

CAPER TRAVEL COMPANY TERMS AND CONDITIONS

Service Provider: Caper Travel Company Pvt. Ltd

Registered Address: 327, Udyog Vihar, Phase IV, Gurugram- 122016, Haryana, India

Contact Email: jassi@caper.in

Applicable to: Bookings made through Decathlon Travel

General Terms: These booking Terms & Conditions govern the travel experiences, activities, tours, packages, and other services provided by Caper Travel Company Pvt. Ltd. By making a booking, the customer acknowledges that they have read and agreed to these terms, together with the applicable service description, itinerary, inclusions, exclusions, and cancellation policy displayed at the time of booking.

Booking and Confirmation: All bookings are subject to availability and confirmation by the Service Provider. Customers are advised not to make non-refundable travel or accommodation arrangements until they receive booking confirmation.

Prices and Payments: The applicable price, currency, payment schedule, taxes, and any additional charges will be displayed or communicated at the time of booking. Payments shall be processed through Decathlon Travel as applicable under the agreed booking and payment arrangements. Any additional services, personal expenses, or items expressly excluded from the booking price shall be payable by the customer unless otherwise specified.

Payment Terms: If the customer purchases a product more than thirty days before check-in, the customer pays a 30% deposit and pays the balance thirty days before check-in. If the customer purchases a product less than thirty days before check-in, the full product price is payable.

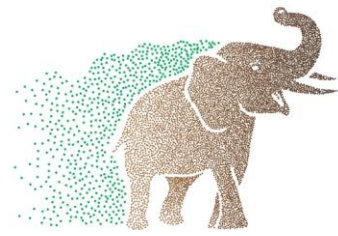
Customer Responsibilities: Providing accurate personal details and contact information. Reviewing the itinerary, service description, inclusions, and exclusions before booking. Arriving at the designated meeting point at the specified time. Complying with the Service Provider's reasonable instructions, safety procedures, and applicable local laws. Disclosing any relevant requirements or restrictions where necessary for the safe delivery of the booked activity. Obtaining any required travel documents, permits, visas, or other authorisations applicable to their journey.

Activity Requirements and Safety: Certain activities may require a minimum age, fitness level, experience, equipment, or other specific eligibility criteria. Such requirements will be communicated in the relevant service description or before confirmation. Customers must follow the safety instructions provided by the Service Provider, its guides, and authorised representatives. The service provider reserves the right to take reasonable safety measures, including refusing participation or modifying any activity where a customer does not meet the stated requirements or where participation would present a material safety risk. Any resulting cancellation or refund will be handled in accordance with the applicable booking terms and law.

CAPER TRAVEL COMPANY PVT. LTD.

HQ: CAPER HOUSE, 327, Udyog Vihar Phase-4, Gurugram - 122016, Haryana,

Tel: +91 124 4600 300, Fax: +91 124 4600 340, Email: info@caper.in, Website: www.capertravelindia.com



Inclusions and Exclusions: Only the services expressly described in the booking confirmation or service listing are included in the booking price. Unless specifically included, the following may be excluded: International or domestic flights, visas, travel insurance, personal expenses, meals, equipment rental, gratuities, and additional activities. Customers should carefully review the inclusions and exclusions applicable to their selected booking.

Drone Usage Policy: Using drones, unmanned aerial vehicles (UAVs), or similar flying equipment within the premises is strictly prohibited without prior written approval from the Indian Government.

Professional Photography and Videography: Professional photography, videography, commercial shoots, and the use of professional filming equipment within the premises are permitted only with prior written approval from the Indian Government. Visitors must obtain the necessary permissions before conducting any such activity and comply with the applicable guidelines, fees (if any), and restrictions prescribed by the Indian Government.

Changes to Bookings: Requests to modify travel dates, participant details, activity selections, or other booking arrangements are subject to availability and the service provider's approval. Changes may result in additional charges or cancellation fees where applicable. Requests must be submitted through the designated Decathlon Travel booking or customer-service channel. No change shall be considered confirmed until written confirmation has been provided.

Travel Insurance: Customers are strongly advised to obtain appropriate travel insurance covering, where relevant, medical expenses, accidents, emergency assistance, evacuation, repatriation, personal belongings and trip cancellation.

Changes or Cancellation by the Service Provider: The service provider may need to modify, postpone, or cancel a service due to safety concerns, operational difficulties, insufficient availability, adverse weather, government restrictions, or other circumstances beyond its reasonable control.

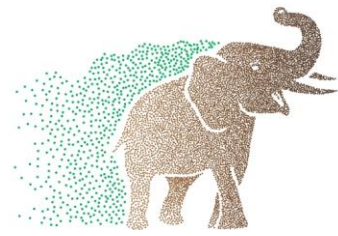
Cancellation by the Customer: All cancellation requests must be submitted in writing through the designated Decathlon Travel cancellation or customer-service channel. Customers should provide their booking reference, full name, and requested cancellation date. The date and time on which the cancellation request is received through the designated channel will be used to determine the applicable cancellation period, subject to the booking conditions.

Cancellation Policy: If the customer cancels up to thirty days before departure, the customer will pay a 5% cancellation fee.

If the customer cancels within 30 days – 15 days before departure, then the customer will pay a 50% cancellation fee.

Any cancellation less than 15 days before arrival will incur a 100% cancellation fee.

Any bookings during Peak Season (Christmas, New Year, major festivals, long weekends, and special events) may require an advance deposit, and the normal



cancellation policy will not be applicable. A separate cancellation policy will be advised if there is any booking during these dates.

Flight Booking & Cancellation Policy:

- Full payment is required at the time of ticket issuance.
- All flight tickets are non-transferable.
- Amendments or re-issuance (such as date changes or routing changes) are subject to airline rules, availability, and additional charges (airline penalties, fare difference, and service fees).
- Cancellations and refunds are subject to the respective airline policies, which may include cancellation penalties. Some promotional or discounted fares may be non-refundable.
- Once tickets are booked, a cancellation will be applicable as per airline policies
- Name changes are strictly not permitted once the ticket is issued.

JUNGLE SAFARIS BOOKING

1. A copy of the passport is required 90 days before placing the Safari reservations. *(If a passport copy is not available, then we will need full names as per passport, passport number, date of birth, gender, and nationality)*
2. Safari bookings are controlled by the Forest Department and are subject to availability.
3. Safari fees are non-refundable and non-transferable once booked.
4. Safari zones are allocated by the Forest Department; specific zones cannot be guaranteed.
5. Guests are required to carry a valid passport for safari entry.
6. Several zones of the park remain closed during the monsoon season (July to September).

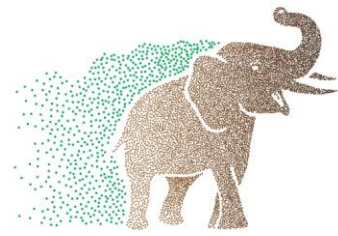
Amendments and Rescheduling: Customers wishing to change their booking dates, participant details, or selected services must submit a written request through Decathlon Travel.

All amendment requests are subject to availability and written approval. Requests made more than 30 days before departure may be accommodated without an amendment fee where operationally feasible. Requests made within 30 days of departure may incur amendment charges or additional supplier costs. Any price difference resulting from a change will be communicated before the amendment is confirmed. If a requested amendment cannot be accommodated, the existing cancellation conditions will apply if the Customer chooses to cancel.

Cancellation by the Service Provider: If the Service Provider cancels a confirmed booking for reasons within its control, the Customer will be offered an appropriate alternative or a refund in accordance with the applicable booking terms. If a service cannot be delivered due to circumstances beyond the Service Provider's reasonable control, including severe weather, natural disasters, government restrictions, safety concerns, or other force majeure events, the Service Provider will inform the Customer as soon as reasonably practicable. Depending on the circumstances, available options may include

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rescheduling, an alternative service or a refund in accordance with the applicable contractual conditions.

Refund Processing: Approved refunds will be coordinated with Decathlon Travel and processed through the original payment method

Non-Refundable Services and Expenses: Certain services may involve costs that cannot be recovered once confirmed or issued. These may include name-specific flight/train tickets, permits, admission tickets, special accommodation arrangements or third-party services. Any such exclusion and associated charges must be disclosed to the Customer before the booking is completed. They may be deducted from a refund only where permitted by the applicable booking terms.

No-Shows and Late Arrivals: If a customer fails to arrive at the designated meeting point at the specified time, or arrives too late to participate, the booking may be treated as a no-show. Refunds or rescheduling in such cases will be subject to the applicable booking conditions.

Partial Participation or Unused Services: No automatic refund will be provided for services voluntarily missed, unused or discontinued by Customer, except where required under the applicable booking conditions. Where a service is interrupted or cannot be delivered as agreed, the service provider will assess the circumstances and coordinate an appropriate remedy with Decathlon Travel.

Weather and Safety-related changes: Outdoor activities may be affected by weather, terrain, environmental conditions or safety considerations. The service provider may modify, postpone, or cancel any activity when reasonably necessary for participant safety or operational feasibility. Any alternative arrangement or refund will be handled in accordance with the applicable booking conditions.