

THE Q ODYSSEY

BOOKING TERMS & CONDITIONS

THE Q TRAVEL EXPERIENCES PRIVATE LIMITED

1. PARTIES AND SCOPE

These Booking Terms & Conditions (“Terms”) govern the booking and participation of the Guest in a Q Odyssey programme arranged by The Q Travel Experiences Private Limited (“The Q”, “we”, “us” or “our”).

The applicable Tour, dates, destination sequence, price, payment schedule, inclusions and other commercial particulars shall be stated in the Booking Confirmation, itinerary or other booking document issued by The Q (“Booking Confirmation”).

These Terms, together with the Booking Confirmation and any documents expressly incorporated into it, constitute the agreement between The Q and the Guest in relation to the Booking.

Where the Guest makes a Booking for one or more additional participants, the person making the Booking (“Booking Party”) represents that he/she is authorised to make the Booking and communicate these Terms to each participant.

2. DEFINITIONS AND INTERPRETATION

“Guest” or “Participant” means each person travelling under a confirmed Booking.

“Booking” means a reservation accepted by The Q for participation in the applicable Tour.

“Tour” means the particular Q Odyssey programme identified in the applicable Booking Confirmation.

“Tour Price” means the price stated in the Booking Confirmation, excluding amounts expressly stated to be additional, including TCS, optional upgrades and other excluded charges.

“Service Provider” means any independent third-party supplier engaged in connection with the Tour, including an airline or aircraft operator, hotel, restaurant, ground handler, transport operator, excursion provider, visa service provider or other supplier.

“Force Majeure Event” means an event beyond the reasonable control of the affected party, including natural disasters, severe weather, epidemic/pandemic, government action, border closure, war, civil unrest, terrorism, strike, industrial action, airport or airspace closure, aircraft unserviceability, fuel shortage, landing-right restrictions, visa restrictions or other comparable event.

Headings are for convenience only. Words in the singular include the plural and vice versa. References to law include amendments, re-enactments and subordinate legislation.

3. BOOKING AND ACCEPTANCE

A Booking is subject to availability and shall become confirmed only when The Q has accepted the Booking and received the applicable payment in cleared funds.

Payment and/or electronic acceptance of these Terms shall constitute acceptance of the Terms applicable to the Booking. The electronic record maintained by The Q shall be evidence of the version accepted by the Guest, subject to applicable law.

The Guest shall ensure that all information supplied to The Q is accurate, complete and current, including names as appearing in passports and other travel documents.

The Q may decline a Booking where required for operational, regulatory, safety, documentation, payment, compliance or other reasonable grounds.

4. BOOKING CONFIRMATION AND ORDER OF PRECEDENCE

The Booking Confirmation shall contain the Tour-specific commercial particulars. In the event of inconsistency, the Booking Confirmation shall prevail only in respect of the specific commercial particulars expressly stated therein, such as Tour dates, Tour Price, payment dates and itinerary. These Terms shall govern all other matters.

The Guest shall promptly notify The Q of any error in the Booking Confirmation. Unless notified otherwise, the Guest shall be deemed to have accepted the Booking Confirmation.

5. TOUR PRICE, TAXES AND STATUTORY CHARGES

The Tour Price shall be the amount stated in the Booking Confirmation and shall include only those services expressly identified as included.

Unless expressly stated otherwise, the Tour Price does not include TCS, visa fees, optional upgrades, personal expenses, additional sightseeing, special assistance, insurance and other excluded items.

Where The Q is required by applicable law to collect TCS or any other tax, levy or statutory charge, the same shall be collected in addition to the Tour Price unless expressly stated otherwise.

The Guest shall provide PAN, tax residency and other information reasonably required for statutory tax compliance.

Any reference to the Liberalised Remittance Scheme ("LRS") is subject to the applicability of LRS to the particular Guest and transaction. The Guest is responsible for compliance with applicable FEMA, RBI, banking and tax requirements.

6. PAYMENT TERMS

The Guest shall pay the Tour Price in the instalments and by the dates specified in the Booking Confirmation.

Payments may be made through the payment methods notified by The Q, including bank transfer, cheque or approved electronic/card payment methods.

Where card payments attract a processing or transaction charge, the applicable charge shall be communicated at the time of payment.

Payments shall be deemed received only when cleared and credited to the designated account of The Q.

7. PAYMENT DEFAULT

If an instalment is not received by its due date, The Q may issue a written notice requiring payment within the period specified in the notice.

If the outstanding amount remains unpaid after such notice, The Q may, subject to applicable law, suspend or cancel the Booking, release reserved space and apply the cancellation/default charges specified in the Booking Confirmation or Cancellation Policy.

Any additional costs reasonably incurred because of a payment default, including supplier charges, bank charges or rebooking costs, may be recovered from the Guest where permitted by applicable law.

8. PROGRAM INCLUSIONS

Only the services expressly listed as included in the Booking Confirmation form part of the Tour Price.

Where applicable, inclusions may comprise charter flight, accommodation, meals, bottled water, specified beverages, sightseeing and entrance fees, selected laundry services, and hotel/airport taxes, subject to the final itinerary.

Single occupancy and suite upgrades, where available, shall be subject to availability and the additional charges communicated by The Q.

Special requests are not guaranteed unless expressly confirmed in writing by The Q.

9. EXCLUSIONS

Unless expressly included, the following are excluded: travel to and from the Tour's commencement/termination point; insurance; visa and passport expenses; personal purchases; minibar and room service; additional or alternative sightseeing; special assistance; medical expenses; communications; excess baggage; optional upgrades; and taxes or charges expressly identified as additional.

No refund shall ordinarily be payable for a service or accommodation voluntarily not used by the Guest, subject to any mandatory rights available under applicable law.

10. AIRCRAFT, CHARTER AND FLIGHTS

The Tour may involve chartered or other aircraft arranged by The Q through an aircraft operator/air carrier. The operating carrier, aircraft type, configuration and routing may change for operational, safety, regulatory, technical or other reasonable reasons.

The aircraft identified in promotional or booking material is not a guarantee that the same aircraft or configuration will operate every sector.

Flight schedules, routes, departure and arrival times and landing locations are subject to change and may depend on governmental approvals, landing rights, airspace restrictions, weather, technical matters and operational requirements.

The Q is the Tour organiser/arranger and shall not be deemed to be the operating air carrier unless expressly stated otherwise in the Booking Confirmation.

Passengers and baggage remain subject to airport, aviation, security, immigration and carrier requirements. A Guest who refuses a lawful security or safety procedure may be denied transportation.

No individual air ticket may be issued where the charter arrangement uses a master manifest or equivalent documentation. The Guest shall nevertheless comply with all applicable carriage and travel requirements.

11. AIR CARRIER – DENIAL OF BOARDING / REMOVAL

The operating carrier and/or The Q may refuse boarding or remove a Guest where reasonably necessary for safety, security, compliance or the comfort of other passengers, including where the Guest is intoxicated, appears to be under the influence of prohibited substances, refuses required security checks, creates a safety risk, behaves unlawfully or disruptively, or lacks required travel documentation.

Where removal or denial of boarding results from the Guest's conduct, documentation failure or breach of these Terms, the Guest shall bear the resulting costs, subject to applicable law.

12. ITINERARY AND CHANGES

The itinerary is intended to provide the planned sequence of travel and experiences. The Q may reasonably alter the sequence, timing, routing, accommodation, aircraft, sightseeing, meals or other arrangements where required by safety, weather, operational, regulatory, supplier or other circumstances beyond its reasonable control.

The Q shall make reasonable efforts to provide substitute arrangements of comparable standard where reasonably practicable.

Minor changes which do not materially reduce the principal components of the Tour shall not ordinarily entitle the Guest to cancellation or refund.

Where a change constitutes a material reduction in the principal contracted components of the Tour, The Q shall communicate the change and provide such alternative arrangement, credit or refund as may be applicable in the circumstances and under applicable law.

13. ACCOMMODATION AND ROOM/SEAT ALLOCATION

Accommodation shall be provided at the hotels or equivalent properties identified in the final itinerary, subject to availability and operational requirements.

Room and aircraft seat allocations shall be made by The Q, taking account of operational requirements and availability. Specific room numbers, views, floors or aircraft seats are not guaranteed unless expressly confirmed in writing.

Where the Guest requests single occupancy, upgraded accommodation or a particular room category, the applicable supplement shall be payable if the request is accepted.

14. VISAS, PASSPORTS AND TRAVEL DOCUMENTS

The Guest is solely responsible for holding a valid passport and obtaining all visas, permits, vaccinations, transit permissions and other documents required for every country, territory and transit point included in or connected with the Tour.

The Q may provide reasonable assistance or facilitate visa processing but does not guarantee visa issuance, immigration clearance, entry, re-entry or transit permission.

Visa or entry refusal, delay, expiry or documentation failure shall not by itself entitle the Guest to a refund except to the extent expressly provided in the applicable Cancellation Policy or amounts are actually refundable by the relevant Service Provider.

Any additional cost arising because the Guest lacks required documentation, including rerouting, accommodation, transport or administrative costs, shall be borne by the Guest where legally recoverable.

15. INSURANCE

Comprehensive travel insurance, including trip cancellation/interruption, medical, accident, baggage and emergency evacuation cover appropriate to the Tour, is mandatory unless The Q confirms otherwise in writing.

The Guest shall obtain insurance independently and is responsible for ensuring that the policy covers the destinations, activities and risks associated with the Tour.

The Q is not the insurer and shall not be responsible for the insurer's decision to accept or reject a claim.

16. HEALTH, MOBILITY AND ACCESSIBILITY

The Guest acknowledges that the Tour may involve long-haul flying, walking, stairs, changes in climate, remote destinations, excursions and other physical demands.

The Guest is responsible for determining whether he/she is medically able to participate and should seek appropriate professional medical advice where necessary.

The Guest shall disclose, sufficiently in advance, any medical, mobility, accessibility, dietary or other requirement for which special arrangements may reasonably be required.

The Q shall make reasonable efforts to accommodate notified requirements, subject to safety, aircraft, hotel, destination and supplier limitations. Any additional third-party cost specifically attributable to a requested special arrangement may be charged to the Guest where disclosed in advance.

Where The Q reasonably determines that participation in a particular activity or continued participation in the Tour presents a significant safety risk to the Guest or others, The Q may restrict participation or require alternative arrangements, subject to applicable law.

17. BAGGAGE AND PERSONAL EFFECTS

Unless otherwise stated in the Booking Confirmation, baggage allowances shall be as specified by the applicable aircraft/operator and may include two checked pieces of up to 30 kg each and one carry-on piece of up to 10 kg.

Baggage allowances remain subject to aircraft, airport, security and carrier restrictions.

The Guest is responsible for personal belongings and shall comply with all prohibited/restricted item requirements. The Q shall not be responsible for loss or damage to baggage except to the extent attributable to The Q's own breach, negligence or liability that cannot lawfully be excluded.

18. CANCELLATION BY GUEST

Cancellation requests must be submitted in writing to the designated cancellation email/address notified by The Q. The effective cancellation date shall be the date on which the valid cancellation request is received during the notified business hours on a working day.

Cancellation charges shall be calculated in accordance with the Cancellation Policy applicable to the Booking Confirmation.

The cancellation charges are agreed charges intended to compensate for commitments, supplier charges, charter arrangements, accommodation commitments, operational costs and the limited opportunity to resell cancelled space. They shall be subject to applicable law.

Refunds, where payable, shall ordinarily be processed within 30 days after the applicable cancellation calculation is completed and the refundable amount is determined, subject to receipt of funds from Service Providers where applicable.

Refunds shall not carry interest unless required by applicable law or expressly agreed otherwise.

Non-refundable third-party charges, optional services and amounts expressly excluded from refund shall be dealt with in accordance with their applicable terms and applicable law.

19. AMENDMENTS AND TRANSFERS

Requests to amend a Booking must be made in writing and are subject to availability, supplier terms and any applicable amendment charges.

Where the Booking permits transfer to a third party, the proposed transferee must satisfy all eligibility, documentation, payment and travel requirements and agree to these Terms.

Any transfer fee shall be the amount stated in the Booking Confirmation or, where applicable, the notified administrative charge. The transfer shall not be effective until confirmed in writing by The Q.

Changes requested within 90 days before departure may be restricted or unavailable because of supplier and operational commitments.

20. CANCELLATION OR MATERIAL MODIFICATION BY THE Q

The Q may cancel, suspend, postpone or materially modify the Tour where reasonably required by safety, regulatory, operational, supplier, aircraft, governmental, border, visa or other circumstances, including a Force Majeure Event.

Where The Q cancels the Tour for reasons attributable to The Q and not arising from a Force Majeure Event or the Guest's breach, The Q shall provide the remedy required under applicable law and/or the Booking Confirmation.

Where cancellation or material modification arises from a Force Majeure Event, The Q shall make reasonable efforts to obtain refunds or credits from Service Providers and shall communicate the resulting refund, credit or alternative arrangement to affected Guests, subject to non-recoverable costs and applicable law.

Nothing in this clause authorises The Q to impose an unlimited or undisclosed additional charge on a Guest.

21. FORCE MAJEURE

Neither party shall be liable for failure or delay in performing an obligation to the extent caused by a Force Majeure Event.

Where a Force Majeure Event affects the Tour, The Q may alter, postpone, suspend or cancel affected services and shall make reasonable efforts to mitigate the impact and arrange alternatives where reasonably practicable.

The Guest acknowledges that certain amounts paid to Service Providers may be non-refundable or only partially refundable in a Force Majeure situation. The Q shall account for amounts actually recovered from relevant Service Providers in determining any refund or credit, subject to applicable law.

Force Majeure shall not excuse the Guest's obligation to pay amounts that have already become due for services actually provided or non-refundable commitments properly incurred, except to the extent otherwise required by law.

22. INDEPENDENT SERVICE PROVIDERS

The Q may engage independent Service Providers for transportation, accommodation, aviation, food and beverage, excursions, local handling and other components of the Tour.

Service Providers may be subject to their own terms, conditions, carriage rules, safety requirements, limitations of liability and applicable international conventions.

The Q shall exercise reasonable care and skill in arranging the Tour and coordinating Service Providers. The Q shall not be liable for an act, omission, default, delay or failure of an independent Service Provider except to the extent attributable to The Q's own breach, negligence, wilful misconduct or failure to exercise reasonable care, or to the extent liability cannot lawfully be excluded.

23. LIMITATION OF LIABILITY

To the maximum extent permitted by applicable law, The Q shall not be liable for indirect, incidental, special or consequential loss, loss of enjoyment, loss of opportunity or loss of profits arising from events outside The Q's reasonable control.

Subject to applicable law, the aggregate liability of The Q arising out of or in connection with a Booking shall not exceed the amount actually paid by the affected Guest to The Q towards the Tour Price for that Booking.

Nothing in these Terms excludes or limits liability to the extent such exclusion or limitation is prohibited by applicable law, including liability for fraud, wilful misconduct or other liability that cannot lawfully be excluded or limited.

Nothing in these Terms limits rights or remedies that a Guest may have under mandatory consumer or other applicable legislation.

24. GUEST CONDUCT

The Guest shall comply with applicable law, airport and carrier rules, hotel rules, instructions of Tour staff and reasonable safety requirements.

The Q may restrict participation in an activity or remove a Guest from the Tour where reasonably necessary because of unlawful, threatening, violent, abusive, discriminatory, seriously disruptive or unsafe conduct, or material damage to property.

Where action is taken because of the Guest's conduct or breach, the Guest shall be responsible for reasonable resulting costs, including alternative transportation or accommodation, to the extent permitted by law.

25. INDEMNITY

To the extent permitted by law, the Guest shall indemnify and hold harmless The Q against losses, claims, damages, costs and reasonable expenses arising directly from the Guest's unlawful acts, wilful misconduct, material breach of these Terms, or damage caused by the Guest to persons or property, except to the extent caused by The Q's own negligence, wilful misconduct or breach.

26. PHOTOGRAPHY, VIDEO AND PROMOTIONAL MATERIAL

The Q may photograph or record activities during the Tour for operational, documentary, security and archival purposes in accordance with applicable law.

Where identifiable Guest images are used for promotional or commercial purposes, The Q shall do so in accordance with its Privacy Policy and applicable law. A Guest who does not wish to be used in promotional material may notify The Q through the designated mechanism before departure.

The Guest acknowledges that incidental appearance in group, public or event photographs may occur during a Tour.

27. PERSONAL DATA AND PRIVACY

The Q may process personal data necessary to administer the Booking and Tour, including identity, passport, visa, travel, accommodation, emergency-contact, dietary, accessibility and payment-related information, subject to applicable law.

Personal data may be shared with airlines/aircraft operators, hotels, visa service providers, ground handlers, insurers, local operators, payment processors and other Service Providers where reasonably necessary to provide the Tour or comply with law.

Further details regarding collection, use, storage, retention, sharing and rights relating to personal data are set out in The Q's Privacy Policy, which forms part of the website's contractual information framework.

The Q shall take reasonable measures required by applicable data-protection law and shall not use Guest personal data for unrelated purposes except as permitted by law or with appropriate consent.

28. COMPLAINTS AND GRIEVANCE REDRESSAL

A Guest should promptly report any issue arising during the Tour to the Tour Director or The Q representative so that a reasonable opportunity is provided to address the issue while the Tour is ongoing.

Formal complaints should be submitted in writing to [INSERT OFFICIAL GRIEVANCE EMAIL / ADDRESS] with the Booking reference, details of the issue and supporting material.

The Q shall endeavour to acknowledge and address complaints within a reasonable period, subject to the nature of the complaint and information required to investigate it.

29. DISPUTE RESOLUTION AND ARBITRATION

The parties shall first attempt in good faith to resolve any dispute, claim or controversy arising out of or relating to these Terms or the Booking through written consultations.

If the dispute is not resolved within 30 days from receipt of a written request for consultation, either party may commence arbitration, subject to applicable law.

Any dispute which the parties have agreed to arbitrate shall be referred to a sole arbitrator mutually appointed by the parties. If the parties fail to agree on the appointment within 30 days of an arbitration notice, either party may seek appointment in accordance with Section 11 of the Arbitration and Conciliation Act, 1996, as amended.

The arbitration shall be conducted in English. The seat and legal place of arbitration shall be Mumbai, Maharashtra, India. Hearings may be conducted physically, virtually or in such other manner as the arbitrator directs.

The arbitral proceedings shall be governed by the Arbitration and Conciliation Act, 1996, as amended.

Nothing in this clause shall prevent a party from seeking urgent interim or conservatory relief from a competent court or tribunal, or prevent a Guest from invoking any mandatory statutory or consumer remedy available under applicable law.

30. GOVERNING LAW AND JURISDICTION

These Terms shall be governed by and construed in accordance with the laws of India.

Subject to applicable law, including the jurisdiction of any statutory or consumer forum having jurisdiction, courts at Mumbai, Maharashtra shall have jurisdiction in respect of proceedings arising out of these Terms and the Booking.

31. NOTICES AND ELECTRONIC COMMUNICATIONS

The Guest consents to receiving Booking-related communications electronically at the email address, telephone number or other contact details provided during the Booking process.

Notices from the Guest relating to cancellation, amendment or material contractual matters must be sent to the designated email/address notified by The Q.

The Guest is responsible for ensuring that contact details remain accurate and that emails from The Q can be received.

32. ASSIGNMENT

The Guest may not assign or transfer contractual rights or obligations except as expressly permitted under the Transfer provisions.

The Q may appoint or engage Service Providers and may transfer or reorganise its rights and obligations in connection with the Tour provided that such action does not materially reduce the Guest's contractual rights under applicable law.

33. SEVERABILITY

If any provision of these Terms is held invalid, illegal or unenforceable, it shall be modified to the minimum extent necessary to make it enforceable, where legally permissible, and the remaining provisions shall remain in full force and effect.

34. WAIVER

No failure or delay by The Q in exercising a right or remedy shall constitute a waiver of that right or remedy. A waiver shall be effective only if expressly made in writing.

35. ENTIRE AGREEMENT

These Terms, the applicable Booking Confirmation and documents expressly incorporated therein constitute the agreement between The Q and the Guest concerning the Booking, subject to mandatory rights under applicable law.

Any representation, promise or arrangement not expressly recorded in the Booking Confirmation or these Terms shall not bind The Q unless confirmed in writing by an authorised representative of The Q.

36. AMENDMENTS TO WEBSITE TERMS

The Q may amend these Terms from time to time for future bookings. The version accepted by a Guest at the time of Booking shall ordinarily govern that Booking, except where a change is required by applicable law or otherwise agreed between the parties.

The current version of these Terms shall be published on the website with its effective date and version number.

37. MINORS AND GROUP BOOKINGS

A Guest below the age specified by The Q for the applicable Tour may travel only subject to the requirements communicated by The Q and appropriate supervision by a parent, legal guardian or responsible adult.

The Booking Party is responsible for ensuring that all participants included in a group Booking receive and comply with these Terms.

SCHEDULE 1 – CANCELLATION POLICY

Unless otherwise stated in the Booking Confirmation, the following cancellation charges shall apply to the Tour Price. Cancellation requests must be made in writing in accordance with Clause 18.

Cancellation Date	Cancellation Charge
On or before 31 August 2025	Nil
1 September 2025 to 30 September 2025	10%
1 October 2025 to 31 December 2025	25%
1 January 2026 to 28 February 2026	50%
1 March 2026 to 30 April 2026	75%
On or after 1 May 2026	100%

For avoidance of doubt, the original commercial draft contained an overlap between the 75% and 100% bands. For this clean website version, the 100% band has been drafted as commencing on 1 May 2026 so that the cancellation bands are continuous and non-overlapping. This should be commercially confirmed by The Q before publication if the Tour dates remain 2026.

SCHEDULE 2 – TOUR PARTICULARS

The following particulars reproduce the commercial information contained in the supplied Q Odyssey 2026 document only.

Particular	Details
Tour	The Q Odyssey: Round the World 2026
Tour Dates	6 June 2026 – 28 June 2026
Tour Price	INR 99 Lakhs per person on double occupancy
Commencement / End	Mumbai / Mumbai
Aircraft	Airbus A321 stated in the source document as operated by BeOnd Aviation (Dubai, UAE), subject to the aircraft provisions in these Terms
Baggage	2 checked pieces of up to 30 kg each and 1 carry-on piece of up to 10 kg, subject to applicable carrier/airport restrictions

PAYMENT SCHEDULE

Due Date	Instalment
Immediately	20%
10 August 2025	20%
10 October 2025	20%
10 December 2025	20%
10 February 2026	20%

ITINERARY

Sector	Date	Departure	Arrival	Remarks
1	6 June 2026	Mumbai, India	Valletta, Malta	3 nights in Malta; fuel stop
2	9 June 2026	Valletta, Malta	Marrakech, Morocco	3 nights in Morocco
3	12 June 2026	Marrakech, Morocco	Nuuk, Greenland	3 nights in Greenland
4	15 June 2026	Nuuk, Greenland	Anchorage, Alaska	3 nights in Alaska
5	18 June 2026	Anchorage, Alaska	Seoul, South Korea	Arrival Seoul 19 June; International Dateline; fuel stop
6	22 June 2026	Seoul, South Korea	The Gobi Desert, Mongolia	3 nights in Mongolia
7	25 June 2026	The Gobi Desert, Mongolia	Lijiang, China	3 nights in China
8	28 June 2026	Lijiang, China	Mumbai, India	Return to India

PROGRAM INCLUSIONS

- Charter flight.
- Accommodation as indicated in the applicable itinerary, based on double occupancy.
- Breakfast, lunch and dinner as specified in the final itinerary.
- Bottled water at meals and excursions and bar service on flights, subject to the final itinerary and applicable carrier arrangements.
- Entrance fees during included sightseeing tours.
- Selected laundry service at the locations specified in the itinerary.
- Hotel and airport taxes expressly included in the Booking Confirmation.

NOT INCLUDED

- Insurance.
- Air transportation to Mumbai and from Mumbai, unless expressly included in the Booking Confirmation.
- Additional or alternative sightseeing not included in the itinerary.
- Personal expenses, passports, special assistance and meals other than those specified.
- TCS and other statutory charges expressly stated as additional.
- Optional suite upgrades and other optional services.

BOOKING ACCEPTANCE

Before booking, the Guest confirm:

- I have read, understood and agree to The Q Odyssey Booking Terms & Conditions and the applicable Cancellation Policy.
- I have read and agree to The Q Privacy Policy.
- I confirm that the information supplied by me, including passport and travel-document information, is accurate.
- I understand that the aircraft, routing, itinerary, accommodation and other operational arrangements may be changed in accordance with the Booking Terms & Conditions.
- I understand that travel insurance is mandatory where specified and that I am responsible for obtaining adequate insurance cover.