



Rajasthan Tourism Development Corporation Ltd.

(A Government of Rajasthan Undertaking)

3rd Floor, Paryatan Bhawan, Khasa Kothi, Jaipur

Ph: 0141-5155535,2201806, Fax: 0141-221045, Email: ed@rtdc.in, croho@rtdc.in

No. POW/Reservation Policy/2019-20/ 3673

Date: 16.1.2020

OFFICE ORDER

Reservation & Incentive Policy for Palace on Wheels of RTDC-2019 is hereby approved. This policy is in supersession of all previous policies and orders issued in this regards and shall come into force with immediate effect.

This bears the approval of 178th Meeting of BOD.

Enclosed: As above.

Managing Director

No. POW/Reservation Policy/2019-20/ 3673

Date: 16.1.2020

Copy to:

1. PS. to Chairman, RTDC for information.
2. PS. to Managing Director, RTDC Ltd. Jaipur
3. P.S. to Executive Director (T&C) Railway Board, for information and consent of Railway Board, New Delhi.
4. Chief Commercial Manager, NWR, Jagtpura, Jaipur.
5. E.O. to Executive Director, RTDC Ltd. Jaipur.
6. E.O. to Executive Director (Finance), RTDC Ltd. Jaipur.
7. General Manager (Finance), RTDC Ltd. Jaipur.
8. General Manager (POW/RROW), RTDC Ltd. Jaipur
9. General Manager, CRO, RTDC Ltd. Jaipur.
10. General Manager, CRO, New Delhi for circulating of GSAs and Travel Agents.
11. Computer Programmer for displaying on the website of RTDC.
12. Guard File.

Executive Director (Fin.)




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Reservation & Incentive Policy for Palace on Wheels (POW) of RTDC-2019 (In Supersession of all previous reservation policies)

- 1 **Scope:-** This policy is framed to promote the business and bring transparency in booking & reservation procedure of POW. The policy has an overriding effect on all the MOUs prevailing at present or to be signed in future. The tourism business is sensitive to the prevailing eco-system and can change to good or bad by any happening in society or nature. The spirit of flexibility & user friendliness is essential elements of any tourism product related policy for positive growth of business of tourism. This policy of booking & reservation is framed on the same principles
- 2 **Aims & Objectives:-** The prime aim and objective of this policy is to generate maximum business for the POW and not to create hurdles and barriers. The provision of this policy is aimed to provide smooth system to the business partners i.e. GSAs, Travel Agents and FITs (Free Independent Traveller)
- 3 **Tariff/Fare:-** The tariff of POW shall be fixed and announced from time to time and can be changed without any prior notice. Enclosed as Annexure-1
- 4 **Booking & Payment Procedure:-**
 - 4.1 20% of the ticket value at the time of booking.
Balance payment 30 days prior to departure date with list of guests/pax in required details.
 - 4.2 If the balance payment is not made within 30 days of prior to the departure date then advance deposit shall be forfeited.
 - 4.3 If the booking is made within 30 days of departure then 100% payment with the booking is to be made.
 - 4.4 The rate of exchange prevailing on the date of the transaction would be applicable.
- 5 **Cancellation Rules for Deduction of amount:-**
 - 5.1 10% of ticket value 90 days or more prior to departure date.
20% of ticket value between 89 to 30 days prior to departure date.
100% of ticket value 29 days prior to departure date.
 - 5.2 On cancellation of bookings suo-moto by RTDC no cancellation charges will be deducted. However, RTDC will not be liable for any refund or compensation for any services such as pre/post accommodation, airline tickets, excursions, extensions etc. that have been booked by the guest and/or his/her Travel Agent.
- 6 **Booking by GSAs/Travel Agents & Commission Structure:-**
 - 6.1 For GSAs-18% commission (inclusive of all statutory taxes & other dues.)
 - 6.2 For Non GSAs/Travel Agents: 15% commission (inclusive of all statutory taxes & other dues.)
 - 6.3 Any travel agents giving bookings of more than 50 pax in a season for POW shall be entitled to become a GSA subject to fulfillments of other criterion. If any GSA fails to book 50 pax in two consecutive seasons his GSAship can be terminated.
 - 6.4 GSA/Travel Agents who are booking seat in advance shall pay whole amount as per policy at CRO, New Delhi or as prescribed in the Policy. Payment of commission to Agent/GSA shall be made within 7 days of final payment of ticket. However, service tax, TDS or any applicable liability has to be cleared before payment of commission to GSA/Agents.


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- 6.5 The 70% of total seats will be available for bulk booking for GSAs/Travel Agents. Rest 30% seats shall be reserved for individual direct online booking. In case of full booking of reserved seats for a categories then seat shall be opened for other rest categories or vice-versa in a tour. However, empty seats before a month can be utilized by any GSA/Agent or individual.
- 7 **Direct Individual/Online Booking and discount structure:-**
- 7.1 Direct Individual/Online booking on RTDC website is also available for POW. Payment for such bookings shall be charged as per policy (point No.4).
- 7.2 A special offer of 10% discount and an incentive coupon of US\$ 20 per night shall be admissible to each guest on direct individual/online booking. The face value of ticket shall be 10% less as per discount than the tariff as per Annexure-1.
- 7.3 These coupons can be redeemed for on Board services. Such as BAR, Spa, Souvenir, Laundry etc.
- 7.4 No commission to any agent shall be allowed for such bookings.
- 7.5 In order to implement a robust and transparent booking system effort would be done to book and cancel all tickets online.
- 7.6 In case of charter booking direct/individual online booking shall not apply.
- 8 **Group Bookings/Complimentary Seat:-**
- 8.1 One complimentary seat is admissible in a tour for every 15 paid pax in POW. This provision is only incase when a group of tourist having group leader for coordination of tour and has to be a composite group booked by a single entity.
- 9 **Part Journey:-**
- 9.1 Part journey of minimum 5 nights is permissible in advance in case of 7 night's itinerary. However, in case of availability of cabins any number of nights can be booked 30 days prior to departure date.
- 9.2 Provided that bookings for less than 5 nights may be accepted provisionally at any time. However, confirmation or cancellation of these bookings will be made subject to availability 30 days before the departure
- 9.3 In case of confirmation remaining 80% amount shall be deposited within a week from confirmation. In case of cancellation by RTDC the entire booking amount of 20% will be refunded without any cancellation charges
- 10 **Procedure for confirmed bookings:-**
- 10.1 First priority will be given to the confirmed bookings for full itinerary. The details of the travelers will have to be provided with the final payment. Any change in the details shall be treated as cancellation and would invite cancellation charges as applicable
- 10.2 Once the names of the guests have been received, no substitution shall be permitted. The old name, if removed shall be treated as cancelled booking (Subject to cancellation charges as applicable) and the new name/s will be treated as fresh booking and will be confirmed keeping in view the waitlisted bookings
- 10.3 In case of charter booking offer received for a tour, if less than 10seats/pax is booked in this tour than RTDC will offer an option to GSA/Travel Agents/Individual Traveler. In such case GSA/Travel Agents/Individual Traveler shall be provided an option for full refund or amendment/shifting of seats free of cost available in next tours.



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11 No Show/En Route Termination of Tour:-

- 11.1 No show: In case of no show/non arrival of the guest, no refund or adjustment in future travel will be possible. The whole amount shall be treated as forfeited. However under the circumstances like Natural Disaster / Natural Calamity or Serious Health Problem (supported by doctor's certificate) the matter will be forwarded to Head Office Jaipur for final decision at the level of Managing Director.
- 11.2 En Route termination of tour- In case of termination of tour by the guest, for any reasons, no refund or adjustment for future travel will be possible. The amount for unused portion of the tour shall be treated as forfeited.

12 Amendment/Shifting of Journeys Schedule:

One time amendment in date of journey will be permissible subject to the availability of the seats and payment of difference of charges, if any. However, 10% of ticket value per guest will be levied for such amendment. The option of amendment in date of journey can be exercised 60 days prior to departure date in the same season for which rate of tariff of original booking date shall be applicable.

- 13 At the end of journey's destination guest will be de-board just after breakfast i.e at Agra. No other liability or expenditure of journey shall be borne by the POW after breakfast at Agra.

14 Incentive Schemes:-

The main objective of the incentive policy is to generate maximum business for luxury trains by providing suitable incentives to the business generators i.e. General Sales Agents (GSA) and Travel Agents.

- 14.1 In order to motivate the GSAs/Travel Agents to provide business on POW performance based incentive will be available on achieving bench marks in a season as under:-

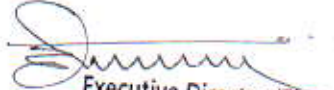
No. of Pax achieved in POW	Free Pax On POW
100	1
200	2
300	5
400	6
500	7

And further after 500 pax booking achievement one free pax on every next 50 pax achieved/booked.

- 14.2 The above incentive shall be released separately after performance of journey.
- 14.3 Charter cabins or pre-purchase cabins (bulk booking) etc. will not be considered for target achievement incentive.

15 For Charter Booking:-

- 15.1 Anyone can book exclusive charter of minimum 74 pax/travellers including Super Deluxe Cabins for Palace on Wheels. The 4 (Four) pax shall be counted for super deluxe cabins. Booking of super deluxe cabins is mandatory in a charter.
- 15.2 To book charter for Christmas (25th December) & New Year week, 100% advance deposit will be required and 10% additional charge shall be levied on the tariff.


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- 15.3 Likewise anyone who books charter tour, the 28% (18%+10%) commission shall be payable.
- 15.4 The charter shall be booked on 7 nights itinerary, However, in the interest of business, Managing Director can book charter for lesser number of nights keeping in view the booking potential
- 15.5 The charter can be booked on the existing POW tour itinerary. However, diversion (outside the Rajasthan State) in the approved itinerary may be permissible after prior approval of Indian Railways for which an extra payment of 20% of the charter value will be charged
- 15.6 However, no Free of Cost (FOC) will be admissible on above charter.
- 15.7 **Payment Policy for Charter**
- 20% amount of the charter cost at the time of booking confirmation.
 - 15% amount of the charter cost 120 days prior to the departure.
 - Balance 65% amount of the charter cost 60 days prior to the departure.
- 15.8 **Cancellation Rates for Charter**
- 25% amount of charter cost 60 days or more prior to the departure.
 - 50% amount of the charter cost 59 days to 30 days prior to the departure.
 - 100% amount will be 29 days prior to the departure.
 - In case of cancellation, charter benefits shall not be allowed and amount deposited against charter booking shall be forfeited.
- 16 RTDC may declare Special Business Promotion Scheme from time to time.
- 17 **Provision for extra ordinary circumstances:**
In the larger interest of the business of the luxury trains flexibility in this booking and cancellation policy the Managing Director can take any decision at his discretions. However such decision shall be apprised to the Board in its next meeting.


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Annexure-1

The consideration of Agenda proposal of revision of single occupancy cabin tariff.

1. Tariff structure for the season 2019-2020 as mentioned below:-

Category	April 2020 (Per Pax Per Night)	Jan. 2020 to March, 2020 (Per Pax Per Night)
Single Occupancy	US\$ 800	US\$ 1000

The tariff is fixed in Indian Currency for the guests' having Indian Passport is as under:-

Category	April 2020 (Per Pax Per Night)	Jan. 2020 to March, 2020 (Per Pax Per Night)
Single Occupancy	INR 54400/-	INR 68000/-


2. Tariff structure for the season 2020-2021 as mentioned below:-

Category	Sept. 2020 and April 2021 (Per Pax Per Night)	Oct. 2020 to March, 2021 (Per Pax Per Night)
Single Occupancy	US\$ 900	US\$ 1100

The tariff is fixed in Indian Currency for the guests' having Indian Passport is as under:-

Category	Sept. 2020 and April 2021 (Per Pax Per Night)	Oct. 2020 to March, 2021 (Per Pax Per Night)
Single Occupancy	INR 61200/-	INR 74800/-

This policy and tariff shall be effected from the date of issuing of this order for new Reservation booking.


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