



Here is your package for

Tour Code: FIT/3923

Eastern Delight

5 Nights 6 Days - Land Package

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YOUR VACATION AT A GLANCE !!

SNAPSHOT



IMPORTANT NOTES



DESTINATION INFO



GOT QUESTIONS?



INCLUSION / EXCLUSIONS



REACH US AT..!!



HOTELS



SIGHTSEEINGS



MEALS



TRIP COST & CANCELLATION POLICY



GET SET GO..!!



SNAPSHOT



THEMES

Family Tour



ACTIVITES

18



VALIDITY PERIOD

11 Jun 2025 to 30 Sep 2025



DESTINATIONS

Gangtok(2N) - Kalimpong(1N) - Darjeeling(2N)



HIGHLIGHTS

- ✓ Tshangu Lake (12,400 Ft)
- ✓ Banjhakari Fall
- ✓ Dello hills
- ✓ Japanese Temple
- ✓ Tenzing & Gombu Rock

DESTINATION INFO



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INCLUSIONS / EXCLUSIONS

INCLUSIONS

- Meet & Greet upon arrival
- Accommodation as per the itinerary, on specified plan on Twin Sharing Basis.
- All applicable Transfer & Sightseeing by vehicle mentioned in the price bracket on point to point basis & not on disposal. The vehicle will be exclusively used for the guest as per the itinerary only

EXCLUSIONS

- 5% GST (Goods and Service Tax) for Indian Nationals only, as applicable from 01/07/2017
- Cost for Air-ticket (which is always given separately, unless mentioned).
- Cost for Air-ticket (which is always given separately, unless mentioned).
- Cost for Airfare, Train fare, Insurance Premiums, Rafting Charges.
- Cost for service provided on a personal request.
- Cost for personal expenses such as laundry, soft drinks, incidentals, porter charges, tips etc.
- Cost for any other service not mentioned under the "Cost Includes" head.
- Difference in cost arising due to extra usage of vehicle, other than scheduled & mentioned in the itinerary.
- Difference in cost arising due to mishaps, political unrest, natural calamities like - landslides, road blockage, etc

HOTELS

VALIDITY DATES : *11 Jun 2025 - 30 Sep 2025*

PLAN: BUDGET

- 2 Night(s) in Gangtok at Five Gangtok or similar
- 1 Night(s) in Kalimpong at Golden Peaks Hotel & Restaurant or similar
- 2 Night(s) in Darjeeling at Villa Everest or similar

PLAN: STANDARD

- 2 Night(s) in Gangtok at Cilantro Unwind Deliso Abode / Magpie Libing Grand Hotels and Resorts or similar
- 1 Night(s) in Kalimpong at Summit Barsana Resort & Spa, Kalimpong or similar
- 2 Night(s) in Darjeeling at Hotel Viceroy or similar

PLAN: DELUXE

- 2 Night(s) in Gangtok at Orange Village Resort or similar
- 1 Night(s) in Kalimpong at Summit Barsana Resort & Spa, Kalimpong or similar
- 2 Night(s) in Darjeeling at Crescent Resort or similar

PLAN: PREMIUM

- 2 Night(s) in Gangtok at Ramada Gangtok or similar
- 1 Night(s) in Kalimpong at Fortune Resort or similar
- 2 Night(s) in Darjeeling at Cedar Inn or similar

PLAN: LUXURY

- 2 Night(s) in Gangtok at The Elgin Nor Khill Gangtok or similar
- 1 Night(s) in Kalimpong at The Elgin Silver Oaks, Kalimpong – Since 1932 or similar
- 2 Night(s) in Darjeeling at The Elgin, Darjeeling – Since 1887 or similar

Philosophy Of The North East Tour:

- The North East Tour Involves Long Distance Travelling & So This Tour Is Strictly Recommended To The Passengers Who Can Travel Efficiently & Are Willing To Travel Long Journeys During The Tour, Getting Up Early Morning On All Days During The Tour To Proceed For The Sightseeing. The Destination Involves Walking & Climbing Steps At The Hotels & Sightseeing Places So People Who Are Comfortable To Walk Can Only Opt For This Destination.
- The Food Menu In The Tour (Breakfast & Dinner) At The Hotels Gets Repeated On Most Of The Days Because Of The Limitations In The Vegetation. Enroute Lunch Options Are Very Limited, Basic In Terms Of Food & Ambience & Also The Lunch Time Cannot Be Maintained. It Might Get Delayed Due To Mountain Road Traveling.
- The Distance (Kms) & Hours Of Journey Mentioned In The Tour Itinerary Usually Varies Because Of Mountain Road Journeys. The Narrow Roads, Landslides, Snowfalls, Traffic Jams Are The Usual Reasons Due To Which The Journey Hours Gets Stretch Than What Is Mentioned In The Tour Itinerary.
- NRI Clients Have To Carry Their Passport Along With The OCI & Visa Documents.
- Kaziranga National Park Remains Close From 1st.May To 30th.Oct
- This Destination Has Long & Hilly Road Drives Involved During The Whole Trip. Clients With Knee, Back Pain & Motion Sickness Should Note This.
- As Per Government Orders, Vehicles Used Here Will Not Have Overhead Carriers To Store The Luggage. Luggage Will Be Stored Inside The Car Only.

- It Is Strictly Advisable To Travel Light. 1 Medium Size Bag & 1 Carry Bag Per Person Is Allowed As Per The Transport Norms.
- Tempo Traveler Is Not As Comfortable As Innova.
- The Tempo Traveler In This Destination Is Modified As Per The Roads Of This Place & So The Seats Are Narrow , Leg Space Is Very Less , Seats Are Non-Push Back & The Middle Row Is Also Narrow.
- Most Of The Hotels Do Not Have Lift Facility. Clients Have To Climb The Stairs.
- Food At The Hotels Is Basic, With Local Flavor & Limited Options.
- For FIT Tours We Recommend Innova For Maximum 4 Pax. If There Are More Than 4 Pax Than Pls Prefer To Take Either 2 Innova Or Tempo Traveler.

SIGHTSEEINGS

Gangtok, India

- Tshangu Lake - The glacial lake of Sikkim
- Baba Mandir
- Nathula Pass – The most mesmerizing spot of Sikkim
- Banjhakri Falls
- Research institute of tibetology
- Directorate of handicraft & handloom
- Flower Show

Kalimpong, India

- Best Paragliding experience at - Deolo Hill
- Flower Nurseries
- Best Paragliding experience at - Deolo Hill
- Panoramic view of Golf Course
- Jang-Dong-Palriffo Brang and Durbin Dara Hill

Darjeeling, India

- Tiger Hills
- Japanese Temple and Peace Pagoda Darjeeling
- Padmaja Naidu Himalayan Zoological Park
- Visit the Himalayan Mountaineering Institute
- Tenzing & Gombu Rock
- Panaromic View Of Tea Estate

*

Sightseeing Note:

- Nathula Pass (14,140 Ft Indo-China Border – At Own Cost)
- Research Institute Of Tibetology (Closed On Sunday)
- Directorate Of Handicraft & Handloom (Closed On Sunday)
- Bakthang Waterfalls & Ropeway(Operational, Ticket On Direct Payment Basis)
- Teesta River Rafting At Melli(Optional Cost)

Entry Fees Will Be Applicable For Above All Sightseeing

MEALS

- 5 Breakfast
- 5 Dinner

TRIP COST

VALIDITY DATE : 11 Jun 2025 - 30 Sep 2025

PLAN:BUDGET

INCLUDED HOTELS

- 2 Night(s) in Gangtok at Five Gangtok or similar
- 1 Night(s) in Kalimpong at Golden Peaks Hotel & Restaurant or similar
- 2 Night(s) in Darjeeling at Villa Everest or similar

| | Single Sharing (Per Person) | Double Sharing (Per Person) | Triple Sharing (Per Person) | CWB (Per Person) | CNB (Per Person) |
|--------------|--------------------------------|-----------------------------------|--------------------------------|---------------------|---------------------|
| 2 Pax | INR 32,690 | INR 39,300 | INR 29,460 | INR 7,440 | INR 5,430 |
| 4 Pax | INR 32,690 | INR 28,800 | INR 22,460 | INR 7,440 | INR 5,430 |
| 6 Pax | INR 32,690 | INR 25,260 | INR 20,100 | INR 7,440 | INR 5,430 |

* Note: 5% GST Additional On Total Tour Cost. T&C Apply at time of Booking.

PLAN:STANDARD

INCLUDED HOTELS

- 2 Night(s) in Gangtok at Cilantro Unwind Deliso Abode / Magpie Libing Grand Hotels and Resorts or similar
- 1 Night(s) in Kalimpong at Summit Barsana Resort & Spa, Kalimpong or similar
- 2 Night(s) in Darjeeling at Hotel Viceroy or similar

| | Single Sharing (Per Person) | Double Sharing (Per Person) | Triple Sharing (Per Person) | CWB (Per Person) | CNB (Per Person) |
|--------------|--------------------------------|-----------------------------------|--------------------------------|---------------------|---------------------|
| 2 Pax | INR 40,010 | INR 41,540 | INR 32,220 | INR 12,160 | INR 10,270 |
| 4 Pax | INR 40,010 | INR 31,040 | INR 25,220 | INR 12,160 | INR 10,270 |
| 6 Pax | INR 40,010 | INR 27,500 | INR 22,860 | INR 12,160 | INR 10,270 |

* Note: 5% GST Additional On Total Tour Cost. T&C Apply at time of Booking.

PLAN:DELUXE

INCLUDED HOTELS

- 2 Night(s) in Gangtok at Orange Village Resort or similar
- 1 Night(s) in Kalimpong at Summit Barsana Resort & Spa, Kalimpong or similar
- 2 Night(s) in Darjeeling at Crescent Resort or similar

| | Single Sharing (Per Person) | Double Sharing (Per Person) | Triple Sharing (Per Person) | CWB (Per Person) | CNB (Per Person) |
|--|--------------------------------|-----------------------------------|--------------------------------|---------------------|---------------------|
|--|--------------------------------|-----------------------------------|--------------------------------|---------------------|---------------------|

| | | | | | |
|--------------|------------|------------|------------|------------|------------|
| 2 Pax | INR 48,380 | INR 45,670 | INR 36,070 | INR 16,880 | INR 12,390 |
| 4 Pax | INR 48,380 | INR 35,170 | INR 29,070 | INR 16,880 | INR 12,390 |
| 6 Pax | INR 48,380 | INR 31,630 | INR 26,710 | INR 16,880 | INR 12,390 |

* Note: 5% GST Additional On Total Tour Cost. T&C Apply at time of Booking.

PLAN:PREMIUM

INCLUDED HOTELS

- 2 Night(s) in Gangtok at Ramada Gangtok or similar
- 1 Night(s) in Kalimpong at Fortune Resort or similar
- 2 Night(s) in Darjeeling at Cedar Inn or similar

| | Single Sharing (Per Person) | Double Sharing (Per Person) | Triple Sharing (Per Person) | CWB (Per Person) | CNB (Per Person) |
|--------------|--------------------------------|-----------------------------------|--------------------------------|---------------------|---------------------|
| 2 Pax | INR 49,680 | INR 48,970 | INR 38,430 | INR 15,820 | INR 10,510 |
| 4 Pax | INR 49,680 | INR 38,470 | INR 31,430 | INR 15,820 | INR 10,510 |
| 6 Pax | INR 49,680 | INR 34,930 | INR 29,070 | INR 15,820 | INR 10,510 |

* Note: 5% GST Additional On Total Tour Cost. T&C Apply at time of Booking.

PLAN:LUXURY

INCLUDED HOTELS

- 2 Night(s) in Gangtok at The Elgin Nor Khill Gangtok or similar
- 1 Night(s) in Kalimpong at The Elgin Silver Oaks, Kalimpong – Since 1932 or similar
- 2 Night(s) in Darjeeling at The Elgin, Darjeeling – Since 1887 or similar

| | Single Sharing (Per Person) | Double Sharing (Per Person) | Triple Sharing (Per Person) | CWB (Per Person) | CNB (Per Person) |
|--------------|--------------------------------|-----------------------------------|--------------------------------|---------------------|---------------------|
| 2 Pax | INR 72,460 | INR 57,230 | INR 47,010 | INR 22,900 | INR 19,120 |
| 4 Pax | INR 72,460 | INR 46,730 | INR 40,010 | INR 22,900 | INR 19,120 |
| 6 Pax | INR 72,460 | INR 43,190 | INR 37,650 | INR 22,900 | INR 19,120 |

* Note: 5% GST Additional On Total Tour Cost. T&C Apply at time of Booking.

PAYMENT SCHEDULE

- ✓ Initial deposit - Rs.25, 000/- per person to confirm you're booking with us.
- ✓ 100% payment to be made at least 30 days before departure.

CANCELLATION POLICY

- ✓ 45 days or more prior to the departure Rs.10000
 - ✓ 45-30 days prior to the departure 25% of the tour cost
 - ✓ 30-15 days prior to the departure 50% of the tour cost
 - ✓ 15-07 days prior to the departure 100% of the tour cost
-

BANK DETAILS

Flamingo Transworld Pvt. Ltd.

ICICI BANK - JMC HOUSE Account No: 002405008581

JMC HOUSE, OPP. PARIMAL GANDER, AMBAWADI, AHMEDABAD - 380006

IFSC/RTGS/NEFT CODE: ICIC0000024

ICICI BANK SWIFT CODE: ICICINBBCTS



GET SET GO..!!

Day

1

Arrival Njp/Ixb- Gangtok

Gangtok (5412Ft/1650Mts,130Kms/04 to 05 Hrs Drive)

On arrival at New Jalpaiguri Railway Station (NJP) / Bagdogra Airport (IXB) (413 Ft / 126 Mts), you will be met by our local representative, who will assist you to board the vehicle to Gangtok. On reaching Gangtok, check in and overnight at hotel

Day

2

Gangtok - Excursion To- Tshangu Lake & New Baba Mandir Excursion

Tshangu Lake (12400Ft / 3780 Mts / 43 Kms / 02 Hrs Drive one way) & New Baba Mandir (13100 Ft / 3994 Mts / 18 Kms / 01 Hrs further drive from Tshangu Lake)

Note:

- Documents for Tshangu Lake & New Baba Mandir – 02 Passport Size Photo along with Photo Copy of Photo ID Proof (Passport or Driving License or Voter ID (Pan Card & Adhaar Card is not accepted). For Children below 18 years, Date of Birth certificate written in English is mandatory along with School Id / College Id as supporting document. Original to be brought with self while travelling.
- Incase visit to Tshangu Lake is not possible, due to landslide or any other unforeseen reasons, alternative sightseeing will be provide.
- Process for Foreigner, OCI & PIO Card holder are completely different, kindly inform us well in advance to plan out the itinerary accordingly.

Optional:

Nathula Pass Visit (Optional)

Nathula Pass (14137 Ft / 4310 Mts) Indo China Border(remains closed on Monday for tourist), visit is limited to Indian nationals only, allowed on the basis of advance permit One can opt for Nathula Excursion by paying a supplement cost of INR 5500.00 + 5% GST

Nathula can be guaranteed if you have contacts in the army or if you are government employee. Kindly use your sources so that the permit could be procure.

☒ Breakfast ☒ Dinner

Day 3

Gangtok - Kalimpong (4091 Ft / 1247 Mts, 85 Kms / 03 To 04 Hrs) :

After breakfast check out and go for a half day sightseeing of Gangtok covering Flower Show, Directorate of Handicraft & Handloom (Closed on 2nd & 4th Saturday, Sunday, Local Festival and State & National Govt. holidays), Do-rul Chhorten, Research Institute of Tibetology (Closed on 2nd & 4th Saturday, Sunday, Local Festival and State & National Govt. holidays) and Banjhakari Falls. Later transfer to Kalimpong. On reaching Kalimpong, check in & overnight at hotel.

Note:

- Alternative sightseeing of Bakthang Waterfalls & Ropeway (If operational, ticket on direct payment basis) will be provided in case of Research Institute of Tibetology & Directorate of Handicraft & Handloom is closed.

Optional:

- Teesta River Rafting at Melli (for rate, kindly refer to Supplement & Optional Cost Column, given below the main package cost).

☒ Breakfast ☒ Dinner

Day 4

Kalimpong - Darjeeling - Darjeeling (6710 Ft / 2046 Mts, 70 Kms / 03 to 04 Hrs drive)

Today after breakfast check out and go for local sightseeing of Kalimpong covering Dello hills, Flower Nursery, Panoramic view of Golf Course & Jang-Dong-Palriffo Brang and Durbin Dara Hills. Later transfer to Darjeeling. On reaching Darjeeling, check in and Overnight at hotel.

Optional:

- Paragliding in Kalimpong (for rate, kindly refer to Supplement & Optional Cost Column, given below the main package cost)
- Teesta River Rafting at Melli (for rate, kindly refer to Supplement & Optional Cost Column, given below the main package cost).

☒ Breakfast ☒ Dinner

Day 5

Darjeeling-Darjeeling (6710 Ft / 2046 Mts)

Early morning at around 0400am (subject to clear weather) for visit to Tiger Hills (8482 Ft / 2586 Mts) to view the sunrise over mighty Kanchendzonga Peak (Third highest peak in the world). Back to hotel for breakfast. After breakfast go for a half-day sightseeing of local Darjeeling covering Japanese Temple & Peace Pagoda, Padmaja Naidu Himalayan Zoological Park & Himalayan Mountaineering Institute (Closed on Thursday, Local Festival and State & National Govt. holidays), Tenzing & Gombu Rock and Panoramic tour of Tea Estate. Back to Hotel. Overnight at hotel.

Note:

Tiger Hill visit is subjected to availability of coupons, as only 600 vehicles are allowed in the morning. In case of non availability of coupons we will provide the Tiger Hill visit after breakfast.

Optional:

- Darjeeling Himalayan Railway (DHR) popularly known as Joy Train Ride. For rate, kindly refer to Supplement & Optional Cost Column, given below the main package cost.

☒ Breakfast ☒ Dinner

Darjeeling - Njp / Ixb-New Jalpaiguri Railway Station (Njp) / Bagdogra Airport (Ixb) (413 Ft / 126 Mts, 100 Kms / 03 To 04 Hrs Drive)

After breakfast transfer to New Jalpaiguri Railway Station (NJP) / Bagdogra Airport (IXB), for onwards connection.

Optional:

Detour, drive via *Pashupati Nagar visit (Indo-Nepal border) for shopping & Mirik Lake (4905 Ft / 1495 Mts, Horse riding & Boat is available in & around the lake on direct payment basis). For rate, kindly refer to Supplement & Optional Cost Column, given below the main package cost.

Note:

For Pashupati Nagar visit (Indo-Nepal border) for shopping, our vehicle will stop at the Indian side of the boarder & the guest will have to walk to the Nepalese side of the border, where they can easily hire a local taxi which will cost INR 400 to 500 one way to drop the guest at Market. The guest can also easily walk to reach the market which is just 2 Kms from the boarder gate.

☒ Breakfast



IMPORTANT NOTES

Supplement & Optional Cost Are As Follows:

- INR 500.00 + 5% GST per vehicle per day for upgrading Xylo to Innova.
- INR 1000.00 + 5% GST per vehicle per day for upgrading Xylo to Innova Crysta. A maximum of 04 pax (Including Adults + Children) in 01 vehicle.
- INR 5500.00 + 5% GST per vehicle for Nathula Pass (Ex Gangtok – Not applicable if opted on Wagon R).
- INR 3500.00 + 5% GST per vehicle for Namchi Chardham. (Gangtok to Kalimpong or VV)
- INR 1500.00 + 5% GST per vehicle for en route Mirik Lake.
- INR 1500.00 + 150 Handling Fee + 5% GST per person (Adult / Child of 4yrs & above) for Steam Engine (Ex Darjeeling) + INR 700.00 + 5% GST per vehicle for Toy Train transfer & halt charge.
- INR 1000.00 + 150 Handling Fee + 5% GST per person (Adult / Child of 4yrs & above) for Diesel Engine (Ex Darjeeling) + INR 700.00 + 5% GST per vehicle for Toy Train transfer & halt charge.
- The services marked with star will have to be opted for complete tour. These services are not available on make & break basis.

Inbound Clients Note:

- NRI, OCI, PIO Card holder & Foreign National are not allowed to visit Baba Mandir & Nathula Pass.
- They are allowed to visit till Tshangu Lake, with a valid permit. They also have to be 02 & above is number to visit Tshangu Lake.
- For getting the valid permit these guest will have to bring with them their valid passport & visa / OCI / PIO Card.
- They will also be required to bring along with them 08 passport size photograph for processing their permits into Sikkim, Tshangu lake, Lachen & Lachung.
- There will be an additional cost for processing the permit & making the tour applicable.

Optional Sightseeing Cost :

Optional via Mirik - Drive via Mirik can be availed by paying a supplement cost of INR 1500.00 + 5% GST per vehicle.

Optional : Nathula INR 5500.00 + 5% GST

Optional : ZERO POINT INR 3500.00 + 5% GST

About the Hotels :

- We have used hotels which are not to be compared with the Hotels of other developed destinations. We have selected, combined & graded the hotels in a fashion, so that the Guest gets similar kind of standard in services & facilities at every destination / place of retirement. For the easy understanding we have termed:
- Grade B, B-1 & B-2 - 'The Area's Fourth Best Hotels Category' whose services are similar to a Two Star+ to Three Star Hotel (Other than Lachen, Lachung & mentioned beside the hotel name).
- Grade A & A-1 - 'The Area's Third Best Hotels Category' whose services are close to a Three Star+ to Four Star Hotel (Other than Lachen, Lachung & mentioned beside the hotel name).
- Grade A-2, A-3 & A-4 'The Area's Second Best Hotels Category' whose services are similar to a Four Star to Four Star+ hotel (Other than Lachen, Lachung, Zuluk & mentioned beside the hotel name).

- Grade A-5 - 'The Area's Best Hotels Category' whose services are similar to Heritage Hotel similar / Four Star hotel (Other than Lachen, Lachung, Zuluk & mentioned beside the hotel name).
- Grade A-7 - 'The Area's Best Hotels Category' whose services are similar to a Five Star hotel (Other than Lachen, Lachung, Zuluk & mentioned beside the hotel name).
- Hotels that are located in the remote areas like Lachen, Lachung, Yuksom, Mirik, Mangan etc where they don't have higher categories hotel option there we use areas best property.

Please Read Before Travelling:

- Please note as per the Government Rule, in 01 INNOVA only 06 heads are allowed that is including child. In case the number of heads traveling increases above 06 in an Innova than the guest will have to opt for the 2nd (second) vehicle.
- While travelling to Sikkim one needs to carry the original ID card (Indian Passport , Election card , Driving license) with 2 xerox copies & 4 passport size photographs. Failing to do so the passenger will not be allowed to check-in at the hotel in Lachung & Gangtok. (PAN Card & Aadhar Card are not considered as a valid ID proof)
- For travelling to Sikkim, if the guest are NRI or foreign nationals than they need to take permit so please inform priory for the same. The above given cost is valid only for the Indian Nationals. Rates for the foreign passport holders will differ.
- In Sikkim the travelling time is more as there are hilly areas & also the roads are rough so pls take a note of it.
- The vehicles which we give in our tour for the guest in Sikkim are usually innova / scorpio / xylo. These vehicles are not upto the highest mark due to rough roads & it will be with guest as per the tour itinerary only.
- We suggest our guest to travel light with minimum baggage of one piece per person. In case of excess baggage the guest will have to opt for an extra vehicle for carrying the excess baggage. The cost for this will be collected directly from the guest.

Important Notes:

- Rates are dynamic and subject availability. It will be fluctuate as per hotel inventory, festival period, peak dates, city sold out dates, etc.....
- Given cost is estimated, based on lowest hotel rates existing as of now. We don't hold any confirmation for hotels. It's subject to availability at the time of booking. Any difference in cost shall be borne by passenger.
- Check-in time at hotel is 1400 hrs & check-out time is 1100 hrs.
- Your tours and transfers are based on tour itinerary & not at disposal basis.
- Your itinerary will be strictly on timings.
- Room rates based on standard rooms. Supplement cost will be applicable for valley facing / higher category rooms.
- Breakfast will start from day 2 of the itinerary.
- Services will be given in exchange of original vouchers/itinerary only.
- Portages and driver tips are extra
- Optional sightseeing has to be booked in advance on your own by paying an additional cost.
- There is no refund for un utilized service
- All cost are per person based on twin sharing
- Car cost is counted as per children & adults sharing a car
- On hilly areas the car ac will not work.
- During sightseeing the vehicle will go up to permissible point only, from that point any arrangement to be made all extra expenses shall have to be borne by the passengers.
- Extra bed in the room means only extra mattress. (no cot)
-
- Any govt. Tax levied must be borne by the passengers only.
- Pre ponement of journey is not allowed. It will be treated as cancellation & accordingly the cancellation charges will be applicable.

- If any airline is delayed or cancelled, flamingo transworld pvt. Ltd. Is not responsible for any compensation for hotels, meals, sightseeing or any other claim.
- If accommodation is not available in the identified / specific hotel for the particular package tour due to reason beyond our control, we shall make our best efforts to shift the clients to hotel maintaining / having more or less the same standard. No complaint or claim shall be made by the client in this respect.



GOT QUESTIONS?

GENERAL

PACKAGE RELATED

A. About Sikkim & Darjeeling.

1) Where is Sikkim & Darjeeling?

Sikkim & Darjeeling is located in the northeastern part of India and is popularly known as Chicken Neck of India, which links the rest of India to the northeastern state of Assam & beyond. It is very strategically located with Nepal, Bangladesh, Bhutan and China, lying within a driving distance of 1 to 5 hours. It is truly, the only dry port in India.

2) What is Sikkim Darjeeling famous for?

The area is famous for 3 Ts, (Tea, Timber and Tourism). The place Darjeeling is synonymous with Tea, as it produces the world's best quality Tea, also known as the "Champagne of the East."

Tourism is a major source of livelihood for the people of the area. The government has focused on improving local tourism infrastructure. This is also evident from the fact that this area, is home to tourist attractions such as Padmaja Naidu Himalayan Zoological Park, one of the largest high altitude zoo in India, and only places where conservation breeding of Red Panda, Snow leopard & Tibetan Wolf happens. The area also houses the only skywalk in India, which is located in Pelling, Sikkim. There are many more Tourist places, one comes across while traveling to this area.

3) How does one reach Sikkim & Darjeeling?

A) By Air.

Bagdogra Airport – Direct flight from CCU, DEL, GAU, HYD, BLR, MAA, BOM, AMD & BKK.

Pakyong Airport (Sikkim) – Presently only spice jet flight are operating from CCU & DEL (Flight are very erratic and can be cancelled anytime).

Nepal (Bhadrapur Airport which is 60 kms from Siliguri)

Nepal (Birathnagar Airport which is 140 kms from Siliguri).

B) By Rail

New Jalpaiguri Station (NJP) is the main station for the area, and has good train connectivity with rest of India. All trains starting from Trivandrum, Bangalore, Mumbai, Chennai, Kolkata, Jammu, Jaipur, New Delhi etc bound for Guwahati will have to pass through NJP Railway Station.

C) By Road

Bhutan - Jaigaon (Indian side) / Phuentsholing (Bhutan side).

Nepal – Panitanki (Indian side) / Kakarvitta – Jhapa (Nepal side).

Bangladesh - Chengrabanda (Indian side) / Burimari (Bangladesh side).

Well connected with all cities & towns of India. The Asian Highway Number AH2 passes through Siliguri which houses the Bagdogra Airport & New Jalpaiguri Railway Station for Sikkim & Darjeeling.

4) When is the best time to travel?

The area can be visited throughout the year. However, during monsoon the roads connecting, Pelling, Lachung, Lachen & Namchi, get even more rough & challenging. We recommend, other than experiential tourist, to avoid visiting, these area during the months of July, August & till mid September.

5) What will be the weather conditions in Sikkim & Darjeeling?

The below chart provides a fair idea about the area's average maximum / minimum temperature, rainfall and the probability of seeing a clear skies through the year:

Gangtok Lachung Lachen

| Month | Min. Temp | Max. Temp | Avg. Temp | Avg R/F | Min. Temp. | Max Temp | Avg. Temp | Avg R/F. | Min. Temp. | Max Tamp | Avg. Temp | Avg R/F |
|-------|-----------|-----------|-----------|---------|------------|----------|-----------|----------|------------|----------|-----------|---------|
| Jan | 6 | 14 | 10 | 17 | -5 | 9 | 2 | 15 | -2 | -3 | 0 | 60 |
| Feb | 7 | 16 | 11 | 18 | -4 | 10 | 3 | 34 | -1 | 5 | 2 | 65 |

| | | | | | | | | | | | | |
|-------|----|----|----|-----|----|----|----|-----|----|----|----|-----|
| Mar | 10 | 19 | 15 | 52 | 0 | 13 | 6 | 57 | 1 | 10 | 6 | 66 |
| April | 13 | 22 | 18 | 94 | 3 | 16 | 10 | 83 | 5 | 14 | 9 | 89 |
| May | 15 | 23 | 19 | 169 | 7 | 19 | 10 | 103 | 9 | 18 | 13 | 108 |
| June | 17 | 24 | 20 | 473 | 10 | 20 | 15 | 168 | 12 | 22 | 17 | 135 |
| July | 18 | 24 | 21 | 696 | 12 | 20 | 16 | 219 | 14 | 24 | 19 | 124 |
| Aug | 18 | 24 | 21 | 553 | 11 | 20 | 15 | 185 | 13 | 23 | 18 | 134 |
| Sep | 17 | 24 | 20 | 388 | 10 | 19 | 14 | 146 | 11 | 20 | 15 | 97 |
| Oct | 14 | 22 | 18 | 99 | 4 | 17 | 10 | 61 | 7 | 14 | 10 | 74 |
| Nov | 9 | 19 | 14 | 14 | -1 | 13 | 6 | 17 | 2 | 8 | 5 | 82 |
| Dec | 7 | 16 | 11 | 5 | -4 | 10 | 3 | 6 | -1 | 4 | 2 | 71 |

Pelling. Kalimpong Darjeeling.

| Month | Min. Temp | Max. Temp | Avg. Temp | Avg R/F | Min. Temp. | Max Temp | Avg. Temp | Avg R/F. | Min. Temp. | Max Tamp | Avg. Temp | Avg R/F |
|-------|--------------|--------------|--------------|------------|---------------|-------------|--------------|-------------|---------------|-------------|--------------|------------|
| Jan | 5 | 13 | 9 | 17 | 8 | 16 | 12 | 17 | 3 | 10 | 7 | 17 |
| Feb | 6 | 14 | 10 | 19 | 9 | 17 | 13 | 12 | 5 | 12 | 8 | 15 |
| Mar | 9 | 18 | 14 | 52 | 13 | 21 | 17 | 43 | 8 | 16 | 12 | 41 |
| April | 12 | 21 | 16 | 102 | 15 | 24 | 20 | 70 | 11 | 19 | 15 | 86 |
| May | 14 | 22 | 18 | 173 | 18 | 25 | 21 | 133 | 13 | 19 | 16 | 166 |
| June | 16 | 22 | 19 | 442 | 19 | 25 | 22 | 442 | 15 | 20 | 17 | 468 |
| July | 17 | 23 | 20 | 652 | 19 | 25 | 22 | 684 | 16 | 20 | 18 | 710 |
| Aug | 17 | 23 | 20 | 529 | 20 | 25 | 22 | 529 | 16 | 20 | 18 | 529 |
| Sep | 16 | 22 | 19 | 372 | 19 | 25 | 22 | 357 | 15 | 20 | 18 | 375 |
| Oct | 13 | 21 | 17 | 104 | 16 | 14 | 20 | 94 | 12 | 19 | 15 | 212 |
| Nov | 8 | 18 | 13 | 17 | 12 | 21 | 16 | 11 | 8 | 16 | 12 | 15 |
| Dec | 6 | 15 | 10 | 6 | 9 | 18 | 13 | 3 | 5 | 12 | 8 | 4 |

Note : -

Please note Higher the altitude, lower the temperature and rainfall. For current forecast on weather you may visit the link : [Weather](#)

The figure mentioned above in the temperature column is in Celsius.

The figure mentioned above in the average rainfall column is in millimeter (mm).

The maximum chances of having clear skies will be in the month of Jan, Feb, Mar, Nov & Dec.

It is advisable that one should be prepared with layer clothing also in summers and carry heavy woolen in winters.

6) What is the ideal holiday duration for Sikkim & Darjeeling?

Itineraries for the area can be scheduled for a minimum of 04 Nights and maximum of 14 Nights. The ideal duration is around 10 Nights (Gangtok - 03Nights, Lachung - 01Nights, Lachen - 02Nights, Pelling - 02Nights & Darjeeling - 02Nights).

7) What are the various activities & options available for Tourist travelling to Sikkim & Darjeeling?

Cultural - For cultural tourists, the area offers nature, landscapes, monasteries, flower nurseries, etc.

Adventure - The area offers activities like hiking, trekking, cycling, rafting and paragliding, etc.

Special Interest Group-For such groups, the area offers Tea Tasting session, Interaction with Monks, Culinary classes on local cuisine, experience mountain livelihood etc.

Other Activities - Special community services such as charity, support to orphanages etc.

8) How is the mobile connectivity in Sikkim & Darjeeling? Which telecom operator has good network?

Communication plays a very important role in staying connected, wherever one goes. Telecom operators like BSNL, Airtel & Vodafone-Idea have good connectivity in our area.

9) How safe is Sikkim & Darjeeling for Tourist, especially for Female traveler?

Sikkim & Darjeeling is completely safe when it comes to travel, especially when females are concerned. Women of the area are very active and play a major role in family's decision-making & big

contributor to livelihood to the family.

B. About Entry Formalities, Documentation & General Restriction In Travelling To Sikkim & Darjeeling.

1) What are the document requirements for Indian nationals (Indian Passport holder) travelling to Sikkim & Darjeeling?

The documents required for availing the services of Tshangu Lake, Baba Mandir, Nathula & North Sikkim (Lachung, Yumthang Excursion, Yumesomdong (Zero Point), Katau, Lachen, Chopta Valley & Gurudongmar Excursion) are:

06 passport size photographs of each member travelling whether Adult or Child with their name, age & gender written behind each photograph.

Original along with photocopy of the photo ID of each member travelling, whether adult or child.

Valid Passport, Election ID card, Driving License or any documents issued by Central or State Government having Photo, Name and the address will be considered as valid ID Proof only. Aadhar Card & Pan Card are not accepted as valid ID Proof for issuance of Sikkim Restricted Area Permit (RAP).

Upon your arrival, our office representative will hand over a blank envelope, in which you will have to put all the above documents and leave it at the hotel reception in Gangtok, at the time of check in.

For Children below 18 Years and does not have Passport, in such case they will have to carry their School / College ID. In such a case, it is also advisable to carry photo copy along with the original Birth Certificate (in English / not regional language).

There has been cases of tourist, who have landed in entry points with their Passport but did not bring the original OCI / PIO cards (OCI / PIO cards, are not considered as Indian proof & is considered as an invalid document, without the Passport in original). Such tourists were not eligible to enter & entry was denied.

2) What are the MUST KNOW points for travelers availing tour to Tshangu Lake, Baba Mandir & Nathula Pass excursion?

The above sightseeing falls into Restricted Area. To visit these places a special permit is required, which is issued on the same day of travel by Sikkim Tourism. At times issuance of permit can be delayed due to rush or any uncalculated situations. We will request you to kindly bear with the same. FHEs (File Handling Executive) will guide you on such services. Person with a knee, heart & blood pressure issue and child under 05 years of age should avoid going to Tshangu Lake, Baba Mandir & Nathula as it may be of high risk due to altitude and poor medical facilities.

Tshangu Lake & Baba Mandir

In case of closure of Tshangu Lake & Baba Mandir due to landslides or any unforeseen reason, then an alternative sightseeing will be offered to you. The FHE (File Handling Executive) will guide you on the same.

Nathula Pass

Nathula Pass being a border and restricted area, which at times gets closed, due to security reason without prior notice. In such a case, your tour will only be until Tshangu Lake and there will be no refund for unused services.

You can opt for Nathula Excursion by paying an additional cost that varies from month to month. It is not possible to hold a permit at the last moment, and a clear window of 72 hrs with proper documents is required to process the permit. Nathula permit shall be confirmed the day before OR on the day of travel, which will be subjected to the permit availability. Nathula is closed to visitors on Monday & Tuesday. No refund is granted if the permit is confirmed by Sikkim tourism and you are unable to make it, for whatever reason (land slide, heavy rainfall, VIP movement, health problem, etc.).

Nathula Excursion can be guaranteed if you have contacts with the Army. Please use your sources, so that the permit could be procured. The modus operandi is that one requires vehicle's number and copy of the driver's license a day before the date of travel. Even after taking the required details in advance, and God forbid, for whatever reason, if driver or vehicle failed to report or there is a change in driver or vehicle, then the above exercise in obtaining the permit will be futile. While coordinating this with the army or some other source, please ask the source to take both the army and tourism permission, which saves a lot of time. In worst case, if all the above goes in vain, please don't get disheartened as you will only miss a 4 km drive as a visit to Baba Mandir takes you to the area where Nathula is located.

3) What are the MUST KNOW points for travelers availing tour to North Sikkim (Lachung & Lachen)?

Guest travelling to North Sikkim must take a note on the following points :

A) Usage of plastic in Lachung & Lachen is banned. Single used plastic water bottles are strictly prohibited. However the guest must carry reusable water bottles or flask.

B) Lachung & Lachen operates on package only. Tours starts & ends at Gangtok. These tours are on Half board (includes Breakfast & Dinner at the hotel only). 1st Day tour of North Sikkim, Meal starts with Dinner at the booked hotel & ends with Breakfast at the booked hotel on the last day. All the Lunches during Lachung & Lachen tour, will have to be borne directly by the guest, except for guest staying in Yarlam Resort (Lachung) & Apple Orchard (Lachen), which serves lunches to the guest during their stay & provide packet Lunch on the day of departure on request as a goodwill gesture.

C) North Sikkim is blessed with Natural Beauty. The best season for travelling to North Sikkim is Mid March to Mid June & Mid September to Mid December. These areas are cold throughout the year. The guests travelling have to be equipped with proper woolen / warm clothes. The accommodation provided at Lachung / Lachen will be more like a Tourist Lodge / Guest House / 3*hotel having basis facilities like:

The food prepared will be fresh, by the local trained Sherpa's & not by Hotel chef.

There are telephone lines but due to cable fault and weak signal, it is often out of order. Vodafone-Idea, Airtel & BSNL operates better in this area.

Power failure is a common & regular happening in the area.

Geysers are available but do not work most of the times due to low voltage / power failure. In such cases, warm water are provided in buckets, by the hotels.

The rooms are having Heaters but due to electricity problem many of times hotel provide Hot water pad in the bed.

For all Grade of hotels at Lachung & Lachen, room heaters are available, on request, at an extra payment, except Yarlam Resort (Lachung) & Apple Orchard (Lachen), this hotel do not charge extra for heaters. Due to frequent power failure and ruling given by the Local Authority (Zumsa), most of the time, these heaters cannot be used. As an alternative the hotels provides hot water bags, on request.

4) Are there any custom, administrative restrictions in Sikkim & Darjeeling?

A) Custom restrictions

There are few items, which are strictly forbidden by Sikkim, namely;

Arms, ammunition and explosives.

All narcotics and drugs except medically prescribed drugs.

Wildlife products, especially those of endangered species.

Antiques.

Please Note : Visitors are advised to be careful when purchasing old and used items, especially of religious or cultural significance, as such items may not be exported without a clearance certificate.

B) Dress code for visiting monasteries

It is advisable to dress up in smart casual covering the full body (sleeveless & shorts to be avoided) while visiting Monasteries. Always walk in clockwise direction while visiting religious places and do not step on any clothes, books, heap or materials left open at religious sites.

C) Prohibitions on the use of tobacco & smoking in Sikkim & Darjeeling

Smoking & chewing tobacco in public areas is banned. However, if one is caught smoking / spitting, then under the law, the offender can be booked for heavy penalty.

As far as drinking is concerned, it is permissible in Sikkim & Darjeeling, with only Thursday being a dry day.

5) What are OTHER MUST KNOW points for Sikkim & Darjeeling?

Sikkim & Darjeeling is one of the safest places to travel however; one should still exercise caution while travelling. Please ensure that your belongings especially your passports, cameras, wallets and purses are properly secured. Please refrain from leaving such items in locked vehicles while sightseeing, moreover its ones responsibility to take care of one's belonging while travelling or staying in hotels self cautions are must for all travelers.

Avoid drinking tap water, which has not been boiled, or ice cubes in drinks at all times, as most water sources in Sikkim & Darjeeling are untreated. One can easily get treated / boiled water at hotels. While on travel, advisable to use bottled drinking water, over water from open source.

In the past, it has been observed that many visitors have arrived at the destination with a photocopy of the valid identification proof (election ID card or passport) rather than carrying the original. In case the guests are unable to produce original at entry when asked, then it could lead to negligence and the authority could fine the guest accordingly.

Weather in the hills is unpredictable. We have kept the nature related sightseeing, like Tiger Hill in Darjeeling, flexible. This is done, so that the chance of good view of Sunrise becomes more likely. When the FHE (File Handling Executive) calls for such change, we will request you to take it sportingly & without any apprehension. The decision for Tiger hill visit has to be done before 5 P.M. No changes will be allowed after the decision is made. In case of any changes, it will be treated as cancellation without any refund. Changes after 5 P.M. cannot be accommodated as the allotted drivers leave the operation premises by 5 P.M. & are not contactable. By Default the vehicle will report at 4 A.M. in the morning, whether the guest go for the sightseeing or not for any reason or eventuality (which could be because of the guest wanting to change after 5 P.M. or bad weather or heavy downpour). As per the local syndicate rule, the bills will be raised by the transport provider to us. For further clarification, please contact the FHE (File Handling Executive).

With ever-increasing vehicle numbers & limitation of parking space, Darjeeling Traffic Police is come up with new traffic rules effective from 01st September 2019.

C. About Hotel Facilities, Policy & Cuisine Available in Sikkim & Darjeeling.

1) What are the hotel options & the services provided by hotels of Sikkim & Darjeeling?

Please note that, this is a 3 Star serviced area. The services of this area cannot be compared with that of a developed destination, which offers Luxury & 5* services. Even after paying 5* rates the customer gets maximum of a 3* Deluxe service which is much lower in comparison to other developed destinations.

We have selected, combined & graded the hotels in a fashion, so that the Guest gets similar kind of service & facilities at every destination / place of retirement. For the easy understanding, we have termed:

In **Grade C** Category - The Hotel used are 'the area's third best hotels' which can be compared with two star hotels of other destinations. The services provided by these Grade C hotels will be similar to one & half star.

In **Grade B** Category - The Hotel used are 'the area's second best hotels' which can be compared with Three Star hotels of other destinations. The services provided by these Grade B hotels will be similar to two star+.

In **Grade A** Category - The Hotel used are 'the area's first best hotels' which can be compared with four star+ hotels of other destinations. The services provided by these Grade B hotels will be similar to three star & three star deluxe.

Hotels that are located in the remote areas like Lachen, Lachung, Yuksom, Mirik etc (where they don't have higher categories hotel) we use the areas best property whose services will be between 3* to 1*.

2) Are the hotel option given, in city or away from the city?

Most hotels are located in the city, while new and higher-level hotels are located a short distance from the city centre. Since the area is backward, it is obvious that the constructions of most of the hotel located in City Centre (Down Town) area are in cluster. Such hotels are built in area where they have no view, or view of the building in front, beside or behind them. Services of many hotels located in City Centre are not up to the marks (as their main source of business is of walking tourist). The City Centre hotels have been selected (used in the packages) on the basis of SERVICE & their reliability.

3) Do all the hotels have lifts?

Most of the hotels, in the area do not have lift. One has to climb stairs to reach the lobby or the allotted rooms. In case of problems related to blood pressure, breathing, knee & heart or even if the guest cannot climb higher floors, then we request them to let us know, at the time of briefing call. Ideally this should have been communicated at the time of quotation so that the correct hotel could have been selected and costing could have been done accordingly. If the problem is highlighted at the time of briefing call, the FHE gets time to handle in advance and the hotels assigns room, which will be convenient than the ones quoted/reserved for the guest (subjected to availability). In case of any **difference in price arising due to this displacement, this will have to be settled directly by the guest, at the time of check-in.**

4) Do hotel charge extra for room heaters?

Hotels have their in-house policy of providing heater on complimentary / chargeable basis. For hotels used in Grade C & B (certain) hotels provide room heater on extra payment. This amount needs to be settled, directly by the guest, with the hotels, before check-out. The charge varies from INR 300.00 to INR 500.00 per heater, per room per night. For hotels used in Grade A & above category, room heaters are provided on complimentary basis.

5) What is the Child policy for hotels?

Majority of the hotels follows the child policy mentioned below:

Children above 10+ years will be considered as an adult and will be charged as per EPSR rate.

Children of 5+ to 10 sharing room with bed / rollaway or mattress will be charged as per CWB rate.

Children of 5+ to 10 sharing room without bed / rollaway or mattress will be charged as per CNB rate.

Children below 5 years will be complimentary without bed (sharing the parent's room).

Note : Hotels are very strict with the child policy. Please carry the age proof document, so that it can be provided when asked for.

6) Do the hotel provide proper Extra bed?

Majority of the hotels provides, Mattress & Roll Over / Fixed day-bed / Dewan as a supplement to Extra Bed for Adult / Child, sharing the room. This is irrespective of being mentioned as, Adult with Extra Bed / Child with Extra Bed.

7) What are the Standard check in & Checkout time?

Check in time at Hotel: 1400 Hrs / Check out time: 1100 Hrs. All the bookings are non-transferable & all in-house hotel rules will be applicable during the stay. As per Government norms valid photo ID for all members staying at the hotel is mandatory. All requests for early check in / late checkout / extending of stay will be subjected to, hotels approval & availability.

8) Are Pure Vegetarian & Jain Food available in Sikkim & Darjeeling?

Indian food is available in Sikkim & Darjeeling but no regional specific cuisines are served. The people of this area are mostly Non Vegetarian. Most of the hotels, serves both Vegetarian & Non-Vegetarian food. The Jain food served by these hotels will be basic & cannot be compared, to the ones available, at the hometown of the traveler. For the understanding, the food provided will be pure vegetarian meals, which will not include onion, potato, garlic etc, and items, which are grown underground. With changes in food habit globally, few hotels in Sikkim & Darjeeling, are exclusively serving vegetable food to its entire guest.

9) Is 24 hours water supply & power failure, an issue in Sikkim & Darjeeling?

In hilly area, scarcity of water & electricity is a natural phenomenon. Everybody buys water for their day-to-day needs & have learnt to live even without electricity. Sikkim produces surplus power through its Hydro project, which is used by the state & rest of India. Due to the hilly terrain, there is an issue with power transmission. In case of Load Shedding, we would request you to bear with such situations. Most of the high-end hotels do have power back system.

D. About Transport & Trip Leader (guide) Operations.

1) What kinds of vehicle are used for servicing Tourist in Sikkim & Darjeeling?

Luxury vehicles (Xylo / Innova / Crysta) are mainly used as Tourist services vehicles in Sikkim & Darjeeling. The ideal sitting capacity would be 04 people in one Luxury Vehicle (no bucket seats, only bench seating vehicles available). If so be the case, then the front seat beside the driver plus the middle seat will accommodate 04 pax & the back seat could be folded giving the space for the luggage to be accommodated. It is also an inconvenience for all sharing the vehicle to handle the entry & exit for those passengers using the back seat.

2) What is the maximum capacity of vehicle along with luggage?

Legally in Sikkim, a Luxury vehicle is given a permit to carry only 06 heads plus one driver. In case the vehicle is operating on full capacity, it is mandatory to ensure that all 06 pax travelling are of 70 Kg each or below, with one luggage of 15 Kgs or below per head. We will request you to check, on the body & luggage weight. Overlooking this fact has created a big dismay upon arrival. No drivers and vehicle owners are ready to operate for such guests who have exceeded the mentioned limit. To make it operational, we have to search for a vehicle at the arrival point where the client land up paying 3 to 4 times more than the normal rate, apart from waiting for hours.

3) Does the vehicle change city wise or remains the same throughout?

As a practice, the syndicate rule does not allow the use of one vehicle throughout Sikkim & Darjeeling. Yes, the vehicles will change area-wise which will not be at disposal and will be exclusively used for the group as per the itinerary only (on point-to-point basis).

4) Why we use Tourist Number Plate vehicle only?

As a matter of policy & honest practices, we do not use private numbers vehicle for Sikkim & Darjeeling operation. God forbid, in case of any mishap all your insurance policies will stand void and the insurance company will not honor any claim.

5) Can we take the allocated vehicle for shopping and evening dinner to local restaurant & hotels?

The allocated vehicle is exclusively for you, which will not be at disposal & will operate strictly as per the itinerary. For extra vehicle usage, additional cost will be applicable. In case the you wants the vehicle after scheduled duty, then there will be additional charge of INR 2000 per vehicle for minimum 02 Hrs & INR 4000.00 per vehicle for maximum 04 Hrs)

6) Do we have the option of upgrading or changing the vehicle?

Since the Vehicles are limited in number, the demand does not meet the supply. It is wise and works out cheaper to get the vehicle upgraded at the time of booking itself.

7) Do we have the option of upgrading or changing the vehicle while on tour?

Should this be the case, vehicle up-gradation while on tour will be subjected to availability and upon paying the full cancellation for the vehicle in use plus the charges for the upgraded vehicle.

8) Right to change the allocated vehicle while on / before tour?

The right to change the vehicle will always remain with us, without assigning any reasons. Usually it happens in case of mechanical failure, driver falling sick, unforeseen circumstances etc.

9) Does the vehicle provided to tourist in Sikkim & Darjeeling have Air-conditioning?

Yes, the vehicle provided have Air-conditioning, which will be switched off while going up-hill. AC will be switched on in the plains, when the vehicle is on move only. In case the vehicle is stuck-up in a jam, the AC will be switched off along with the engine.

10) Does the vehicle provided to tourist in Sikkim & Darjeeling have roof top carrier?

Not all vehicles plying in Sikkim & Darjeeling comes with roof top carrier. In case you have a specific requirement, then will have to put the request for the same in advance.

11) Does the vehicle provided to tourist in Sikkim & Darjeeling have music system?

Yes, usually the Luxury vehicles have a music system but we do not guarantee the compatibility with your electronic tools. In the past, it was observed that the guest brought in their gadgets and these gadgets were not compatible with the music system fitted in the car.

12) What are the MUST KNOW & points to be careful about the vehicle services in Sikkim & Darjeeling?

As the area is backward & due to unwritten syndicate rules, the vehicle & drivers will change for every transfer & sightseeing. You are required to be gentle in dealing with the drivers as due to lack of their exposure to the tourism industry & practices, these drivers at times, get annoyed and may misbehave.

As the vehicles & drivers change always, we will request you to be very careful with personal belongings. Once left in the vehicle, there is almost nil or little chance, of getting it back.

Often in past, the guests have complained about being misguided by their drivers. We would request you to put your request to the FHE (File Handling Executive) & not to communicate with their driver.

Due to shortage in space for parking, please be informed that you will have to be ready on time & wait in the lobby. Due to uncalculated situations, the vehicle reporting may get delayed. We will request you to bear with us and as soon as vehicle arrives, you will have to get in, within few seconds, before the traffic police officer blow his whistle.

13) Does my tour have an exclusive Guide or he/she will be a Driver cum Trip Leader (Guide)?

We do not have a concept of using Driver cum Guide. In our packages, Driver is separate person and Guide (Trip Leader) is a separate person. For Domestic Tourist, Trip leader(Guide) is not compulsory, but in case of big family where 02 or more vehicle are used , it is wise to take the services of Trip leader (Guide) to enhance, travel experience & smooth operational flow of activities. This Trip leader speaks comfortable English and majority of them do understand & speak Hindi. Here we would also like to inform you that the drivers are mainly concern with driving the vehicle with safety & comfort of the guest. They come from remote places and are not educated in tourism etiquette and some of them do not know how to speak & behave. You are requested to be soft & gentle with the drivers. Your point of contact is your Trip leader (Guide) or the FHE (File handling Executive), who is pre-

assigned for your file. Although there is dearth of professional guides in North East, the TripLeader accompanying the guest acts as a guide, who has good knowledge of the area.

E. Pertaining To Query Before Confirming The Tour.

1) What is the right meal to opt for, while booking a tour to Sikkim & Darjeeling?

We strongly recommend that the guest should opt for MAPAI (Breakfast & Dinner), where they will have option of having lunch in local restaurant during sightseeing.

2) Can we pay you advance now and balance upon arrival?

We do not have any credit policy hence payment option on arrival is not applicable. The very reason for upfront payment is that we also pay upfront payment to hotels & vendors thus commanding better price & services authenticity, which are duly passed to the end consumer. With us, the situation like room bouncing / services disparity is not applicable as we pay way in advance and demand the promised services.

3) What is the Amendment Fee on booking after confirmation?

After confirmation, any changes, will be treated as cancellation of the booked tour & will attract an amendment fee of INR 5000.00 + GST or 5% of the package cost (whichever is higher), along with the charges attracted due to change.

In view of local strikes / landslide / any unforeseen happening, which are beyond our control, all schedule and itineraries will be subjected to availability and operational condition. Every effort will be made to maintain the itinerary, at the time of actual travelling. The right to change the itinerary without any intimation and explanation will remain with our company.

F. Answers To Question Before starting Or While On Tour.

1) Who is a FHE (File Handling Executive) and what is a Pre-briefing call?

The area does not have a concept of using 01 vehicle throughout the itinerary. Many of times, conflict had aroused due to communication between the change in drivers and the guest. To do away with such a problem, we have devised a system as per which all communication has to pass through the (File Handling Executive). This FHE (File Handling Executive) calls the guest 02 to 03 days prior to the journey date and helps the guest in informing about the dos & don'ts of the area, what to expect on tour and take necessary preparation.

2) Where do we meet our Trip leader (Guide) /arrival officer?

The guest will be meeting the Trip Leader (Guide) / Arrival Officer at:

NJP (New Jalpaiguri) Railway Station - If the guest are arriving at NJP Railway station, which has 03 entry & exit gates. You will be meeting our Trip Leader (Guide) / Arrival Officer at the new exit gate, beside the escalator holding a placard in the name of the guest / or as advised.

bIXB (Bagdogra) Airport - Please note that our Trip Leader (Guide) / Arrival Officer will hold a placard just outside the only exit gate of Bagdogra Airport.

cBhadrapur / Biratnagar Airport (Nepal) - Please note that our Trip Leader (Guide) / Driver will hold a placard just outside the only exit gate of the Airport.

dPhuentsholing (Indo-Bhutan Border) - Please note that our Trip Leader (Guide) / Driver will meet you at Phuentsholing hotel.

3) Who will be the one point of contact for the tour?

FHE (File Handling Executive) will be the one point of contact for all matters in case one is not opting for the services of Trip leader (Guide).

4) Are sightseeing / monument entrance fee included in the tour cost?

Monument entry fee is not included and has to be purchased directly on the spot. The guest have to stand in a queue to purchase the tickets. The allocated driver will be with the vehicle in the parking area. In case one is opting for the services of Trip leader (Guide) then the cost of the entry fee can be included at the time of booking who will also assist in procuring the tickets.

5) What is a MUST KNOW point for guest travelling during peak season?

We understand very well, the size of India & its population. We also understand well that most of the holidays for families in India falls during spring & summer, which also happens to be under the heat wave. There are not many places, where one can go for relief at this given time. Now even if 0.1% of the population turns up, towards such destinations, the area runs out of capacity. Everything becomes chaotic. Delivering the promised service, itself, becomes an issue. Patience & understanding becomes an important part in getting the tour organized & making the holiday into a memorable one. We will request all the guests to keep this in mind & cooperate while on tour.

6) What is the arrangement for the vehicle in case of arriving very early in the morning at NJP Railway station?

In case of early arrival, the guest will have to wait at the Waiting / Retiring Room of the station. Our Arrival Officer will be meeting you at 0600 hrs in the morning for the meet & greet and arrival transfer. This has been planned keeping your security factors in mind.

7) As the guests are arriving early, what happens to their meal?

In case the guest is booked on MAPAI (Half Board) the 1st Day meal starts with dinner & ends with breakfast at the booked hotel, on the last day.

For the guest booked on APAI (Full Board) bookings 1st Day tour meal starts with dinner & ends with packet lunch from the booked hotel on the last day.

8) What will be the arrangement in case the train / flight are cancelled / missed by the guests, who in turn are not able to start the tour as planned?

In case of any Flight / Train Cancellation or missed connection, which affects the operation of the tour, the Company will not be responsible for the same and the cancellation as per the policy will be applicable. We will try our best to help the guest wherever possible to minimize the damages.

9) Who pays extra charges incurred in situation arising due to landslide or any other unseen, forced measures, leading to diversion from the main tour?

Landslide is a common occurrence in hilly areas. Expenses incurred for diversion or any other unseen, forced reasons will have to be borne by the guest / traveler directly as per actual.

10) Are the tour planned rigid or some minor changes can be made?

We try our best to assist the guest with minor changes wherever possible until & unless it does incur financial damages. The cost for any alteration will be collected directly from the guest as per the actual.

11) Does the guest have the option of adding extra sightseeing & add-on tours / activities while on tour?

Yes, the guest have the option of adding extra sightseeing or activities while on tour at additional cost which will be further subjected to availability & operational condition. This has to be consulted with the FHE (File Handling Executive). Since the people in mountain sleeps early, it is necessary to intimate timely so that the FHE (File Handling Executive) can incorporate the changes.

12) Just in case, if some sightseeing points are closed on a particular day, do the guest have the option of covering it on the next day?

As per the rule laid by the syndicate, incomplete sightseeing cannot be carried forward / transferred on the next day. In case this has to be done, it will attract one full day transportation charges. We try & make all contingency plans so that the sightseeing points do not fall on a closing day (other than helpless situations).

13) If the guest are unable to utilize some services of the tour, will there be any refund?

There will be no refund for unutilized service in part or in full, what so ever may be the reason.

14) Once all the services are confirmed, is there any possibility of incorporating any changes?

After confirmation, any changes, will be treated as cancellation of the booked tour & will attract an amendment fee of INR 5000.00 + GST or 5% of the package cost (whichever is higher), along with the charges attracted due to change.

In view of local strikes / landslide / any unforeseen happening, which are beyond our control, all schedule and itineraries will be subjected to availability and operational condition. Every effort will be made to maintain the itinerary, at the time of actual travelling. The right to change the itinerary without any intimation and explanation will remain with our company.



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Vishal Dutt Sharma

We spent unforgettable days in Ladakh

Hi team, Thank you very much for your care and asking during the tour (specialy Abhishek Upadhyay and Deepanker ji). We spent unforgettable days in Ladakh. We have visited Leh, Nubra valley and Pangong. Awesome places with excellent driver.

Region: India | **Tour Type:** FIT | **Theme:** Family Tour

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