

General Terms and Conditions – Travelbelt

1. The “day of travel” depends on the scheduled flight, bus, train, or ship time.
2. In case of a package tour, the travel date must be fixed at least 03 (three) weeks / 21 (twenty-one) days in advance.
3. In case of Eid, Puja, Christmas, New Year, or special holidays, the travel date must be fixed at least 01 (one) month and 15 (fifteen) days to 02 (two) months before the date of travel.
4. Travelbelt does not guarantee visa approval for any applicant. In case of visa refusal, visa fees and service charges are non-refundable.
5. Visa processing may take 07 (seven) to 45 (forty-five) working days or more. Travelbelt is not responsible for embassy delays.
6. Visa approval or refusal is entirely decided by the concerned Embassy.
7. Travelbelt does not support purchasing tickets before visa approval. Responsibility lies with the customer if visa is refused.
8. Passports can be collected after full payment and submission of the original money receipt.
9. Forged, fake, or incorrect documents are strictly prohibited.
10. Travelbelt is not liable for any delay or cancellation of flight, bus, train, or ship.
11. Tickets and hotel vouchers will be issued 03 (three) to 08 (eight) days before travel after full payment.
12. Full package payment must be completed 10 (ten) to 21 (twenty-one) days before travel.
13. Air tickets and package prices for Europe, Maldives, Sri Lanka, and similar destinations are non-refundable.
14. Additional charges may apply due to currency exchange or fuel price increases.
15. Ticket date changes require payment of fare difference and service charges.
16. Date change or tour cancellation will not be accepted over phone calls.
17. A minimum service charge of BDT 2,500 per person applies for any change after booking.
18. Additional surcharges apply during Eid, Puja, Christmas, New Year, or special holidays.
19. Any increase in official travel tax must be borne by the traveler.
20. Hotel reservation requires 72–96 hours; alternative hotels may be arranged if unavailable.
21. Original payment receipt must be preserved; Travelbelt may change or cancel any package.
22. Package hotels are standard category; upgrades require extra payment.
23. Travelbelt is not responsible for additional costs due to natural disasters or political unrest.
24. Possession of illegal items will result in tour cancellation without refund.
25. Alcohol, intoxicants, and anti-social activities are strictly prohibited.
26. Seat allocation responsibility does not lie with Travelbelt.
27. In group tours, early full payment may allow seat selection on international buses.
28. Internal tour seating will rotate daily.
29. Travelers must be present on time; Travelbelt is not liable for missed services.
30. Package price may change if the number of travelers changes.
31. Travelers must choose packages according to budget and hotel standards.
32. Travel between Kolkata and Delhi may be by Rajdhani or Duronto train.

33. AC will not operate in vehicles in hilly areas.
34. Extra food packets are not allowed.
35. Filtered water will be provided; mineral water is not included.
36. Meal arrangements in hilly areas may require extra time.
37. Meals are not included in Budget Category / Domestic Air Travel.
38. Extra food outside included meals must be paid by the traveler.
39. No date change, cancellation, or refund for online bookings.
40. Additional services require prior approval from Travelbelt.
41. Hand baggage limit is 07 (seven) kg for Budget / Domestic Air Travel.
42. Tips and gratuities are not included.
43. Any issue must be reported during the tour.
44. Terminal reception delays must be reported in advance.
45. Inclusions and exclusions must be understood before booking.
46. Ticket details must be checked before leaving the office.
47. Airport arrival required 03 hours before flight; bus terminal 30 minutes prior.
48. No complaints accepted after tour completion.
49. Embassy, border, and entry fees must be borne by the traveler if not included.
50. Passport or refund will not be released without original receipt.
51. Single room accommodation may increase the package price.
52. Room sharing requires valid relationship proof.
53. Travelbelt is not responsible for loss due to negligence.
54. Friendly behavior is mandatory in group tours.
55. Immigration documents (NOC, GO) must be carried in original and copy.
56. Confirmation letter, passport, and tickets must be kept during travel.
57. Travelers must obey the laws of the destination country.
58. A valid mobile number must be provided and updated.
59. Confirmation letters and tickets must be preserved carefully.
60. Breakfast availability depends on hotel schedule and departure time.
61. International hotel check-in and check-out times apply as per country policy.
62. Travelbelt is not responsible for missed connecting flights.
63. Most airline tickets are non-refundable and non-changeable as per airline policy.
64. Tickets can be booked worldwide using Travelbelt website or app.
65. Refunds take 10–12 bank working weeks after service fee deduction.
66. No additional service charge for airline-initiated cancellations.
67. Airline refund policies are strictly followed.
68. Certain airline refunds may take minimum 12 bank working weeks.
69. Child-to-adult ticket changes will incur additional charges.
70. Multi-airline itineraries follow individual airline rules.
71. Airline ticket purchase confirms agreement to airline terms.
72. Hotel booking confirms agreement to hotel terms.
73. Visa applications confirm agreement to country rules.
74. Prices and service charges may change at any time.
75. Travelbelt may charge additional fees to resolve issues.
76. Payments are subject to SSLCOMMERZ Terms & Conditions.
77. Terms may be changed at any time without notice.
78. Use of cookies or software will be disclosed.

79. Personal data collection requires prior customer consent.

Immigration-Related Information

1. All required immigration documents, including **NOC, GO, RT-PCR Report, and COVID-19 Vaccine Certificate (Triple Dose)**, must be carried in **original and photocopy form**. Multiple copies are recommended for safety.
2. Before traveling to any country (within **24 to 72 hours**, depending on the destination), travelers must complete the **Arrival and Registration Form** through the respective country's website or mobile application. After submission, the confirmation or feedback letter must be **downloaded in PDF format, printed, and preserved**. A screenshot should also be saved on the mobile device for backup.
3. Prior to returning to Bangladesh at the end of the tour (approximately **72 hours before departure**), travelers are required to complete the **Health Declaration Form of Bangladesh**. The confirmation or feedback letter must be printed or saved on the mobile device and carried during travel.
4. If there is any increase in **government-imposed travel taxes or fees**, the additional amount must be borne by the traveler.

Transport and Travel Related Information

5. Travel dates are subject to the confirmed schedule and availability of flights, buses, trains, or ships.
6. Travelbelt shall not be held responsible for any delay or cancellation of flights, buses, trains, or ships included in any package tour.
7. If there is any delay in departure from the transport terminal (bus/train/ship/aircraft), it must be immediately informed to Travelbelt authorities via **email, text message, or WhatsApp**. If arrival at the destination terminal is delayed and receiving transport cannot wait, the traveler must arrange transport to the hotel at their own cost. Travelbelt will not bear any additional expenses. However, if delay information is received in advance, Travelbelt will attempt to delay the receiving transport where possible.
8. In case of travel to **India, Nepal, or Bhutan by road**, Indian Embassy fees, border fees, entry fees, sightseeing costs, travel taxes, and all related expenses must be borne by the traveler.
9. Travelbelt authorities are not responsible and cannot provide assistance for loss of goods due to traveler negligence.
10. Any expenses related to **hospitalization, ambulance services, or medical treatment** arising from illness or accidents involving buses, trains, or aircraft must be borne by the traveler or their family. In the unfortunate event of death, all expenses and arrangements for repatriation of the deceased's body to the home country must be borne by the traveler's family. Two close or blood-related family members must be nominated as guarantors for these responsibilities.
11. Travelbelt is not responsible for seat allocation, whether front or rear, for flight, bus, train, or ship tickets.
12. When booking tickets involving **connecting flights or multiple modes of transport**, travelers are responsible for knowing transit times and exercising due caution. Travelbelt

shall not be liable for any cancellation, postponement, or rescheduling of flights, buses, trains, ships, hotels, or other services. Any affected services must be repurchased at the prevailing market price, and additional costs must be borne by the traveler.

13. If additional accommodation or meals are required due to changes in flight, bus, train, or ship schedules (cancellation, delay, or rescheduling), the traveler must bear the additional cost.
14. In private or group tours, any meals taken outside the designated meal plan must be paid for immediately by the traveler. **Mineral water or soft drinks are not included with meals.**
15. In group tours, travelers who have paid the full amount in advance may choose seats for inter-country bus travel, subject to availability. For internal tours, seat rotation will be applied daily to ensure fairness among all group members.
16. In private or group tours, all travelers must arrive at the airport, bus terminal, train station, or ship terminal within the scheduled time and before departure for sightseeing tours. Travelbelt will not be responsible for non-arrival or missed transportation. If a traveler misses transport during a city change, they must reach the destination at their own expense to continue the tour.
17. Travelers must regularly check daily tour schedules and manage their time independently. Tour guides are not responsible for waking travelers or ensuring their presence at vehicles. Travelers must take personal responsibility to avoid inconvenience to others.
18. For land package tours (private or group), each traveler is allowed **one main bag** weighing up to **30 kg** and **one hand-carry bag** weighing up to **7-10 kg**, within specified size limits. Extra charges will apply for excess or oversized baggage, which may require a larger vehicle.
19. In various tour packages (Private Car, Jeep, Microbus, Bus, Tempo Traveler, Ferry, Ship, Dinner Cruise, Dhow Cruise, Marine Cruise), seat allocation is beyond Travelbelt's control. Travelbelt shall not be liable for service-related seating issues. However, immediate written notification via **email, text message, or WhatsApp** will allow Travelbelt authorities to attempt resolution.
20. During travel to hilly or difficult terrain areas, where lunch or dinner is arranged at standard hotels, additional time may be required for meal management and service.

Office and Other Documents

21. During office hours (**10:00 AM to 6:30 PM**), except public holidays, travelers must collect all required travel documents at their own responsibility. Travelbelt will not be liable if the office or office building remains closed, resulting in delayed passport delivery, missed flights or buses, or cancellation of related tours or services.
22. Before leaving the Travelbelt office, travelers must carefully verify that their **name, date, time, and destination** are correctly mentioned on the flight ticket. No objections or complaints will be accepted after the documents have been handed over.
23. Prior to departure, all tour-related services (both included and excluded) must be clearly mentioned in writing in the **Tour Confirmation Letter**. Verbal assurances or instructions will not be accepted, and no services outside the written agreement will be provided.

24. Travelbelt does not recommend purchasing air tickets before visa approval. If tickets are purchased prior to visa issuance and the visa is refused, full responsibility will lie with the purchaser.
25. Tickets and other tour-related documents (including group tour bus tickets, train tickets, air tickets, and vouchers) may be provided **one day before departure or on the travel date**, depending on the tour arrangement.
26. At the time of booking or purchasing a package, travelers must provide **two active mobile numbers** (one personal and one emergency, preferably WhatsApp-enabled). These numbers may be required for emergency communication or travel confirmation. If any number is lost or deactivated, Travelbelt must be informed immediately with an alternative contact number.
27. Travelers are expected to behave politely and respectfully with service providers such as **tour guides, hotel staff, waiters, and drivers** during private or group tours. Offering tips or gratuities is at the traveler's discretion and helps maintain a positive image and goodwill.

Prohibition and Legal Policy

28. Consumption of alcohol, intoxicants, or engagement in any anti-social activities is strictly prohibited during the tour. If a traveler is found violating this rule, the tour for that individual will be canceled with the consensus of all tour members, and travel expenses will be **non-refundable**.
29. During any package tour, especially group tours, participants must not carry parcels or luggage on behalf of other group members, guides, drivers, or strangers. Travelbelt will not be responsible for any illegal items found in such luggage or for any resulting legal issues. Travelers found with illegal items will be expelled from the group.
30. Tourist guides hold an honorary position and may work part-time or out of personal interest alongside their educational or professional roles. Travelers must interact politely and avoid any disrespectful or embarrassing behavior.
31. Avoid actions that compromise your personal image or disrupt group harmony. Examples include excessive attention to other members, knocking on room doors, offering unwanted food, suggesting shopping trips, or taking photos/videos without permission.
32. Always follow the instructions of the group leader and guide, inform the group leader of your whereabouts, and complete sightseeing activities on time. If a traveler fails to arrive at the specified time, the group will proceed without them, and no complaints will be entertained.
33. It is not permitted to collect extra food items for personal needs in packets or bags during breakfast arrangements.
34. If the travel dates or tour plans are changed after booking a package, a minimum service charge of **BDT 2,500 per person** (or higher depending on the package) must be paid. Additional hotel cancellation charges and a minimum of **25% of the total package price** may also apply.
35. Always review receipts carefully and preserve the original copy. Travelbelt reserves full authority to modify or cancel any package at any time.

36. Customers opting for **budget packages** must accept minimum service standards for hotels, transportation, and other facilities. Objections regarding hotel quality, location, or transport during the trip will not be entertained.
37. Changes to air tickets or any part of the tour (e.g., tour reduction, extension, or date change) are not allowed during the tour. Any extra charges due to such changes require prior consent from Travelbelt; otherwise, Travelbelt disclaims any responsibility.
38. Before booking, carefully read and understand all **inclusions and exclusions** of the package. No claims or objections will be accepted after booking.
39. During peak seasons (Eid, Puja, Christmas, New Year, Special Holidays) or in case of increased fares due to exchange rate fluctuations, travelers will bear any additional costs for hotels, flights, buses, trains, and ships.
40. Changes to travel dates or tour plans cannot be made via phone. Customers must either visit the office or communicate in writing via **email, text message, or WhatsApp**.
41. International tours include airport pick-up and drop-off at specified times. For flights arriving between **10:00 PM and 6:00 AM**, additional charges for late-night reception or waiting may apply.
42. For packages to Europe, Maldives, Sri Lanka, and Umrah, air tickets and package prices must be paid in full upfront. These payments are **non-refundable**.
43. Bank payments (via check clearance) must be completed **10–21 days** before travel (bank working days).
44. Payment for package bookings must be made in full or **75% within 3–7 days** of booking, with the remaining balance paid before departure. Near-term bookings require **immediate full payment**. Failure to pay may result in price increases or cancellation of services.
45. Tickets and hotel/tour vouchers will be issued **within 72 hours** prior to travel, after full payment has been made.
46. Travelbelt is not liable for tour reduction, change, cancellation, or extra nights due to **natural disasters, political disturbances, or mechanical faults**. All extra expenses must be borne by the traveler.
47. If the number of travelers changes after booking, the package price may be adjusted accordingly.
48. If illegal items are found with a traveler, resulting in police involvement, the tour for that individual will be **immediately canceled**, and Travelbelt will not be responsible. The package payment will not be refunded.
49. In hilly areas, **AC vehicles will not operate**.
50. Any travel-related issues must be reported promptly to the **local Travelbelt agent** or Travelbelt authorities. Complaints made after the tour will not be entertained.
51. For **online bookings**, date changes, cancellations, or refunds are **not allowed** for hotel or tour packages.
52. Room sharing without valid family identification is **not permitted**.
53. Travelers should carefully select services and hotels according to their package. Familiarize yourself with the hotel quality from their official website. No complaints will be entertained during the trip.

Accommodation Related Information

54. Maintain a cheerful disposition and mutual understanding with unfamiliar roommates in twin or triple sharing rooms during group tours. Keep valuable items (cash, jewelry, mobile phones, cameras, laptops, etc.) under your own supervision. Any theft or loss of belongings will **not be the responsibility of Travelbelt**. To avoid risk, consider booking a single room for an additional fee.
55. Twin sharing rooms are generally used for group tours. For solo travelers or odd-numbered groups, room allocation will follow these rules:
 - (a) Solo travelers will be paired with a same-gender roommate if possible; otherwise, a single room will be charged.
 - (b) For three solo travelers of the same gender, a triple sharing room may be allocated. Since triple sharing rooms often have one extra mattress, bed allocation will be done by **Travelbelt** through arbitration or lottery. Two travelers may share a twin room, and the remaining individual may opt for a single room for an extra fee.
56. Travelbelt **does not assume responsibility** for hotel quality, service, or location. Travelers should research hotels and their locations via the official website before booking.
57. International hotel check-in generally starts at **3/4 PM**, and check-out is at **11:00 AM**. Early arrivals may wait in the lobby until check-in. Similarly, for departures later in the day, check-out must be completed by 11:00 AM, with luggage storage or lobby waiting at your own discretion.
58. Complimentary breakfast is usually provided between **7:00/8:00 AM and 9:00/9:30 AM**. Travelbelt will not be responsible if breakfast is missed due to early departures for tours at **5:00/6:00 AM**.
59. Extra mattresses in triple-sharing rooms may reduce available space. Travelbelt is **not responsible** for reduced space. Travelers may opt for a larger room or suite for an additional fee.
60. Hotel rooms may have reduced space due to layout. Travelbelt is not responsible for this.
61. Standard bathroom and room amenities are usually provided free by hotels. Travelbelt is **not responsible** if the hotel does not provide these amenities.
62. Luggage handling when leaving hotels or using buses/trains/ships is **at your own risk**. Travelbelt will not be liable for any inconvenience caused by mishandling luggage.
63. Requesting a single room or upgrades in location during private/group tours will incur **additional charges**, and cancellation fees for pre-booked hotels may apply.
64. For specific room amenities (bathroom kits, minibar, fridge, kettle, oven, hair dryer, TV, safety box, heater), contact hotel management directly. Travelbelt **does not guarantee** these facilities.
65. A lead time of **16–72 hours** applies for residential hotel reservations. If the booked hotel is unavailable, Travelbelt may substitute with an equivalent hotel, with any extra costs borne by the customer.
66. Travelbelt generally provides **standard rooms** in hotels for private/group tours. Room sizes may vary by hotel. Premium suites, super deluxe, or family suites may be provided for an additional fee.
67. Room allocation (room number, floor, view) is controlled by hotel/ferry/ship authorities and cannot be confirmed from Bangladesh. Requests regarding specific rooms **cannot be accommodated**.
68. The price for hotel reservations made online is **non-refundable**.

Terms & Conditions

69. To travel to any international destination, your passport must have a minimum validity of **06 months** from your planned date of return.
70. A **minimum of two persons** is required for select packages.
71. Passenger names in the booking form must exactly match the passport. **Travelbelt will not bear any liability** for name/age discrepancies added at the time of booking, and any name change fees will be the customer's responsibility.
72. Once your booking is confirmed, you will receive a **confirmation email** and an **SMS** on your registered mobile number.
73. Booking rates are **subject to change without prior notice**.
74. Packages are **customizable**, allowing changes to itinerary/activities as desired. Final payment will be calculated based on the activities reflected on the website and outlined in the confirmatory email.
75. Hotel/Cruise bed types are **subject to availability**, for example: Double/Twin Bed or 1 Queen-size bed + 1 Single Sofa Bed / 1 Single Sofa Bed (or similar).
76. Some hotels may request a **security deposit** at check-in, refundable at check-out as per the hotel's policy.
77. In case your package needs to be **cancelled due to natural calamity, weather conditions, etc.**, Travelbelt will strive to provide the **maximum possible refund**, subject to agreements with trade partners/vendors.
78. If payment is **not made as per the schedule** provided in the first booking confirmation email, Travelbelt reserves the right to **cancel the booking** after attempting contact. Refunds will follow the package cancellation policy.
79. The **final payment** will be calculated based on the activities reflected on the website and outlined in the confirmatory email.
80. "Day at Leisure / Free Day" implies **no sightseeing activities** are included on that day.
81. The package price **does not include** special dinners or mandatory charges imposed by hotels during **New Year, Christmas, or other special occasions**.
82. Please be **on time** for all activities, tours, and transfers. Most countries strictly follow schedules.
83. For any **paid activity** that becomes non-operational due to unforeseen reasons, a **refund** will be processed and should reach the guest within **30 days**.
84. Activity changes are **subject to availability and operational days**, and itineraries may be adjusted accordingly on the ground.
85. **Cruise gratuity** and **tourism taxes** must be paid directly by the customer unless otherwise specified.
86. If your flights involve a combination of different airlines, you may need to **collect your luggage at the connecting hub** and re-check it for the onward journey.
87. Travelbelt reserves the right to **modify the itinerary** due to reasons including but not limited to: Force Majeure events, strikes, fairs, festivals, weather conditions, traffic, hotel/flight overbooking, flight cancellations/re-routing, closure/entry restrictions at a place of visit, etc. While alternate arrangements will be attempted, Travelbelt will **not be liable** for refunds/compensation claims arising from such events.

88. Travelbelt officials or representatives **will never ask** for personal information (credit/debit card details, passwords, PIN, CVV, OTP, etc.). **Do not share these details** with anyone via phone, SMS, WhatsApp, email, or any other source.

Liability Disclaimer

- We act as an intermediary between you and third-party service providers (airlines, hotels, transport companies, etc.).
- If there is a fare increase by the airline during the booking process, the traveller must pay the additional amount. If the traveller does not accept the new fare, a refund for the original amount will be provided.
- We will not be held liable, nor will refunds or reissues be applicable, if passengers are denied boarding or entry due to failure to present proper immigration documents in Bangladesh or any foreign country.
- We will not be held liable if any passenger is denied boarding or entry due to suspicion of fraudulent activities.
- We are not responsible for any loss, damage, injury, delay, or expense caused by third-party actions or force majeure events.
- Our liability, if any, will not exceed the amount paid by you for the service in question.
- We are not liable for delays, cancellations, or service failures caused by events beyond our control, including but not limited to:
 - Acts of God, floods, droughts, earthquakes, or other natural disasters;
 - Epidemics or pandemics;
 - Political unrest;
 - Terrorist attacks, wars, riots, armed conflicts, threats of war, sanctions, embargoes, or diplomatic breakdowns;
 - Nuclear, chemical, or biological contamination;
 - Any law or action taken by a government or public authority;
 - Internet, system, or device instability, computer viruses, or hacker attacks.
 - We shall not be liable for any loss or damage incurred by the passenger as a result of incorrect details (such as name, ID details, nationality, contact information, payment details, dates, or times) submitted by the passenger when making a booking. This includes, but is not limited to:
 - Failure to contact you with important booking information due to incorrect contact details;
 - Inability to use a travel product (e.g., board a plane/train, check-in to a hotel, hire a car, use an airport transfer, or attraction ticket) due to ID details not matching your identification;
 - Failure to obtain necessary documentation such as passport, visa, or vaccination proof;
 - Failure to obtain appropriate travel insurance;
 - Failure to comply with the relevant supplier's terms and conditions;
 - Failure to arrive on time for check-in, boarding, or security checks;
 - Unacceptable behavior as deemed by the supplier;
 - Missing connecting flights, trains, buses, or ferries;
 - Fees charged by your bank for international payments or currency exchange fluctuations.

Breach of Terms

- You agree that we will not be liable for any loss or damage arising from your failure to comply with these terms.
- If we cancel your booking, we may not provide an explanation if disclosure could (a) violate laws or (b) hinder detection or prevention of fraud.
- Refunds may not be provided if booking is canceled due to violations of terms, supplier rules, or suspected fraud/abuse.
- If access to our services is denied, you agree not to attempt to use the platform under a different name or account.

B2C Payment Guidelines

- Accepted payment methods: **Cash, Bank Transfer, Credit/Debit Card, bKash, Nagad.**
- Full payment must be completed before visa file submission.
- Visa fees are **non-refundable**, regardless of the embassy or consulate decision.
- Processing times are estimates and may vary depending on the embassy; delays are beyond our control.
- Visa fees and processing timelines are subject to change without notice.
- Applicants are responsible for submitting complete and accurate documentation on time.
- Visa approval or rejection is determined solely by the respective embassy/consulate.
- Travelbelt acts only as a **facilitator** and bears no responsibility for visa refusals, delays, or policy changes.

Cancellation Policy

- **Non-Refundable Fees:** All visa fees are strictly non-refundable, regardless of the outcome.
- **Estimated Processing Times:** Processing times are approximate; delays caused by embassies or external factors are beyond our control.
- **Changes Without Notice:** Visa fees and processing times may change without prior notification.
- **Client Responsibility:** Applicants are responsible for submitting complete and accurate documentation on time.
- **Embassy Discretion:** Visa approval or rejection is determined solely by the respective embassy/consulate. Travelbelt cannot influence these decisions.