



PLEASE SPARE FEW MINUTES TO UNDERSTND THE PROCEDURE FOR A QUICK BILLING PROCESS

BOOKING / BILLING PROCEDURE

1. The program will be confirmed on receipt of 50% advance on the minimum guaranteed persons and an e-mail confirming the date of your participation and minimum guaranteed persons in the program as per the details given in our proposal.
2. To provide entry for the group, the balance payment as per order confirmation sheet or the value based on actual count, whichever is higher has to be paid in full.
3. Please be sure of minimum guarantee before confirming the order. The billing will be done only based on the minimum guarantee committed or at actual walk-ins whichever is higher. In case where the actual number persons is more than the minimum guarantee, rate for billing shall be as mentioned in the Order Confirmation Sheet.
4. Taxes are additional @ actuals. In case of any change of tax / levy changes by the government between order finalization and billing, the difference has to be borne by the client.
5. Payment Mode: Cash / DD / RTGS / NEFT / IMPS in favor Magic Thrills & Adventures Private Ltd. Additional 2.5% will be charged against credit card payments.
6. The program will be confirmed on receipt of a valid Purchase Order or SIGNED copy of ORDER CONFIRMATION SHEET from the authorized person of the company, confirming the number of minimum guarantee persons and the date of your participation in the program as per the details given in our proposal.
7. Cancellation charges apply as mentioned from the "date of event (DOE)";
 - a. *With 10 days notice from DOE – NO CANCELLATION charges;*
 - b. *Less than 10days and more than 5days notice from DOE – 50% shall be cancellation charge;*
 - c. *Less than 5days notice from DOE – 100% shall be cancellation charge.*
 - d. *Days shall be calculated not including the date of event.*
 - e. *Date of event reference is as per the CONFIRMATION provided by Magic Thrills & Adventures Private Ltd.*
 - f. *Cancellation charge is calculated on the total order value.*
8. In an event of change in date of event like postponement:
 - a. *The date of postponement has to be mutually agreed upon.*
 - b. *Postponement shall be accepted only with 100% payment for the revised date of event.*
 - c. *Postponement shall be permitted only under unforeseen circumstances & limited to single time.*
 - d. *The rates shall be based on the package rates prevailing on the revised date of the event shall be applicable.*
 - e. *Magic Thrills & Adventures Private Ltd management reserves the right on the pricing.*
9. Eligibility criteria apply, the count shall be taken based on number of persons ENTRY into the ranch and not based on participation eligibility / interest and other circumstances.
10. The Final number of minimum guaranteed persons to be intimated to Magic Thrills & Adventures Private Limited (THE WILD TRIBE RANCH) at least before 3 days in advance, failing which the minimum number of persons mentioned above in this proposal will be considered for planning, further to which it will not be possible to accommodate more than 10% additional persons considering the preparations & other services.
11. No refunds will be given for absentees, late arrivals, individuals who cannot participate as they are not dressed as specified in the dress code or who cannot participate / complete the program for any other reasons.
12. Any expenses besides those covered by the fees (medical, damage to equipment, etc) will NOT be borne by Magic Thrills & Adventures Private Limited (THE WILD TRIBE RANCH).
13. In the event that Magic Thrills & Adventures Private Limited (THE WILD TRIBE RANCH) has to postpone / curtail / cancel the program or any of the activity for any reason, the fees may be refunded or the activity carried forward. In all these cases, the liability of Magic Thrills & Adventures Private Limited (THE WILD TRIBE RANCH) is limited only to refunding of the fees received as advance on a pro rata basis.



PLEASE SPARE FEW MINUTES TO UNDERSTND FOR CARE TO BE TAKEN ON SAFETY

GENERAL TERMS & CONDITIONS FOR A MEMORABLE TIME

1. All participants have to sign-off on the participation consent form.
2. For Safety & Security reasons tobacco, alcohols, outside food & beverages, sharp objects, select equipment's, pets are not permitted to be carried inside the premises, please cooperate with our guides for frisking of individuals & bags.
3. You / Your team participation in the program automatically imply your team's implicit agreement to abide by our terms and conditions. Please ensure that all participants are familiar with these terms and conditions.
4. Magic Thrills & Adventures Private Limited (THE WILD TRIBE RANCH) Guide's decision in admitting or not admitting a participant in any of rides due to any reason shall stand final. No arguments / discussions will be entertained in this regard thereon.
5. Eligibility criteria apply for every activity. It is recommended that you are aware about the physical health of the participants as adventure sports & few amusement activities involve physical stamina and fitness.
6. We recommend that you check the following link enumerating the FAQs: <http://wildtriberanch.in/faqs/>
7. Since our inception Magic Thrills & Adventures Private Limited (THE WILD TRIBE RANCH) has a commendable record on safety standards. Maximum efforts are taken to ensure the safety of the participants. However, Magic Thrills & Adventures Private Limited (THE WILD TRIBE RANCH) and its management or employees cannot be held responsible for fatalities or injuries of any nature, mental or physical, whether caused directly or indirectly due to any adventure sports or their allied activities. Hence safety instructions as instructed by our guides are to be strictly followed.
8. Break fast, Lunch, Dinner and snack service shall be provided upon request. Breakfast shall be closed at 10:00hrs, Lunch shall be closed at 14:30hrs and dinner shall be closed at 21:30hrs. Swimming pool access is restricted after 18:00hrs.
9. Operational Activity of few activities is subject change based on weather conditions.
10. Magic Thrills & Adventures Private Limited (THE WILD TRIBE RANCH) strives to ensure hygiene conditions; in view of this Swimming suits are compulsory for swimming pool access, without which guests will not be permitted to access the pool (*Shorts for Gents, Track pant and Round neck t-shirt for ladies*).
11. All the participants are to be in casuals to enjoy all the activities. Kindly avoid saree, dhoti and dresses with loose strings.
12. Participants are requested to carry one additional pair of clothing, as shower is compulsory before swimming.
13. Outside food / Beverage is not permitted inside the ranch premises, except food for infants.
14. Gambling, smoking and the use of alcohol or drugs are prohibited inside any part of Magic Thrills & Adventures Private Limited (THE WILD TRIBE RANCH).
15. Participants found induced with alcohol in any form will not be allowed inside the premises they cannot participate in the activities. The decision of our guides in this case stands final and binding.
16. Any damage caused to any of Magic Thrills & Adventures Private Limited (THE WILD TRIBE RANCH) property shall be billed to the participant and the decision of Magic Thrills & Adventures Private Limited (THE WILD TRIBE RANCH) stands final and binding in such cases.
17. Prior clearance to be obtained from us to engage any external / internal facilitators / faculty or use of equipment like audio / video and others to be used inside the ranch. In case of electrical equipment that consumes more power the client has to utilize the power back up facility, as the ranch may not be able to facilitate additional power load.
18. Magic Thrills & Adventures Private Limited (THE WILD TRIBE RANCH) reserves the right to debar / withdraw any participant from the activities if he is found to be behaving in an unsuitable manner with other participant / our guides. No refund shall be entertained in such cases and the decision of our guides stands final.
19. Magic Thrills & Adventures Private Limited (THE WILD TRIBE RANCH) has all the rights to use any / all the photographs or videos taken during the activities for its publicity.
20. All disputes are subject to Kanchipuram jurisdiction.