

SHRI MATA VAISHNODEVI CHARTER

(Same Day Helicopter Tour Itinerary Ex-Jammu)

Flying with expertise, care & love, we assure you of our reliable & caring services throughout your Heli journey, as our team shall remain committed to making this auspicious yatra very memorable for you.

Approx. 2.5 Hours after arrival at Sanjichhat. Passengers are advised to report at Sanjichhat by 1330 Hours at the latest. 25 mins flight to Jammu Airport Landing at Jammu Airport. • Once pax arrive at Jammu airport, HHS crew will escort the pax from Arrival terminal to the departure terminal, from where pax will check-in for their respective flights and carry on from there. This is the end of your Shri Mata Vaishno Devi Charter

ITINERARY

- When the guests land at Jammu Airport, our crew shall receive the guests and escort them from the Arrivals terminal to the Departure terminal for boarding of their helicopter flight to Sanjichhat.
- It will take approx. 30 mins to board the helicopter flight, from the time of their arrival at Jammu airport.
- ETA/ETD DETAILS Approx. 30 mins after arrival at the Jammu Airport.
- Take off from Jammu depends on the guest's arrival time at Jammu airport. Guests are advised to land by 1000 Hours at the latest.
- 25 minutes flight to Sanjichhat Helipad
- Arrival at Sanjichhat Helipad
- On arrival at Sanjichhat Helipad, our crew will receive the guests and escort them till the Mata Vaishnodevi Bhawan. Bhawan is a 2.5 km walk from Sanjichhat helipad.
- If the guest requires Pony/Palki till Bhawan, it can be arranged at Sanjichhat at an additional cost.
- After darshan, guests will be escorted back to Sanjichhat helipad, and after reaching which we will fly to Jammu.
- It takes approximately 2.5 Hours to finish darshan & return to Sanjichhat.
- ETA/ETD DETAILS Approx. 2.5 Hours after arrival at Sanjichhat.
- Passengers are advised to report at Sanjichhat by 1330 Hours at the latest.
- 25 mins flight to Jammu Airport
- Landing at Jammu Airport.
- Once pax arrive at Jammu airport, HHS crew will escort the pax from Arrival terminal to the departure terminal, from where pax will check-in for their respective flights and carry on from there.

OUR PACKAGE INCLUSIONS

- Helicopter flying charges Ex – Jammu Airport.
- RNFC and landing, parking charges Jammu/Sanjichhat/Katra.
- Ground Handling Charges.
- Shri Mata Vaishnodevi Shrine Board Royalty charges.
- Charges of Airside vehicle by AAI Jammu.
- Govt. Taxes.

IMPORTANT GUIDELINES & POLICIES

- In respect of COVID-19, all necessary measures issued by the State & Central Governments would have to be adhered by the passengers. The measures shall be confirmed by us to the passengers 02-03 weeks prior to the date of arrival. Without adhering to the prescribed measures/requirements, boarding would be denied without any refunds.
- The mentioned charter cost is valid subject to strict compliance of the above sector. Any alteration in plan will be extra chargeable over and above the above quote.
- The above-mentioned flying timings are not final. Timings may differ on your date of travel, depending up on, your arrival at Jammu Airport & the take-off time from Jammu, which depends on weather conditions, clearance from Air Force & Civil Aviation, VVIP movements, flying by Indian Air Force (NOTAM), sudden occurrence of technical snag in helicopter, illness of flying crew or delayed reporting of the guests at the helipads.
- **Guests must MANDATORILY submit their correct weights at the time of booking.** The reason for the same is that we operate at very high-altitude terrain where the weight carrying capacity of the aircraft is only 450kg.If any change in weight found at the time of their travel, from the submitted weights, which may lead to exceeding of our aircraft weight carrying capacity, guest(s) would be deboarded & cancelled for the charter, without any refund.
- Weighing at the time of boarding the helicopter is a must, since we shall not allow boarding in case the total weight exceeds the weight limitation of the helicopter. And, due to the same reason, in case of more than 01 available aircraft, we reserve the right to shuffle passengers between helicopters to manage the right weight of helicopters for safe flying in the hills. Therefore, passengers travelling together might not be accommodated in the same helicopter flight.
- Passengers would be taken on board depending on load and temperature conditions. Pilot's call will be final. Hence, passengers are advised to provide their exact weights at the time of booking and carry luggage within the permissible limit.

- Passengers will be picked up from Jammu airport depending upon the arrival of their flights. **Passengers are advised to arrive at Jammu by 1000 Hours** at the latest, to comfortably finish the darshan & return same day.
- Last ETD from Sanjichhat will be 1400 Hours (in case passengers are travelling by scheduled airlines) to Jammu Airport. If ETD is further delayed, the chance of missing the return flight from Jammu Airport is high. **It is advisable to depart from Sanjichhat by 1330 Hours** at the latest, as scheduled flights are operated from Jammu Airport till approximately 1600 Hrs.
- Cut-off time of our flight from Sanjichhat to Jammu for the passengers who would be doing night halt at Jammu is 1530 Hrs.
- After reaching Jammu Airport, the charter shall conclude. Guests can be dropped by us to their hotel in Jammu (if doing night halt) in case hotel transfer has been arranged through us. **NOTE:** In case Night Halt is requested by the guests, it can be arranged by us at an additional cost.
- In case flight is getting delayed due to NOTAM/delayed clearances/bad weather etc., we will convey to the guests in advance.
- Mentioned flight shall depend upon weather/wind/fog/visibility conditions and flight schedules are subject to change/divert due to weather conditions, flight safety and operational restrictions.
- Confirmation of the flight is subject to availability of machines and government permissions, and booking can be confirmed only after the receipt of 100% advance payment. All the required landing and other necessary permissions from local administration is our responsibility.
- **AADHAR & PAN Card copies are to be shared mandatorily by all Indians & passport is required in case of foreign nationals.**
- There is very limited space for luggage in the chopper; only 5 kg luggage per passenger will be permitted. Passengers bringing any excess baggage would not be allowed to take the same in the chopper.
- Passengers can carry only one handbag each, as suitcases cannot be kept in the helicopter.
- Passengers should be aware of the chances of high-altitude sickness. Hiring of Palki/Pony during the darshan is advisable, to avoid any strenuous activity.
- Passengers are advised to carry jackets with them.
- Hotel stay and meals are not included in the package. It can be arranged by us on additional charges.
- Any donations, tips, pitthu and porter charges shall be borne by the guests.
- Flying in hills is subject to weather conditions and regarding our Charter operations, we would like to bring to your kind attention that cancellation & other inconveniences due to weather are very much

likely since weather is extremely unpredictable in the hills. Therefore, guests should come prepared to face the eventualities caused by weather problems. Further please note, in case of bad weather, we shall operate as per our policies mentioned in the 'Terms & Conditions' & 'Important Guidelines & Policies' sections.

TERMS AND CONDITIONS

Our Heli Tours are not available for the following VIP's:

- Speaker Lok Sabha - Dy. Chairperson Rajya Sabha - Central Ministers of Cabinet Rank - C J I Supreme Court - Governors of State - Chief Ministers of State - State Ministers of Cabinet Rank - SPG Protectees – Z category only.

- We reserve the right to postpone the timings of flying, which is subject to weather conditions, & any extra night stay cost in case of bad weather will be borne by the client.
- Flying in hills are subject to many factors like delayed clearances from Air Force & Civil Aviation, VVIP movements, valley flying by Indian Air Force (NOTAM), bad weather, sudden occurrence of technical snag in helicopter, illness flying crew or late reporting of the guests at the helipads.
- We reserve the right to cancel passengers, who are unruly, abusive, intoxicated, sick, mentally unbalanced or anyone else whom we deem to be unfit/unsafe to fly. No refund shall be issued to such passengers.
- In case of charter getting cancelled due to bad weather on the date of travel of the guests, the booking will not be revalidated for the next day. Refund as per the refunds/cancellations policy shall be done to the clients, with no further obligation of us whatsoever. Any kind of inconvenience caused because of cancellation of flights is beyond the control of the operator. No compensation, reimbursement or arrangements shall be offered in the event of cancellation of a flight.
- We will not be liable for any medical emergency on the ground to the party. Therefore, in your own interest, guests are hereby advised to kindly consult a doctor and get medical check-up done, before commencing the yatra. Medical check-up is mainly required if a guest has any medical suffering/condition.
- Guests are required to pay the 100% amount before the commencement of charter. Passengers would not be allowed to board or commence the tour, without paying the full and final payable amount.
- **In case the flight being operated have foreign national(s)/NRIs on board**, a minimum 07 working days prior notice is mandatory to obtain the AOR clearance. Flight cannot be operated if notice is given less than the mentioned period.

- In case of extension to the scheduled program leading to crew layover, hiring party will make suitable arrangements for boarding, lodging & local transport at a 5-star level category or we will make the necessary arrangements on additional price.
- Carriage of dangerous goods/articles is not permitted. Restricted articles include, but are not limited to, compressed gases/ corrosives/ explosives/ flammable liquids/ solid/ radio-active materials/ infectious substances and briefcases with installed alarm devices.

CARRIAGE BY AIR ACT, 1972

The carriage is subject to MODAIR regulations relating to the conditions of Non-International Carriage (Passenger and Baggage) framed in accordance with The Carriage by 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 the course of carriage by air will be governed by the provisions of sections 4,5,6 and the rules contained in the second Schedule of Carriage by Air Act 1972 with certain exceptions, adaptations, modifications, etc. has notified in the Govt. of India, Ministry of Civil Aviation Notification and as amended from time to time.

NO AERIAL PHOTOPGRAPHY Aerial Photography from Helicopter is illegal and punishable by law and photography at the helipad is strictly prohibited.

INFANTS Infant below 2 years/12kg are carried free of charge. In case of verification of age, ID proof/birth certificate of the child shall be checked.

HAND BAGGAGE ALLOWANCE Only one handbag weighing a maximum of 5 kgs is allowed per passenger.

HELICOPTER WEIGHT LIMITATION Passengers would be taken on board depending up on the load and temperature conditions. Pilots call will be final. Maximum weight capacity of the helicopter is 450 kg (excluding baggage weight) at these destinations. All passengers on board must be within this limit. Hence, passengers are advised to provide us their exact weights at the time of booking and carry baggage within the permissible limit.

SEATING CAPACITY The maximum seating capacity for this charter is 06 passengers* + 01 Crew on board.

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.

PAYMENT TERMS The booking must be done in advance with a deposit of 50% of the charter amount. Full amount must be deposited 14 days prior to date of travel.

RESCHEDULING OF BOOKING Rescheduling your travel date to any future or prior date, will be done subject to availability and on payment of 10% of the total charter. This will be permitted only if informed at least 07 days before arrival date. In case the rescheduling is requested in less than 07 days prior to the arrival, then the booking would be treated as cancelled and a fresh booking will be given subject to availability.

CANCELLATION/REFUND POLICY: If passengers wish to cancel their booking, then they will have to pay following cancellation charges–

- 25% of the total charter cost will be levied if the flight is cancelled any time after blocking of the aircraft till 48 hours of the scheduled departure.
- 50% of the total charter cost will be levied if the flight is cancelled within 48 to 24 hours of the scheduled departure.
- 100 % of the total charter cost will be levied if the flight is cancelled within 24 hours of the scheduled departure.
- No show – No Refund.
- Cancellations after commencement of tour – No Refund.

In case of cancellation of one-way sector due to technical/force majeure reasons, 50% charter cost shall be refunded, however, Shrine board royalty shall remain chargeable as applicable on the full charter cost. And any additional services & flight preparation charges will be chargeable too.

Bad weather/Force Majeure

- In case passengers are not able to reach Jammu due to any International/National/State emergency, 100% refund of the total tour cost shall be done by us without any levy of charge.
- Full refund applicable, if the entire charter gets cancelled, minus INR 20,000 towards flight preparation charges and other additional charges for any added services by guests (if any).
- Where bad weather, technical snags, or any force majeure reason beyond our control results in the cancellation of your flight being delayed or cancelled, we will not be liable in any way for the cancelled or delayed flight. 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 travel expenses done by the guests shall be offered in the event of cancellation of a flight.

- After commencement of charter, if the aircraft must return mid-way due to weather/force majeure conditions, guests will be charged for the flying time of the sector getting cancelled @ INR 95,000/hour plus GST, over & above the additional services rendered to the party.
- Our obligation toward this charter is up to the date of flying. Under no circumstance, we shall increase the charter duration/period for the guests, & since we have advance bookings, carry forward of booking to subsequent dates will not be possible. On the flying date, MODAIR shall try to complete the charter for the guests, subject to weather conditions and other operational barriers.
- Our crew solely decides the planning of flights for the charter groups, since we may have to cater for multiple numbers of groups, in case of Bad weather/Force Majeure situation.
- No additional ferry flights shall be borne by us under any circumstance. If any passenger(s) require ferry flights to be operated for them in emergency on personal request, cost for the same shall be charged to the party @ INR 95,000/hour plus GST.
- In regard to the guests stranded at Sanjichhat, if any group requests to cancel their tour on their own desire and come down before their scheduled ETA/ETD no refunds shall be applicable for the cancelled sector.
- No refund is applicable in case the client cancels the charter and wishes to return to base after the commencement of flying.
- Bookings will be accepted, considering there is acceptance of the above-mentioned terms & conditions by the party.