Aadhar Card cannot be provided as photo identification documents, the original Birth Certificate will be considered.
  - You must reach the port 2 hours prior to your departure time. Refer to the [BCAS](#) India website for identity proofs accepted by the CISF for boarding domestic and international cruises.
7. Jalesh Cruises will not accept guests who will have entered their 24<sup>th</sup> week of pregnancy by the time their travel with Jalesh Cruises concludes. A statement from the expectant mother's doctor, stating her due date and fitness to travel must be provided prior to boarding. Jalesh Cruises will not be responsible or liable for any complications of pregnancy which arise or occur during the cruise.
8. Children must be a minimum of 6 months old to sail with us.
9. Cabins are always subject to availability.
10. For international sailings, travel documents and valid visa is mandatory for you and those travelling with you.
11. WIFI is available at an additional cost on board. Please note that due to technical constraints, guests may experience inconsistent bandwidths with the WIFI services availed on board.
12. Please refer to our website for updated Port Charges, Gratuity & taxes.
13. The Passenger shall pay in full the charges for all additional services and goods availed by him or by the company on his behalf, before the end of the Voyage or before disembarkation.
14. Reservations can be made and accepted through travel agencies who have booked via the Jalesh Reservation System. For booking confirmation, full payment is mandatory. Jalesh Cruises reserves the right to cancel the reservation subject to the terms and conditions if the full has not been received. If the booking has been made through a travel agent, tour company, group organizer, or a booking representative ("the Agent"), the Passenger authorizes the Company to give any notices and to pay any refund owed to the Passenger to the agent on his behalf. The failure of the agent to pay the full fare to the company is considered as a breach of contract by the Passenger when the ticket has been purchased through an agent. Such agent shall be deemed in all respects to be the agent of the Passenger and not of the Company.
15. **Jurisdiction:** The Passenger agrees that any disputes arising out of working with Jalesh Cruises will be subject to Indian Laws. Courts at Mumbai shall have exclusive jurisdiction over any disputes or differences arising out of the working arrangement.

**16. Health and Fitness to Travel:** The Passenger warrants that he is fit to travel by sea and that his conduct or condition will not impair the safety of the Cruise Ship or inconvenience the other Passengers. Any passenger with a condition that may affect his fitness to travel is strongly encouraged to check with their personal physician regarding their ability to travel and to obtain a written physician's certificate of Passenger's fitness for an international sea voyage. Such certificate may be demanded by Company or staff of Jalesh Cruises at any time during the voyage. If it appears to the Company, the Master or the Cruise Ship's Doctor in their sole discretion that a Passenger is for any reason unfit to travel, likely to endanger health or safety, or likely to be refused permission to land at any port, or likely to render the Company liable for Passenger maintenance, support or repatriation,

then the Company or the Master shall have the right to take any of the following courses and the Company shall have no further liability to Passenger:

- a. Refuse to embark the Passenger at any port.
- b. Disembark the Passenger at any port.
- c. Transfer the Passenger to another berth or cabin;
- d. If the Cruise Ship doctor considers it advisable, to place and confine the Passenger in the Cruise Ship's Infirmary, to Passenger's cabin or any other cabin, or to transfer the Passenger to a health facility at any port, all at the Passenger's expense.

Passenger acknowledges that travel by sea involves certain risks and hazards including motion of the vessel by sea conditions, and the delay and/or impossibility of immediate evacuation from the vessel in the event of a medical emergency depending on the vessel's location and prevailing sea and weather conditions. In light of prevailing situation, due to flu like symptoms, if any passenger wish to cancel within 14 days prior to the sailing date, He will have to share the medical report and only after due investigation, we shall allow the passenger to amend the sailing date without any penalties. This will also be applicable in the event of denied boarding due to unfit medical condition.

**17. Swim Wear:** In the interest of all passengers & hygiene, it is mandatory to use "Swim Wear" in the pools & whirlpools. "Non- Swim Wear" clothing will not be permitted in these areas.

**18. Age Policy:** Jalesh reserves its right to refuse boarding to any Guest under the age of Eighteen (18) years unless the Guest is traveling in the same stateroom/ cabin with an individual of age Eighteen (18) years or older or with a parent or guardian in an accompanying stateroom/ cabin. Adult Guests must always be responsible for the safety and behavior of their minor during the entire cruise vacation. Guests who are travelling with minors agree to properly supervise and monitor, their minors traveling with them. Children under the age of 18 years must not be left unaccompanied on the ship while visiting a port of call. Infants aged between 6 months and 2 years must always remain with their parent/legal guardian. If a child or teenager displays dangerous or disruptive behavior, the 'Rights of the Captain' will be applied to both parent/legal guardian and child/teenager. Children's access to pools and spas may be restricted and adult supervision is required.

**19. Casino Age Policy:** Everyone who is 18 years and older is welcome to play.

**20. Safety Drill:** Guests must attend the mandatory safety briefing at the commencement of the cruise and any subsequent briefing ordered by the ship's officer during the cruise. Guests shall strictly comply with all onboard health, environmental and safety policies and

procedures, and shall familiarize themselves with the nature and character of the ship, as well as, all emergency exits, to assist with safe evacuation in the event of an emergency.

- 21. Travel Insurance:** The Company strongly recommends that passengers obtain travel insurance to help protect against certain losses. We may offer plans through third party insurance companies that provide coverage for Trip Cancellation, Baggage, Emergency Assistance and Transportation, Medical and Dental coverage, and more. However, such third-party insurance companies are merely independent parties, and passengers are liable to solicit them at their own risk and costs. Passengers should be aware that some forms of routine health insurance do not protect passengers when outside of their usual location of residence. Claims must be made directly to Guest's insurance company.
- 22. Tenders:** In some ports the ship will anchor offshore and use smaller boats which hold around 100 people (known as tenders) to transport guest to shore. Guests will go to a tender platform from which they will board the tender. On occasion and due to operational reasons, it is necessary for us to switch from a docked port of call to a tender. Please note that the passengers use tenders at their own risk. Jalesh Cruises shall not be responsible for any damage to property or personal injury suffered in using a tender, where that loss or damage is not attributable to the acts or omissions of Jalesh Cruises.
- 23. Security:** The Company shall have the right to confiscate any articles carried or contained in any luggage which the Company, in its sole discretion, considers dangerous or pose risk or inconvenience to the security of the Cruise Ship or persons on board. Passengers are prohibited from bringing on board any alcoholic beverages, articles, electrical appliances which pose a fire hazard, or articles such as a weapon, knives, sharp tools, dry cell batteries, blades, swords, firearms, contraband, ammunition, explosives, incendiary devices, or their toy replicas or other dangerous items are strictly prohibited aboard the vessel. In any wedding, corporate occasion or any other social event organized onboard, the Guest agrees that decoration articles/materials carried/brought on board by the Guest shall be stored at a place as directed by a crew member. Jalesh Cruises security screening policies respect Indian or any country's religious or cultural beliefs and practices. At the time of embarkation, security photos are taken and therefore guests must remove hats and sunglasses and those who may be wearing veils or burqas shall reveal their face identity in closed curtain cabins in presence of only lady security officer of the ship. Anyone (including women guest in veil/burqa) unwilling to remove these items for the security photo or secondary security screening (when necessary), will be denied boarding with no refunds. The Guest will be solely responsible for any damage and/or loss caused by the violation of this policy.
- 24. Smoking Policy:** Smoking may be permitted in designated areas only. In principle, smoking is not permitted onboard common areas, passageways, swimming pools, entertainment areas, theatre, conference halls, any decks, onboard shops, food service areas (buffets and restaurants, the medical centres, child-care areas, corridors or elevator foyers, areas where guests are assembled in groups for safety exercises, disembarkation or tour departures, public toilets, or in bars close to areas where food is served). Smoking is strictly prohibited in all staterooms and stateroom balconies. Jalesh Cruises reserves the right to levy a fine up to US Dollars 1000 (or its equivalent) should passengers be found smoking outside the designated areas for the smoking of the vessel and may also lead to forthwith disembarkation. Throwing cigarette butts over the side of the ship is also strictly prohibited and shall attract heavy fines.

- 25. Other Consumables:** Consumption of substances like Pan Masala/Gutka/Chewing Tobacco by any Guest is not encouraged on board. Any instances of spitting in and around the Cruise Ship especially in the smoking zones and staterooms by Guest shall attract fine up to US Dollars 1000 (or its equivalent). Guest are hereby informed that any use or consumption of e-cigarettes, narcotic drugs, and psychotropic substances are banned under Indian Laws and therefore also prohibited on the ship.
- 26. Alcohol Policy:** Guests must be above 21 (twenty-one) years of age or as per applicable law for consuming Liquor. The Guest is strictly prohibited from sharing or offering liquor to any other Guest below the age of 21(twenty-one). Guest agrees that he shall drink responsibly on board complying with all Ship policies and Code of Conduct. Moreover, Jalesh shall not be liable for any health issues caused to any guest due to such Liquor consumption. Jalesh Crew member reserves the right to refuse to serve alcohol to any Guest in his/ her discretion. Guests are strictly prohibited from bringing any alcoholic/ non-alcoholic beverages onboard including Champagne and Wine. We do not permit alcoholic beverages even under a corkage. Jalesh reserves the right to confiscate the alcohol in possession of the Guest and shall return the same on disembarkation of the Guest. Any storage done by Jalesh in this respect shall be at the risk and cost of the Guest.
- 27. Outside/ Home-Packed Food/Drink:** Guests are prohibited from carrying any eatables, food products, home-packed food, etc (sealed or open) on board. Such food items carried by the guest shall be confiscated at the time of embarkation and return the same on the disembarkation of the guest. Any storage done by Jalesh in this respect shall be at the risk and cost of the guest. Moreover, such products being usually perishable may be discarded and disposed of immediately at the sole discretion of Jalesh.
- 28. Food Preference:** Guests are responsible for making their choice of food onboard. Jalesh Cruises takes the utmost care in maintaining hygiene standards. Guests having special dietary requirements must inform Jalesh Cruises of the same 14 working days in advance from the sailing date.
- 29. Travel Packages and Shore Excursions:** Hotel accommodation and all transport (other than the Company's Cruise Ship) included in package tours or shore excursions, are operated by independent contractors even if sold by Agents or Organizers on board the Cruise Ship. The Company shall not be responsible in any way for the conduct, products, or services provided by such independent contractors nor for any injury, loss, or death related thereto.
- 30. Passenger's Luggage and Personal Property:** Guests are encouraged to limit their luggage quantity. Each Passenger is permitted to carry luggage to a maximum of 3 bags per person, with the condition that each bag weighs less than 20 kgs, and total weight should not exceed 50 kgs. In the event of total weight of the baggage exceeding 50 kgs, excess baggage penalty will be charged at the rate of Rs.300 per kilo. Passengers' luggage and personal property is their responsibility and Jalesh (and its crew members) will not assume any liability whatsoever in the event such luggage or property is lost or damaged.

**31. Environmental Protection:** All guests must adhere to Jalesh's environmental policy. Dumping or polluting the ocean or waterways through the discharge of any item is strictly prohibited. Guests will be strictly liable for any illegal dumping or pollution. Any willful or negligent act of discharging or releasing any unauthorized item overboard, without the express permission of the ship's staff may result in a US Dollars 1000 charge, per violation. Additionally, the guest will be charged the reimbursement cost of any unauthorized discharged property belonging to Jalesh. The guest shall also be responsible for any fines or penalties imposed on Jalesh Cruises by any government, governmental agency or official, port or port official, or for expenses or losses caused or incurred for guest's violation of this policy. Violation of this policy may result in the disembarkation of all guests in the stateroom. Guests who are disembarked for violating our environmental policy will be responsible for all financial charges and expenses to return home, and no refund of their unused cruise fare will be provided. Additionally, they may be prohibited from sailing with Jalesh Cruise Line in the future.

**32. Responsibility of the Guest; Damages; Fines and Expenses:**

The Guest, and the parent or guardian of Guests who are minors, shall be directly responsible to the Carrier and shall reimburse the Carrier for all:

- a. Damages caused by the Guest to the Vessel or to its furniture or equipment and for damage to property or injury caused to other Guests or crew.
- b. Fines, penalties or other expenses which the Carrier may incur, or which may as a result of the Guest's acts or omissions be assessed against the Guest, the Vessel or the Carrier by port authorities, customs, immigration or health officers or by any other official of any country.
- c. Costs and expenses, including repatriation, resulting from any delay or detention of Guest onboard the Vessel or elsewhere due to injury, illness, disability or quarantine or due to action of any government or authority or for any other reason not the fault of the Carrier.

**33. Medical services by Independent Contractors:** Travelling by sea has its challenges. During the journey or at certain ports, medical evacuation or certain medical assistance may always not be possible. However, the team will try to provide the best possible assistance under all circumstances. The passenger will be required to pay for the medical assistance, services, and the cost of emergency medical transportation. If Passenger is unable to pay for the services at the given time, he will have to reimburse the company. The treatment given on board by the doctor or medical personnel will be according to their diagnosis of the condition. Jalesh will not be liable for their diagnosis or the treatment provided.

**34.** Jalesh Cruises reserves the right to refuse to honour any prices/ sailings that are erroneously printed and quoted.

**35.** All Bookings made under Last Minute Promos are subject to 100 % Cancellation.

## **6. Inclusions & Exclusions:**

All our bookings have a certain set of inclusions. Your fare includes

- a. Stay on cruise
- b. Port charges on per person - per day
- c. Two bottles of water per cabin - per day.
- d. The food at the Food court and the Waterfront Restaurant.
- e. Entertainment: Live Bands, Broadway Show, DJ Pool Party, entrance to the Dome Night Club, Swimming Pools and Water Park, The Screen (for movies).
- f. Complimentary access to the Gymnasium.
- g. Complimentary access for children to the Jalesh Academy.
- h. Access to all lounges and public areas of the cruise.
- i. Access to the Casino.

Your booking excludes the following experiences. However, these experiences are highly recommended by our team and can be availed on board at additional costs.

- a. Dining at our exclusive premium restaurants like The Frozen, The Chef's Table, and Chopstix.
- b. Drinks are not included with any meal. Additional charges are applicable for beverages ordered by both kids and adults.
- c. Entertainment and exclusive experiences on board:
  - i. The Burlesque Show
  - ii. Spa and Salon Services
  - iii. Shore Excursions
  - iv. Ship Tours
  - v. Bridge Tours
  - vi. Purchase of Casino coupons or tokens
- d. Porter services, if availed.
- e. WIFI charges
- f. Any other service or amenity not particularly mentioned in the "Inclusions" section.

## **7. Interactions & Escalations:**

At Jalesh, customers are our priority. Our team of specialized travel experts around the country are working constantly towards enhancing the experience of our customers. We want our customers to have the best experience with us at all levels.

For any queries, assistance, and concerns regarding your booking or your travel, connect with us [info@jaleshcruises.com](mailto:info@jaleshcruises.com).

We would love to hear your feedback. Call us at:

### **Our Corporate office**

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**\*\*\* This policy supersedes all previous policies in the past.**

