

day

1

Immersive Art and Cultural Experience

Afternoon: Arrival and Hotel Check-in

Time: As per individual arrival schedules

 Details: Guests will be received at the airport and transferred to their designated hotels for check-in and relaxation.

#### Late Afternoon: Visit of Durga Puja Art Experience Centre

• 15:00: Pickup from the hotel to visit the "Making of Durga Puja Art" Exhibition at the historic Kolkata Town Hall

#### About Kolkata Town Hall:

Constructed in 1813 in the Roman Doric architectural style, the Town Hall is a significant colonial-era building in Kolkata. Originally built as a venue for social gatherings among the European community, it has since been repurposed for various functions, including serving as a museum.

#### Exhibition Highlights:

- > Explore the creative journey of Durga Puja installations from conception to execution.
- > Witness live demonstrations and audio-visual presentations showcasing artisans at work.
- > Opportunity to purchase souvenirs and handicrafts of local artisans, recognising the traditional artistry of Bengal.



#### Evening: Bonedi Bari Visit with Cultural Performance

•17:00: "Bonedi Bari" refers to the ancestral homes of Kolkata's aristocratic families, known for their longstanding tradition of celebrating Durga Puja with grandeur and adherence to age-old customs. These celebrations have been passed down through generations, preserving the rich cultural heritage of Bengal.



#### Experience:

- > Enjoy traditional, cultural and folk performances, reflecting Bengal's rich artistic heritage.
- > Engage in storytelling sessions detailing the history and significance of these heritage household pujas, offering insights into their unique rituals and customs.
- > Snacks & Refreshments: Guests will be served traditional Bengali evening snacks, such as *Aloo Chop* (spiced mashed potato fritters), *Peyaji* (Onion Pakora), *Shingara* (Bengali samosas), *Vegetable Chop*, and *Jhalmuri* (spiced puffed rice). These will be accompanied by traditional Bengali tea/*Lebu cha*, enhancing the immersive cultural experience.

#### Late Evening: Durga Puja Art Installations Tour

• 18:30: Visit 1 Traditional and 2 Contemporary Durga Puja Art Installations Experience: Guided tours of each installation with interactions led by the artists or their team members, providing deeper insights into the themes and creative processes.



#### **Dinner Break**

- 21:00: 1-hour dinner break at selected partner restaurants
- > A curated list of 2-3 restaurants offering authentic Bengali cuisine and other culinary delights.

#### Late-Night: Continued Art Installations Tour

• 22:00: Visit 4 Additional Contemporary Durga Puja Art Installations Experience:

Continued guided tours with artist interactions, allowing for an in-depth understanding of the diverse artistic expressions in contemporary Durga Puja celebrations.



#### Return to Hotel

• 01:00: Drop-off at the hotel for overnight rest.

#### Departure, where memories resonate

#### Morning: Leisure and Breakfast

• Details: After the late night tour, guests can enjoy breakfast and rest for a while.

#### **Departure:** Airport Transfer

- Time: As per individual flight schedules
- Details: Guests will be picked up from the hotel and transferred to the airport for their departure.

#### Package Tour Inclusions:

- o Airport Transfers in MUV AC Cars
- o English, Bengali and Hindi speaking Attaché
- o Breakfast at the place of accommodation or as per plan
- o VIP Access to all Iconic Durga Puja Art venues
- o Access to Bonedi Bari Puja and Traditional Durga Puja
- o Bottled Water

#### **Package Tour Exclusions:**

- o Lunch, Evening Snacks and Dinner
- o Local Sightseeing and Shopping
- o Custom Transport Requests
- o Entry to Durga Puja Art installations apart from ones listed in the Tour



# **Terms & Conditions**

#### **Guided Tour Package**

#### 1. Tour Inclusions

Your comprehensive tour package includes:

- Complete Transit Services: Airport pick-up and drop-off with professional drivers
- Comprehensive Transportation: Private vehicles for all scheduled tour activities and excursions
- Quality Accommodations: Executive class facility lodging based on your selected plan
- Morning Meals: Daily breakfast service exclusively for guests booking accommodation through our service
- Premium Cultural Access: VIP entry to specially curated Durga Puja Art Preview venues throughout the festival
- Traditional Celebrations: Guided access to authentic Bonedi Bari Puja and select traditional Durga Pujas with cultural interpretation
- Enriching Daytime Experiences: Inclusive daytime cultural activities based on your choice in the itinerary:
  - Making of Durga Puja Art Exhibition at Kolkata Town Hall
  - Hooghly River Cruise & Heritage Tour (only available on Sunday, 21st Sept'2025)
  - Bengali Cuisine Unveiled A Live Culinary Experience
  - Kolkata Kaleidoscope Tour Heritage, Culture & Street Food

### 2. E-Visa

For Our International Guests Joining us from outside India, you can apply for your e-Tourist Visa through the official Government of India portal: https://indianvisaonline.gov.in/evisa

## 3. Itinerary Details

 Structured Schedule: The itinerary follows a carefully curated fixed schedule based on your selected package level

- Afternoon Focus: Core cultural activities and tours begin after lunch each day (Days 2-3) to allow for comfortable pacing
- Morning Flexibility: Mornings are intentionally left open for personal rest, independent exploration, or optional activities

## 4. Accommodation Options

- Standard Accommodation: The base package is priced for double occupancy in standard rooms within executive class facilities, offering comfortable lodging throughout your stay
- Premium Options: Room upgrades and special requests (such as private or premium accommodations) require advance notification and will incur transparently communicated additional charges
- Independent Arrangements: Guests declining our accommodation package must secure their own lodging arrangements separately

### 5. Transportation Arrangements

- Vehicle Specifications: All scheduled tours and airport transfers provided in comfortable Multi-Utility Vehicles (MUVs) selected for reliability and comfort
- Seating Capacity: Each vehicle accommodates a maximum of 4 guests to ensure sufficient personal space and comfort during transit
- Guide Positioning: Attaché will be seated in front or middle seats to facilitate smooth coordination, communication, and efficient entry/exit during multiple scheduled stops
- Customization Options: Specialized transportation arrangements available upon advance request for an additional service fee (including private car hire or additional vehicle requests)

#### 6. Meal Information

- Breakfast Service: Daily breakfast included exclusively for guests who book accommodation through our tour package
- Other Dining: Additional meals (lunch, snacks, and dinner) are excluded from the base package unless specifically identified as part of scheduled cultural experiences

Special Dining: Cultural meals (such as Hooghly River cruise, and Bonedi Barilunch) are included as specified in the itinerary

### 7. Language Support

- Multilingual Guides: Tours conducted with professional guidance in English, Bengali, and Hindi to ensure comprehensive communication for diverse participants
- Cultural Interpretation: Language support includes cultural context and explanations beyond simple translation

### 8. Force Majeure Provisions

- Liability Limitations: Tour operator cannot be held liable for performance failures resulting from circumstances beyond reasonable control or prediction
- Covered Circumstances: Protected events include natural disasters, severe weather conditions, fires, floods, labor strikes, civil disturbances, governmental restrictions, health emergencies, pandemics, or other qualifying force majeure events
- Mitigation Efforts: We commit to making reasonable efforts to modify or reschedule itineraries in such cases, though full refunds may not be possible due to prepaid arrangements

### 9. Guest Responsibilities

- Behavioral Expectations: Guests must maintain respectful conduct, appropriate behavior, and cultural sensitivity throughout the duration of the tour
- Legal Compliance: Full adherence to local customs, traditions, and legal requirements is mandatory at all locations
- Misconduct Consequences: Property damage, experience disruption, or inappropriate conduct may result in immediate removal from the tour without refund eligibility
- Health Disclosures: Guests must possess sufficient physical capability for tour activities and must disclose relevant health conditions or special needs at the time of booking

## 10. Cancellation Policy

#### 10.1 Guest-Initiated Cancellations

- If the guest has only paid the booking amount (25%) and chooses to cancel
  the tour at any time. The entire booking amount will be forfeited as a
  cancellation fee.
- If the guest has paid the full tour amount (beyond the booking fee), the follow ing applies:
  - Early Cancellation (30+ days before tour): 30% of total tour cost retained
  - o Mid-Range Cancellation (8-29 days before tour): 60% of total tour cost retained as cancellation fee
  - o Late Cancellation (4 7 days before tour): 90% of tour cost retained as cancellation fee
  - Last Minute Cancellation (3 days or fewer before tour):100% of tour cost retained with no refund eligibility due to preparation costs

### 10.2 Operator-Initiated Cancellations

 Full Reimbursement: Complete refund provided if cancellation is initiated by the tour operator for any reason

### 10.3 Itinerary Modifications

 Operational Adjustments: Operator reserves the right to adjust itineraries for weather conditions, safety concerns, logistical challenges, or unforeseen cicumstances affecting the quality or viability of the experience

## 11. Payment Terms

### 11.1 Payment Method

 Transfer Requirements: Payment accepted exclusively via bank transfer for security and transaction verification  Transfer Requirements: Payment accepted exclusively via bank transfer for security and transaction verification

#### Payment Sc

hedule: An initial payment of 25% of the total package cost is required to confirm the booking. The remaining 75% must be paid by 15th August 2025 to secure participation in the tour.

- Banking Information: Complete bank details provided upon confirmation of booking reservation
- Tax Information: All prices quoted are exclusive of GST and GST @18% is applicable on the total package price

### 11.2 Refund Processing

- Policy Application: All refunds processed according to the terms specified in the cancellation policy
- Processing Timeline: Eligible refunds processed within a reasonable timeframe after cancellation approval

## 12. Liability and Responsibility

## 12.1 Guest Responsibility

- Personal Safety: Guests responsible for their own safety precautions and adherence to tour guidelines and instructions
- Property Security: Operator assumes no responsibility for personal property loss, damage, or theft during the tour duration

## 13. Dispute Resolution

#### 13.1 Resolution Process

- Communication Priority: All disputes addressed initially through direct communication, negotiation, and good-faith problem-solving efforts
- Banking Information: Complete bank details provided upon confirmation of booking reservation
- Tax Information: All prices quoted are exclusive of GST and GST @18% is applicable on the total package price

### 13.2 Refund Processing

- Policy Application: All refunds processed according to the terms specified in the cancellation policy
- Processing Timeline: Eligible refunds processed within a reasonable timeframe after cancellation approval

### 14. Liability and Responsibility

### 14.1 Guest Responsibility

- Personal Safety: Guests responsible for their own safety precautions and adherence to tour guidelines and instructions
- Property Security: Operator assumes no responsibility for personal property loss, damage, or theft during the tour duration

### 15. Dispute Resolution

### 15.1 Resolution Process

 Communication Priority: All disputes addressed initially through direct communication, negotiation, and good-faith problem-solving efforts

### 15.2 Legal Jurisdiction

 Governing Authority: All legal matters and formal disputes subject exclusively to the jurisdiction of Kolkata, West Bengal courts and legal system

#### 16. Additional Terms

- Terms Modification: Operator reserves the right to revise terms and conditions without prior notification requirement
- Acceptance Confirmation: Completion of booking process constitutes full acknowledgment and acceptance of all terms and conditions outlined herein





