

16th May 2020

Jalesh Cruises Group Booking Policy including Corporates & Charters – 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 31st 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.
- The Rates for Charter is 250,000 US Dollar Plus applicable taxes per charter Per day. Number of guests to be maximum as per law, which currently is 2057 souls.

1. Payment Policy:

For confirming the booking, payments will have to be made as per the below given payment grid.

Payment Policy	
Payment Terms	Payment Amount
Booking Date	25% of the total price (Non Refundable Deposit)
Within 10 Days of Booking	100% of the total price

2. Cancellation 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
30 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.
- Passengers under group bookings need to refer to their booking source for any clarifications regarding their cancellation and amendment policy.

3. Amendments to any Booking: Any amendments made with our office to the original booking will be dealt with as follows.

- 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. *Charter groups are not eligible for date changes.*

Date Change Policy		
Days prior to sailing date	Cancellation Amount	Rebooking Credit
46 Days & more	25% of the total fare	15% of the Cancellation fee
31 to 45 days prior	50% of the total fare	25% of the Cancellation fee
Within 30 days	100% of the total fare	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 for a maximum of 2% of the group size at no cost, and any changes beyond this will be subject to US Dollars 15 per name change. All requests must be received 72 hrs 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. Group Discount Policy

NO. OF CABINS REQUESTED	BROCHURE RATE WILL BE APPLICABLE FOR EACH CLASS OF CABIN. THE RATE FOR REFERENCE IS GIVEN FOR INTERIOR CABIN	DISCOUNT OFFERED
less than 16 Cabins	\$119	No FOC
17-33	\$119	1 FOC Cabin
34-50	\$119	2 FOC Cabin
51-67	\$119	3 FOC Cabin
68 – 100	\$119	4 FOC Cabin + \$10 onboard credit per adult per sailing
101 – 300	\$119	4 FOC Cabin+ \$15 onboard credit per adult per sailing
301 – 500	\$119	4 FOC Cabin+ \$20 onboard credit per adult per sailing
501 +	\$119	4 FOCs + \$25 onboard credit per adult per sailing

Notes:

- US Dollars credit will only be given to adults and is per guest per sailing.
- Credits to be handled onboard.
- For Wedding Groups, a Lumpsum US Dollars credit will be offered to the Payee/ Organiser responsible for due payments.
- On charters the benefits to be given will be discussed and finalised.

5. FOC (Free of Cost) Cabin Policy:

- For every 16 paid cabins, the 17th cabin will be the FOC cabin, subject to a maximum of 4 cabins per group. FOC cabin offered will be a full cabin (No half cabin will be allowed), Inside Stateroom and on twin sharing. Passengers occupying the FOC cabin will have to pay Port Charges & Gratuity, and the applicable taxes. Any extra passengers in the same cabin or in case of any different category of cabin taken will have to pay the differential fare as per the group booking slab.

6. Cabin Utilisation:

The price quoted for the group will be based on a minimum of 95% of the quoted group Cabin numbers requirement. Any reduction below 95% of the quoted group Cabin numbers will change the prices quoted in the document.

7. Terms & Conditions:

1. Bookings of minimum 16 cabins and above will be considered as a Group.
2. Jalesh Cruises has now changed its pricing strategy from Fixed pricing to Dynamic pricing. The rates so available on the website, are lowest, starting from prices allotted on availability which is limited and can be changed without prior notice
3. All group quotes will be valid for 3 working days only.
4. Group fare is based on the number of cabins taken, and not on number of people being booked.
5. Group bookings must be from a single entity or source. It must be a single corporate group or a social group. Group bookings cannot be used for blocking and then retailing further as individual bookings or to smaller groups.
6. Group formation by anyone to retail further on to individual clients or to smaller groups is not allowed and such bookings will be terminated, and money will be forfeited.
7. Pre-Buy/ Allocations of cabins to be sold further for individuals or smaller groups is not allowed.
8. Every group booking will require a signed contract between Jalesh Cruises & Travel Agent, Corporate, or Individual Group.
9. Any additional package purchased for the group will be part of the contract signed.
10. The applicable Port Charges, Gratuity & taxes will be included in your quote.
11. As these are very special price for Groups, there are no further discounts on this price.
12. Gratuity should be pre-paid for all groups, however Infants are exempted from Gratuity.
13. If there are any cancellations or reduction in the number of cabins, that particular slab/price will be applicable for the group.

8. Itinerary Changes:

1. The Cruise Ship's operation is subject to weather conditions, mechanical problems, vessel traffic, government intervention, duty to assist other vessels or persons 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 any particular route or time schedule. The Master and the Company shall have an absolute right to cancel, change or substitute the advertised 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 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, cancelled 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."

9. Manifest:

Corporate/ Group will advise the final manifest to Jalesh Cruises 20 days prior to sailing date and/ or final payment due date whichever is earlier. However, for last minute group bookings, the manifest will have to be advised within 2 days of the group's confirmation.

The cruise line reserves the right to cancel unnamed cabins and charge applicable cancellation penalty within naming deadlines. It is the responsibility of the guests to ensure names and date of birth are as per passports/ national identification as under security considerations, guests can be denied boarding.

10. Venue Requirements:

If the corporate takes an alcohol package for a short duration on the venue, venue can be reserved for him, else rentals will have to be paid as per the rental Charges plus applicable taxes.

All requests for venues/ events should be submitted at the time of booking. All requests are subject to availability.

- **Add-On packages:**

- a. Add-On packages or rentals are available, as given in the group quote. The packages and their prices are subject to change.
- b. All special packages for alcohol/ beverages & venues have to be purchased 15 days prior to sailing date with due payments.

11. Charter Price:

1. US Dollars 250,000 per night and a minimum of 2 Nights Sailing needs to be booked.
2. Price includes Cabin Fare, Port Charges & Gratuity only
3. Price subject to GST or Vat or taxes as applicable.
4. Inclusions & Exclusions given separately.
5. Charter destination can be amended as per request based on availability, one month Prior to the sailing date.

12. Charter Bookings:

1. Charter rates are fixed, and booking is subject to availability.
2. A Charter entitles you to take the entire ship with its current room configuration. You can have total number of people on board, subject to the capacity of the ship only.
3. Each soul on board, including an infant, requires a bed.
4. Port Charges and Gratuity are included in the given price.
5. Names should be provided to us at least 7 days prior to the sailing date & time. Any amendment made afterwards to the original booking will attract a fee of US Dollars 15 per person per case.
6. Jalesh will take no responsibility for lesser number of people than you have planned.
7. Change of cruise departure dates will be regarded as Cancellation of original bookings & placing of new bookings. Cancellation Policy will be applicable.
8. FOC Policy: There is no FOC policy for a charter.
9. Venue Requirements: All requests for venues/ events should be submitted at the time of booking.

13. Important Information:

1. For Bookings: We require: Full name as per ID / Passport, Gender, Nationality, Birth Date, Emergency contact details in the manifest format.
2. 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.
3. You must reach the port more than 2 hours prior to the departure time of the cruise ship. Please check on [BCAS](#) India website for identity proofs allowed by the CISF for boarding for domestic and international travel.
4. 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.
5. Payments and Cancellation terms are subject to change without prior notice.
6. Jalesh Cruises will not accept guests who will have entered their 24th 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.
7. Children need to be a minimum of 6 months to sail.
8. Cabins are always subject to availability.
9. For international sailings, you are required to ensure you & your guests have the required travel documents and valid visa, as applicable.
10. WIFI is available at extra cost on board. Please note that due to technical constraints, guests may experience inconsistent bandwidth with their WIFI services availed on board the ship.
11. The Travel Agent, Corporate or Individual group shall be responsible for paying all governmental dues, duties, taxes (including but not limited to income tax, withholding tax, Sales Tax, Value Added Tax, GST, etc.), bank charges levied by local banks and other statutory impositions arising from and in connection with the sales, collections and remittances of the cruise fares of Jalesh Cruises.
12. Neither Party (Travel Agent/ Corporate/ Individual group & Jalesh Cruises) shall assign any rights to any other third party without written consent from the other Party.
13. **Jurisdiction:** The Travel Partner/ Corporate/ Individual group 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.

14. **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.

15. **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.
16. **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 agree to be responsible at all times for the safety and behaviour of their minor during the entire cruise vacation. Guests who are travelling with minor agree to properly supervise and monitor, at all times their minors traveling with them. Children under the age of 18 years must not be left unaccompanied on the ship whilst visiting a port of call. Infants aged between 6 months and 2 years must remain with their parent / legal guardian at all times. If a child or teenager displays dangerous or disruptive behaviour, 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.
17. **Casino Age Policy:** Everyone who is 18 years and older is welcome to play.

18. **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.
19. **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 provides 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.
20. **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.
21. **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 organised on board, the Guest agrees that decoration articles/materials carried/brought on board by the Guest shall be stored at a place as directed by crew member. Jalesh Cruises security screening policies respects 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 for those who may be wearing veils or burqas shall reveal their face identity in a 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 and all damage and/or loss caused by violation of this policy.
22. **Smoking Policy:** Smoking may be permitted in designated areas only. In principle, smoking is not permitted in any onboard common areas, passage ways, 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 upto US Dollars 1000 (or its equivalent) should passengers be found smoking outside the

designated areas for 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.

23. **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 state rooms 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 ship.
24. **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 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 at his/ her own discretion. Guests are strictly prohibited from bringing any alcoholic/ non-alcoholic beverages including Champagne and Wine on board. We do not permit alcohol 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.
25. **Outside/ Home Packed Food/Drink:** Guest are prohibited from carrying any eatables, food products, home packed food etc (sealed or open) on board. Such food items carried by Guest shall be confiscated at the time of embarkation and 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. Moreover, such products being usually perishable in nature may be discarded and disposed of immediately at the sole discretion of Jalesh.
26. **Food Preference:** Guests are responsible for making their choice of food on board. Jalesh Cruises takes the utmost care in maintaining the highest hygiene standards. Guests having special dietary requirements must inform Jalesh Cruises of the same 14 working days in advance from the sailing date.
27. **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.
28. **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 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.

29. **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.
30. **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.
31. **Medical services by Independent Contractors:** Traveling 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 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.
32. Jalesh Cruises reserves the right to refuse to honour any prices/sailings that are erroneously printed and quoted.
33. All Bookings made under Last Minute Promos are subject to 100 % Cancellation

14. Inclusions & Exclusions:

1. All bookings made with Jalesh Cruises have a certain set of inclusions that are there as part of the booking fare paid. These are defined as under:
 - a. Stay for the number of nights as booked.
 - b. Port charges on per person per day, for all passengers booked.
 - c. Two bottles of water per cabin per day.
 - d. 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.

2. Passengers on board will have the following exclusions on their bookings, which can be paid for and availed on board:
 - a. Paid food servings are applicable at The Frozen, The Chef's Table and Chopstix Fine Dining Restaurant.
 - b. Any and all drinks packages for children and adults must be paid for extra. Drinks are not included with any meal.
 - c. Entertainment and experiences on board:
 - i. The Burlesque Show
 - ii. Spa and Salon Services
 - iii. Shore Excursions
 - iv. Ship Tour
 - v. Bridge Tour
 - vi. Purchase of Casino coupons or tokens
 - d. Any portage request or porter services.
 - e. WIFI charges for the duration of the stay.
 - f. Any other service or amenity not particularly mentioned in the "Inclusions" section.

15. 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 groups@jaleshcruises.com.

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

Our Corporate office

Zen Cruises Private Limited
1st Floor, Continental Building
135, Dr. Annie Besant Road, Next to Doordarshan Building
Worli, Mumbai - 400018
Tel: +91-22-7106 1106

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

