

## TERMS AND CONDITIONS

- i. 50% of the payment must be made in advance and is non-refundable (excluding tickets).
- ii. The full payment must be made three days prior to departure. Driver details will not be shared before payment is received.
- iii. Hotel check-in time is 2:00 PM and check-out time is 12:00 PM. Early check-in or late check-out is subject to availability and may incur additional charges (international standard time).
- iv. Foreign nationals are not allowed, except overseas Pakistanis.
- v. Onederer is not responsible for any last-minute changes made by the hotel, including changes to room category, bookings, or cancellations. However, we will make every effort to assist by offering alternative options provided by the hotel or arranged by our team.
- vi. As the hotel name is shared in advance, if the client is dissatisfied upon arrival and requests a hotel change, any additional charges will be borne by the client.
- vii. Any room category upgrade offered at check-in is entirely at the discretion of hotel management. Whether provided for one night or for the entire stay, it is not part of our service commitment.
- viii. Onederer cannot guarantee adjacent rooms or rooms on the same floor in cases where more than one room is booked.
- ix. Adjacent seats cannot be guaranteed.
- x. Triple or quad sharing will be accommodated on mattresses.
- xi. Twin-sharing rooms are provided only to married couples, two females, two males, or siblings. A photocopy of the Nikah Nama or updated CNIC is mandatory for married couples requesting a separate room.
- xii. Train tickets are subject to availability. If available at the time of checking, the reservation will only be confirmed upon receipt of payment.
- xiii. Onederer bears no responsibility for any cancellation or modification of train services by the service provider.
- xiv. In the event of closure of any spot mentioned in the itinerary, an alternate route or activity will be arranged by the operations team.
- xv. No refunds shall be issued in case of rain, storms, landslides, road closures, accidents, flat tires, engine failure, vehicle malfunction, strikes, protests, or any form of political unrest.
- xvi. Any additional expenses arising due to the above-mentioned circumstances shall be borne by the member.
- xvii. Any increase in fuel prices prior to the start of the trip will result in additional charges to the package price.
- xviii. Members shall be deemed to travel at their own risk regarding loss, injury, or damage to person or property. The company shall not be liable for any loss, injury, accident, damage, delay, or expense arising during the tour.
- xix. Onederer will not be held responsible if a passenger carries any unlawful items, including weapons or drugs. Onederer reserves the right to cancel the booking at any time in case of failure to comply with these terms and conditions.