

1. BOOKING & PAYMENT TERMS

- Regular trips: token amount of Rs 2,000 per person confirms registration. This token is non-refundable under any circumstances. Full balance is due 60 days before departure -- the token alone does not guarantee a seat.
- Larger-priced, longer-duration, or international trips: if booked more than 60 days before travel, 30% of the total trip cost is payable at registration. This amount is non-refundable but is adjusted against the final payment.
- For any trip announced or booked 60 days or less before the travel date, full payment is due at the time of confirmation.
- Payments accepted via UPI, bank transfer, or as advised by your Care Manager. Receipts issued for all payments.

2. CANCELLATION & REFUNDS

- More than 30 days before travel: the registration amount paid (token or 30%, as applicable) is forfeited; any balance paid beyond this is refunded in full.
- Less than 30 days before travel, or no-show: no refund on any amount paid.
- All cancellations must be communicated in writing (WhatsApp/email) to your Care Manager; the cancellation date is the date we receive this confirmation, not the date of intent.
- Refunds, where applicable, are processed within 7 working days to the original payment method.

3. TRIP CHANGES BY TRIBECA CARE

- Each trip requires a minimum group size to operate. If unmet, the trip may be cancelled with at least 14 days notice and 100% refund of amounts paid.
- Tribeca Care reserves the right to modify the itinerary, accommodation, or transport due to weather, availability, or safety considerations, while preserving the overall trip experience as closely as possible.

4. MEDICAL FITNESS & HEALTH

- Every traveller (or their family/next of kin) must complete a medical fitness declaration before booking, disclosing all pre-existing conditions, medications, and mobility requirements.
- Tribeca Care may request a doctor fitness-to-travel letter for certain trips or conditions; travel may be declined where fitness cannot be reasonably confirmed.
- Travellers must carry their own regular medication (with extra doses), and disclose any allergies or emergency contacts in advance.

5. CARE MANAGER SUPPORT

- Accompanying Care Managers provide daily wellness check-ins, medication reminders, mobility assistance, and coordination during emergencies.
- Care Managers are not licensed medical practitioners. In a medical emergency they will facilitate access to the nearest appropriate hospital or doctor; they do not diagnose, prescribe, or administer treatment.

6. LIABILITY & FORCE MAJEURE

- Tribeca Care acts as a facilitator, coordinating hotels, transport, and local vendors. Liability for third-party services is limited to reasonable diligence in vendor selection.
- Tribeca Care is not liable for delays, losses, or costs arising from events beyond its control, including weather, natural disasters, government restrictions, strikes, or transport disruption. Reasonable alternative arrangements will be attempted; extra costs from such events are not covered by the trip price.
- Personal belongings remain the traveller own responsibility; travel/health insurance is strongly recommended for all trips.

7. GROUP CONDUCT

- Travellers agree to stay with the group, follow the Care Manager guidance on timings and safety, and inform the Care Manager before moving away from the group.
- This policy applies equally to all members, with no exceptions based on reason for cancellation or conduct concerns.