

## Pawan Hans Ltd.'s Terms & Conditions of carriage for Kedarnath Yatra

1. The Company reserves to itself the right, without assigning any reason, to cancel or delay the commencement or continuance of the flight or to alter the stopping place or to deviate from the route of the journey or to change the type of aircraft in use without thereby incurring any liability in damages or otherwise to the passengers or any other person on any ground whatsoever. The Company also reserves to itself the right to refuse to carry any person whom it considers unfit to travel or who in the opinion of the Company may constitute a risk to the aircraft or to the persons on board.

2. **Passenger are required to undergo Medical checkup and biometrics registration for Kedarnath ji Yatra.**

3. **Booking of ticket and schedule is subject to permission of DGCA/ Government of Uttarakhand. In case permission is deferred, Pawan Hans liability would be limited to refund the ticket amount only.**

4. **No accommodation or meals are offered to passengers of a passenger of a cancelled flight. Shri Kedarnath ji yatra takes place during monsoon season, whether conditions play an important role in flight operation there also can be a technical snag because of which flight may not operate. If flight is cancelled full refund of the ticket would be offered. No accommodation, meals or cost of surface transport would be paid neither any such cost would be reimbursed or compensated.**

5. In the event of death of a passenger, or any bodily or wound suffered by a passenger which results in permanent disablement incapacitating him from engaging in or being occupied with his usual duties or business occupation, the liability of the carrier for each passenger shall be INR RS. 7,50,000 if the passenger is 12 years or more of age and INR Rs. 3,75,000 if the passenger is below 12 years of age on the account of the accident.

6. **Reporting time is not to be confused with boarding time; boarding time may be taken place between 1-2 hours after the reporting time.**

7. **Advance booking passengers will have priority over spot booked passengers. Time mentioned on the ticket is tentative depending on weather conditions. Backlog passengers would be given preference over current passengers in case of bad weather on same day. Decision of company's local officials at Phata would be final in this regard.**

8. This travel document issued by the Company shall be subject to the rules of cancellation as follows:

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2	<b>0 to 239minutes</b>	<b>No refund</b>	
3	<b>240 minutes to 11.59 Hours before flight</b>	<b>50%</b>	Refund after deducting Credit Card Transaction Fee as actually charged by the Bank
4	<b>12 Hours to 23.59 Hours before flight</b>	<b>75%</b>	Refund after deducting Credit Card Transaction Fee as actually charged by the Bank
5	<b>24 Hours or more before flight</b>	<b>95%</b>	<b>Refund after deducting Credit Card Transaction Fee as actually charged by the Bank</b>
	<b>Flight cancellation by Pawan Hans Ltd.</b>	<b>100%</b>	Refund after deducting Credit Card Transaction Fee as actually charged by the Bank
	<b>No show by passenger</b>	<b>No refund</b>	

9. Transaction fee of 2% will be charged in case booking through credit card and no refund will be made of transaction fee in case payment is made through Credit Card.

10. Pawan hans reserves the right to cancel or delay its flight under circumstances beyond its control for example bad weather conditions, technical defects and government regulations/orders/requirements etc. The liability of PHL in such event shall be limited to full refund of the fare amount.

11. Infant will be allowed to travel only with an Adult Passenger. Infants below 2 years 10% of adult fares shall be charged and above 2 years the full fares are applicable. In case of dispute regarding age of children/infants, valid proof of age shall be the only deciding factor

12. Check-in baggage allowable for helicopter travel for Adult/Child is 5 kg. Per head, cabin baggage and excess baggage are not allowed in helicopter flights.

13. **In Case of Cancellations of Flights Due to Bad Weather or Technical fault please get your ticket endorsed by PHL for Refund.**

14. The Company is not liable for any loss or damage occasioned by delay in the carriage by air or passengers or baggage. Receipt without complaint of registered baggage on the termination of the journey shall be prima facie evidence that the baggage has been delivered correctly and in good condition.

15. Senior citizen, VIPs, Ladies, children and physically handicapped passenger will have priority over all other passengers.

16. If at any stage it is found that the aircraft with the booked load or passengers is overloaded the company will have the right to decide which passengers or article shall be offloaded and such decision shall be binding.

**17. In case of a return ticket, if one leg of journey is completed and the other leg is not completed either technical reason or bad weather the passenger shall be entitled to refund one side fare.**

18. Item of explosive nature, sharp object like knife, scissors, blades, screw drivers, match box, cigarette, lighters, firearms, crackers etc. Shall not be allowed on board.

19. In case of E-ticket booking passenger must carry the credit card/ valid IDs for verification.

**20.** The carrier's liability for loss, delay or damage to baggage is limited to INR Rs. 200 per kilo, unless a higher value is declared in advance and additional charges are paid. Excess valuation may not be declared on certain types of articles. The carrier assumes no liability for fragile or perishable articles.

**21. Whereas effort will be made to accommodate passengers in their own group but this is NOT always possible as we need to make weight adjustment in preparing of passenger load or to accommodate priority seats.**

**NOTE:**

1. Priority Darshan Charges will be decided by the Mandir Samiti.
2. Please follow the safety instructions given at the helipad.
3. For safe helicopter flying it is imperative that weight restriction parameters are adhered to, Pawan Hans Ltd., request the passengers to cooperate with its staff in this regard.