

Char Dham Yatra by Helicopter

5 Nights and 6 Days Trip

TERMS AND CONDITIONS

EVERYDAY FIXED DEPARTURE

For the convenience of the Pilgrims, the departure timings for the helicopter from each of the helipads will be fixed and in case of any changes they will be advised in advance. The pilgrims are requested to report at their respective departure points on each day of the tour, according to the schedules provided to ensure the on time departure. Non reporting will be considered as a NO-SHOW

COVID TRAVEL GUIDELINES

The health of the Pilgrims is of great concern to us and therefore all COVID protocols shall be strictly adhered to by the pilgrims and Thumby Aviation, as per Government mandate. As per the regulations, boarding is permitted only with strict adherence to COVID protocols

COMPLEMENTARY SEATS FOR INFANTS

The maximum seating capacity for our helicopters is 06 pilgrims+ 01 Crew. We are offering complementary seats for the Children below 2 years or 12kg. Please carry proof of age and weight of the child to avail this offer. For the safety purpose, children above 2 years will be given a separate seat and considered as a full ticket

PILGRIMS' WEIGHT

The Pilgrims are requested to submit their correct body weight, at the time of booking. Accurate weight is essential for us to fly you safely to the Dhams, hence any change in weight found at the time of check in, against the weight submitted at the time of booking, which would exceed the helicopter's weight carrying capacity of 450 kg, the pilgrim would be deboarded and booking will be cancelled without refund

PILGRIM'S OVER WEIGHT CHARGES

Overweight charges @ INR 2500/kg will be levied from pilgrims weighing above 75 kg, if the total weight exceeds 450 Kgs with an upward limit of 460 Kgs. In any case if the overall weight exceeds 460 Kgs, then 1 pax can be deboarded (as designated by the agent or group)

All pilgrims weighting more than 75 kgs will be required to pay the over weight charges for Palki at Yamunotri also.

HELICOPTER WEIGHT LIMITATIONS

The Char Dhams are located in the Hills of Uttarakhand, which limits the weight carrying capacity of the helicopter. The maximum passenger weight capacity of the helicopter is 450 kg (excluding baggage weight). The pilgrims will be taken onboard depending upon the load and temperature conditions. The decision of the captain will be final. In order to ensure safety of the Pilgrims, we may resort to shuffling the pilgrims between helicopters to manage the right weight. This may lead to an unavoidable situation where Pilgrims may not be able to travel in the same group. We request the cooperation of the Pilgrims in this regard

BAD WEATHER & FORCE MAJEURE DISCLAIMER

The weather in the Hills is unpredictable. In addition, many Force Majeure factors like delayed Air Traffic Clearances/Permissions, VVIP movements, valley flying by Indian Air Force (NOTAM), sudden occurrence of technical snag in aircraft, illness of flying crew or late reporting of the guests at the helipads, among others. While we would endeavor to avoid inconvenience to the Pilgrims, in certain cases, Pilgrims are requested to bear with us

HOTELS

- Rooms are booked on double or triple sharing basis only.
- For a separate single occupancy room, it will be extra chargeable @ **INR 50,000/- + 18% GST PER PERSON** or on actual (whichever is higher)
- Hotels at all the Dhams are non-star category. However, we have carefully selected the most comfortable & best rated properties for our Heli-tours
- To cater to any unavoidable delays, Pilgrims are advised to keep one additional day while planning their return journey
- Hotel at Kedarnath Top are non-star / Dharmshala category and are strictly subject to availability of rooms. As standard we are keeping the rooms blocked at Phata for Yatra package hence the additional charges towards the hotel stay at Kedarnath Top will be extra chargeable to the Pilgrims.

ADDITIONAL SERVICES

- Confirmation of any additional services such as Maha Abhishek Puja, Rudra Abhishek Puja, or any other additional service, has to be provided by the pilgrims at the time of booking. Payment for the Puja's are collected by our staff at Dehradun, as we need to arrange the Puja in advance
- Airport transfers will be provided only on the arrival day at Dehradun and on the last day i.e. 6th day of the tour.
- Any donations, tips, pitthu, palki/pony and porter charges shall be borne by the guests.
- Thumby Aviation facilitators are available at all the Dhams and they can be contacted for any assistance. The contact details of these personnel will be shared before commencement of your trip from Dehradun
- Network connectivity at Harsil & Badrinath is very poor with BSNL & Jio giving better connectivity

MEDICAL EMERGENCIES

- All temples in Chardhams are located at high altitude, requiring basic medical fitness. The medical facilities at the Dhams are also limited, therefore, Pilgrims with medical conditions like High/Low BP, Cardiac conditions, Diabetics etc. are requested to seek advice of their doctor and get medical check-up before undertaking the trip. Thumby aviation will not be liable for any medical emergency on the ground to the pilgrims. In dubious situations our representative in Dehradun can ask for a declaration from the pilgrims only for the safety concerns

CARRIAGE BY AIR ACT,1972

- The carriage is subject to Thumby Aviation Heli Services regulations relating to the conditions of Non- International Carriage(Passenger and Baggage)framed in accordance with The Carriageby Air Act, 1972 and Notification regarding application of the carriage which is non-international. The liability of the company for damage sustained in the event of the death or wounding of a passenger or any other bodily injury suffered by passenger or by his registered baggage during thecourse of carriageby air will be governedby the provisions of sections4,5,6 and the rules contained in the second Schedule of Carriage by Air Act 1972 with certain exceptions, adaptations, modifications, etc as notified in the Govt. of India, Ministry of Civil Aviation Notification and as amendedfrom time to time.
- Thumby Aviation reserves the right to deny boarding to persons, who are unruly, abusive, intoxicated, sick, mentally unfit or anyone else whom we deem to be unsafe to fly. No refund shall be done to such passenger(s)

CHANGES IN BOOKING SCHEDULE (BY CLIENT)

- Rescheduling your booking can be done upto Seven Days prior to commencement date and subject to availability
- In case rescheduling is requested less than 07 days prior to the travel date, then the booking would be treated as cancelled, & a fresh booking will be given subject to availability, after the levy of applicable cancellation charges

TERMS OF PAYMENT

- The booking has to be done in advance with a deposit of 50% of the total amount. The balance payment has to be deposited strictly 25 days before the travel date.
- Pilgrims will not be permitted to board or commence the tour, unless full & final payment of the tour and extra body weight has been done

BAD WEATHER & FORCE MAJEURE POLICIES

- Thumby Aviation will not be liable in any way for the cancelled or delayed flight, if due to the bad weather, technical snags or any force majeure reason beyond our control resultsin the cancellation of your flight being delayed or cancelled. However,refund will be given to clients as per our refunds policy.

- Any kind of inconvenience caused because of cancellation of flights is beyond the control of the operator. No compensation or reimbursement for accommodation, transportation, meals or any other extra travel expenses done by the guests shall be offered in the event of cancellation of a flight.
- In case tour departure does not take place from Dehradun on Day One due to above reasons, tour will be considered as cancelled and full refund as per our policies will be made. However, in case the pilgrims would like to consider taking the tour on the next available date, a fresh booking can be made for the same (Subject to availability). Our team will propose the available options to the pilgrims.
- The balance/unutilized amount against previous booking can be adjusted against the fresh booking and any extra costs that would be accruing, will have to be borne by the pilgrims.
- In case the yatra departs from Dehradun as per schedule but gets disrupted, while the tour is ongoing, our team will propose the possible revised itinerary within the scheduled package days, but without any extension of days
- Any extension, proposed by the pilgrims, in the package will only be considered at an extra cost and subject to operational viability.
- In case for 05 straight days flying does not take place, full refund as per our policies will be made to the pilgrims
- New Chardham pilgrim(s) scheduled for departure from Dehradun on any respective travel date shall be our top priority, over the back-log pilgrim(s) of previous days(s)
- Additional night halt charges will be payable by the pilgrims to hotels on direct payment basis, when they get stuck for additional nights due to bad weather/force majeure reasons.
- Thumby Aviation may not fly to Harsil, in case of turbulent wind conditions – which is often in the Harsil valley after 1200 Hrs.
- If any pilgrim (s) require ferry flights to be operated for them in emergency, cost for the same will be charged to the party at standard charter cost plus GST.
- While the tour is ongoing, if any group demands to cancel their tour mid-way, the arrangement of transportation will be done by Thumby Aviation, however, cost for the same will be borne by the pilgrims on direct payment basis.
- Any increase in government levies or taxes, after the confirmation of booking, will be extra chargeable to the pilgrims. Payment against the same will have to be made before the commencement of the tour

CANCELLATIONS POLICY

If the pilgrims cancel their booking prior or after commencement of tour, following cancellation charges will be applicable

- **More than 15 days prior to travel date: 30% of total tour cost.**
- **Between 08 to 15 days prior to travel date: 50% of total tour cost**
- **07 or less days prior to travel date: No Refund**
- **No show: No Refund**
- **After commencement of tour: No Refund**

FORCE MAJEURE & BAD WEATHER REFUNDS

BASIS OF REFUNDS

- Tour Cost: 25% of total tour cost for each unutilized travel sector (Dham), minus INR 15,000 per passenger toward the flight preparation & ground arrangement charges.
- Additional Services: Deduction of any additional services provided at any of the Dhams during the tour of the pilgrims will be deducted over & above the refundable Tour Cost.
- Refund against any unutilized service will not be calculated separately and added to the refundable- amount

COVID-19 CASE, OR ANY NATIONAL/STATE EMERGENCY

• In case pilgrims test COVID positive before the travel, or the Yatra gets called-off by the government, or any National or State emergency is imposed, there will be no refunds applicable. However, the pilgrims will be provided a Credit Voucher by Thumby Aviation against the advance paid, which will be valid for one year. It can be utilized against any of our helicopter tours or charter services (for the full amount of the credit voucher), by the pilgrims or any of their friends/relatives

DISPUTES

- Disputes as to legality, interpretation, application or performance of service or any of its terms and conditions shall be governed by the laws of Delhi Jurisdiction.
- Bookings will be taken, considering there is acceptance of the above-mentioned terms & conditions by the party.



SECURITY INFORMATION

सुरक्षा सम्बन्धी सूचना



Following items are not permitted to be carried in your hand baggage
खतरनाक वस्तुएँ अपने सामान में अथवा अपने साथ मत ले जाइए

 Lighter & Matchbox	 Canned Food	 Oil	 Scissors	 Blade
 Knives	 Fork & Spoon	 Bat & Sticks	 Fire arms	 Umbrellas

Frisking & Checking of Hand Bag by security is mandatory for all passengers.
thank you for your cooperation by Order - C.O.S.C.A., B.C.A.S

THUMBY AVIATION PVT. LTD. | Wish you a happy and safe journey!
आपकी यात्रा मंगलमय हो।

थुंबी एवियेशन Control No P58 Card Airbus-12501

EMERGENCY EQUIPMENT



IN CASE OF FIRE आग लगने के स्थिति में



EXIT DIRECTION बाहर जाने दिशा निर्देश





PASSENGER SAFETY BRIEFING CARD

AIRBUS B-125 HELICOPTER

यात्रि संवर्धित सुरक्षा जानकारी।

सुरक्षा चढ़ने के बाद इसे हेलीकॉप्टर में रखें।
PLEASE READ AND KEEP THIS IN HELICOPTER



Issue-1, Rev-0 Approved by DGCA Cabin Safety
Division Letter No. _____ Dated _____

Approval No: FSD/PRC/2022/0959 dated 28 Apr 2022

GENERAL INFORMATION

सामान्य जानकारी

SEAT BELT OPERATION

सुराही की घंटी लगाने का तरीका



SAFE/UNSAFE AREA NEAR HELICOPTER

हेलिकॉप्टर के चारों ओर सुरक्षित/असुरक्षित जगह



BRACE POSITION

ब्रेक पोजीशन



PROHIBITED DURING TAKE-OFF/LANDING

उड़ान / उतर के दौरान निषिद्ध



DOOR OPERATION

दरवाजा खोलने का तरीका

