

# COMPANY POLICIES

Here are company policies for Cultural Voyagers:

- **Health and Safety:** Cultural Voyagers is committed to providing safe and enjoyable travel experiences for all guests. We strictly adhere to all relevant health and safety guidelines and protocols, including those related to COVID-19 and other communicable diseases, to ensure the well-being of our guests and employees.
- **Customer Service:** Cultural Voyagers values our guests and is dedicated to providing the highest level of customer service. We will make every effort to meet the needs and expectations of our guests and will handle any complaints or issues in a timely and professional manner.
- **Diversity and Inclusion:** Cultural Voyagers is committed to creating a welcoming and inclusive environment for all of our guests and employees. We do not discriminate on the basis of race, religion, gender, sexual orientation, age, or ability.
- **Sustainability:** Cultural Voyagers is committed to minimizing our impact on the environment and supporting local communities. We will strive to use eco-friendly products and practices whenever possible and work with local partners to ensure that our tours benefit the communities we visit.
- **Employee Conduct:** Cultural Voyagers expects all of our employees to conduct themselves in a professional and respectful manner. We have a zero-tolerance policy for any form of harassment or discrimination.

- **Eligibility:** Cultural Voyagers tours are open to all individuals who meet any specific age, fitness, or other requirements specified for a particular tour. By booking a tour with Cultural Voyagers, you confirm that you meet these requirements and are capable of participating in the tour activities.
- **Reservations and Payments:** Reservations for Cultural Voyagers tours must be made through our website or by contacting us directly. A deposit is required to secure a reservation and the balance of the payment is due prior to the start of the tour. We accept payment by credit card or bank transfer. A 50% Payment will be made on booking time and the remaining 50% will be paid 7-10 days before the tour start.
- **Liability:** Cultural Voyagers is not responsible for any personal injury, property damage, or other loss that may occur during a tour. Participants are responsible for their own safety and are expected to follow all instructions provided by Cultural Voyagers staff. By booking a tour with Cultural Voyagers, you acknowledge and accept these risks.
- **Photos and Marketing:** By participating in a Cultural Voyagers tour, you permit us grant/permission to use any photos or video taken during the tour for marketing and promotional purposes.
- **Governing Law:** These terms and conditions shall be governed by and construed by in accordance with the laws of the state.

This document is officially published by Cultural Voyagers PVT Limited under its terms and conditions which is applicable for all domestic and international tours. It is mandatory for every client to fill online consent form before departure.