



PINAL AVIATION

A unit of pinal holidays

DO DHAM YATRA BY HELICOPTER

Same Day Return Trip

May-June 2024



With the best helicopters and the most experienced ground team of ours, We feel immensely complacent and grateful to progressing our journey with you in India's one of the most magnificent and glamorous mountains of Garhwal Himalayas. We always make sure to provide our best hospitality and make the pilgrimage safe and fascinating so that every passenger goes back with utterly contented heart and lifetime memories.

DO DHAM TOUR: Including the two most sanctified and popular holy places in India- Kedarnath Dham & Badrinath Dham, is the most requisition packages.

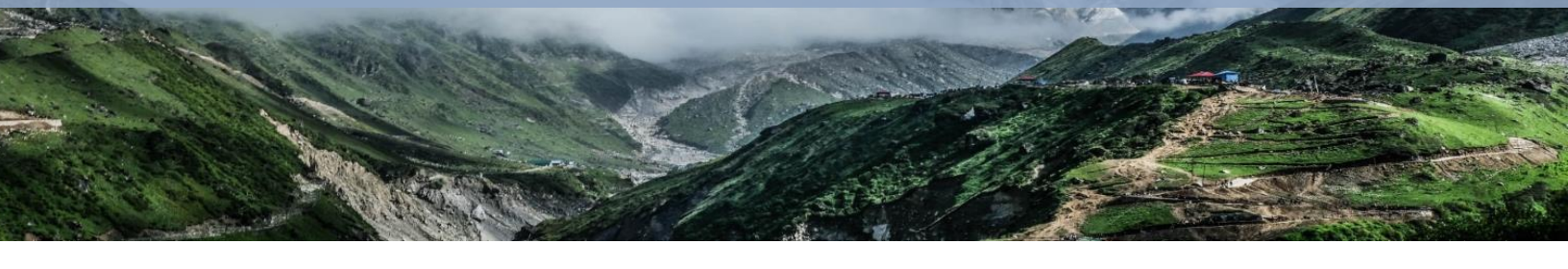
PINAL AVIATION make sure absolutely smooth and comfortable journey experience for the flyers.



Dehradun → Kedarnath → Badrinath → Dehradun

INCLUSIONS:

- ❖ **Helicopter** flying from Dehradun to Kedarnath Dham to Badrinath Dham & back.
- ❖ **VIP Darshans** will be arranged at Kedarnath Dham & Badrinath Dham.
- ❖ **Local Transport by Innova/similar cars** at Badrinath.
- ❖ **Breakfast** will be provided at Kedar Paradise Resort, Phata.





The net all inclusive cost for this trip is
Rs 6,50,000/- For full charter (5/6 pax)

ITINERARY

- ➔ Dehradun is our main base (starting and ending point) for our Heli tour.
- ➔ Reporting at Sahastradhara helipad.
- ➔ After reporting at Sahastradhara helipad passengers will be taken to Phata.
- ➔ Phata to kedarnath by helicopter.
- ➔ Passengers might be ferried in different shuttle services flights, in view of the maximum weight carrying capacity of the aircraft at a high-altitude destination such as Kedarnath.
- ➔ On arrival at Kedarnath, our team will take the passengers for darshan.
- ➔ VIP Darshans will be arranged at Kedarnath Dham.
- ➔ After darshan at Kedarnath temple, team will fly back to Phata for breakfast.
- ➔ Passengers will have Breakfast at Kedar Paradise Resort, Phata.
- ➔ After breakfast passengers will be taken to Badrinath for darshan.
- ➔ VIP Darshans will be arranged at Badrinath Dham.
- ➔ Approximate time taken for Badrinath Temple Darshan: 01-1.5 Hrs. Passengers will be taken to the temple by car.
- ➔ Lastly, after darshan at Badrinath Temple, passengers will be brought to Sahastradhara Helipad.

This is the end of the Do Dham Yatra same day trip.

GUIDELINES / TERMS & CONDITIONS

Chardham / Do Dham / Ek Dham Heli-tours are booked as per desired departure date ex-Dehradun / Haridwar, however, passengers are advised to arrive one day prior to the yatra date to be on time and get all briefing done prior journey. A complimentary one-night stay with Dinner at Dehradun is provided on the arrival date and the helicopter tour commences on day 02 from Dehradun. We strongly advise pilgrims to keep one reserve day after the completion of the yatra to cater for any lost day during the yatra owing to bad weather etc.

- **Flight Timings**

This is a daily fixed departure helicopter tour and all departure timings for each destination are pre-planned. Therefore, passengers must ensure to leave the hotel as per the scheduled estimated time of departure each day of the tour, or else the delayed or No show shall be treated as cancelled without any refund.

- **Helicopter & VIP Restrictions**

Helicopters flying pilgrims in the Chardham sector are mainly **single-engine machines** and the maximum seating capacity is **06 passengers + 01 pilot**. Single-engine helicopters are debarred from flying the following **VIP** as per DGCA SOP (Standard Operating Procedures).

- ❖ Speaker Lok Sabha
- ❖ Dy. Chairperson Rajya Sabha
- ❖ Central Ministers of Cabinet Rank
- ❖ C J I Supreme Court
- ❖ Governors of State
- ❖ Chief Ministers of State
- ❖ SPG Protected - Z category only
- ❖ State Ministers of Cabinet Rank

- **Helicopter Weight Limitation**

The maximum weight capacity of the helicopter is **450 kgs (excluding baggage weight)**. Passengers are taken on board depending upon the load, weather, temperature conditions, etc and the pilot's call will be final. The total weight of all passengers on board must be within limit. Hence, passengers are required to provide us with their exact weights with heavy clothes at the time of booking to shuffle passengers between helicopters to maintain the right weight of the helicopter for safe flying.

- **Baggage Allowances**

Only one baggage weighing a maximum of **5 kg is allowed per passenger**. Guests are not permitted to carry suitcases or any other bags in the helicopter

due to size constraints of boot space in a helicopter. Therefore, only **duffle/handbags** are to be carried on the tour. In view of helicopters' limited weight-carrying capacity,

operators reserve the right to shuffle passengers between helicopters to manage the right weight for safe flying in the hills. Therefore, passengers traveling together may not be accommodated in the same helicopter flight at times on way to the same destination

- **Flight Safety & Discipline**

The operator reserves the legal right to deboard passengers, who are unruly, abusive, intoxicated, sick, mentally unfit or whose boarding is deemed unsafe for the flight. No refund shall be applicable to such passenger(s).

- **Extra Weight**

- Perfect load factor is always maintained by helicopters while flying over mountains for safety reasons and is more adhered to commercial flying. **75kgs per passenger** is the prescribed average weight of a passenger along with their handbags while flying within a group of 06 or fewer.
- Passengers weighing **above 75Kgs** will be charged **Rs 1000/- per Kg** over and above 75 Kgs.
- We confirm the full helicopter booking only after receiving weights from passengers and by maintaining the weight below 450 kgs per helicopter.
- We shall enforce deboarding of passenger/s without any refund if actual weight exceeds much beyond the weights conveyed during booking or shall be allowed boarding after paying applicable extra weight charges. In such excess weight scenarios, the final call shall be of the helicopter pilot.
- From Phata to Kedarnath, the passengers will be divided in different helicopters depending on the weight and balance of helicopter. The passengers will be requested to maintain the same arrangement till the end of the trip for all safety reasons.
- Passengers travelling together may not travel in the same helicopter flight during Phata to Kedarnath. So, there will be a gap of duration between the helicopters.

Note:** Guests are strongly advised to disclose **the accurate body weight with clothes/shoes/ handbags on at the time of booking and any major variation might lead to the unfortunate deboarding of such passenger without any refund. The Pilot & the operation crew of the aviation crew shall have the final call on the same.

- **Single Person Supplement**

The pilgrims are charged per seat basis on a double/twin accommodation sharing basis at all destinations and the separate single occupancy room if any, shall be chargeable @ **INR 50,000/- per person for Chardham 4 Nights / 5 Days (Tax**

Inclusive) & @ INR 25,000/- per Person for Do Dham 3 Nights / 4 Days (tax inclusive) over & above the package cost.

- **Infant / Senior Citizen Policy**

Children below 02 years are treated as infants and are accommodated free of charge along with guardians. For verification of the age of the child, ID proof/birth certificate shall be checked before boarding. Children above 02 years flying by helicopters are considered adults as per DGCA SOP and are thus charged at par with an adult. Moreover, there are no provisions for any discount for senior citizens.

- **Hotels / Charges**

Hotels at all destinations except Dehradun are non-star category but are the best available as of date with all amenities including Western Commode, cozy mattresses & hot running water. The package includes the accommodation in twin/double sharing & meals (Non-Onion Non-Garlic) only for the nights mentioned in the final itinerary and any extension beyond the same due to any reason whatsoever, shall be chargeable to the guests on an actual/ direct basis by the hotel.

- ❖ Any extras apart from the meals prescribed in the itinerary will be borne by the passengers directly. Also, the company will not be responsible for any change in the restaurants/hotel by the customer.
- ❖ Expenses made towards any new inclusion in the itinerary (in the form of newly added sightseeing destination) not mentioned previously in the original itinerary list will be chargeable on actual basis.

- **Land Transfers**

Land transfers at Dehradun & Gangotri are by Innova, whereas suitable local cabs are used in Sersi/Phata/Guptkashi (Helicopter bases of Kedarnath) & Badrinath.

- **Identity Card**

Carrying of Aadhar card is a must for an Indian, whereas a passport shall be necessary in the case of foreign nationals &NRI.

- **Mobile Network**

Network connectivity at Harshil & Badrinath is poor and BSNL & Jio are the main telecom services active in the region.

- **Medication**

All temples in the Chardham sector are located at a high altitude of about 10,000 feet and thus the passengers are advised to consult their doctor before commencing the journey and not to forget to carry their personal medication as prescribed. However, the Government of Uttarakhand shall be operating local medical centers' at Chardham Circuit to attend to any medical emergencies.

- **Clothing**

Guests are advised to carry heavy woolen because the temperature drops drastically during the night. There are no set guidelines for clothing to be worn within temple premises, but the formal clothing should be comfortable & trekking friendly.

- **COVID Travel Guidelines**

COVID-19 protocols shall be followed by the passengers and the operator as well as per prevailing government guidelines. Boarding can be denied to the passengers without refund if found not adhering to the same.

- **Payment Terms**

30 % of the tour package shall be paid in advance to get confirmation of the booking by official mail and approximately 70% is to be paid 30 days prior to the yatra date. The full payment is to be made 15 days prior to the date of yatra ex-Dehradun (or any other helicopter base). Any delay in payment on the due date shall invite the cancellation of the booking without any refund. Passengers shall not be permitted to board or commence the tour unless full & final payment of the tour is made on the due dates.

Cancellation and Refund Policy

- ❖ Any moment after booking with an advance refund of total tour cost. 30 % cancellation and 70%
- ❖ 30 days or fewer prior to travel date 30%refund of total tour cost. 70% Cancellation and
- ❖ 15 days or fewer prior to the travel date 100% cancellation and No refund of total tour cost.
- ❖ No show or after commencement of the tour 100% cancellation and No refund of total tour cost.

***Note:** The cancellation and refund policies are drafted after having carefully catered to the different policies of all aviation companies operating Chardham helicopter tours within Uttarakhand. The cancellation fee is charged to compensate for the loss of seats and revenue due to sudden cancellations resulting in **empty or throw-away cost-priced seats** on the entire tour. Full refund minus 15% of the tour cost (Services and flight management charges) shall only be applicable if the entire tour gets cancelled due to bad weather/International/ National / State emergencies or force majeure reasons.*

Rescheduling

Request for replacing passenger or rescheduling the booking shall be entertained subject to suitability of body weight and the availability of seats but only after payment of 20% extra of the tour cost. No refund shall be applicable if the request for rescheduling/replacing is not processed owing to different reasons within 24 Hrs

from its first official notification and the pilgrims don't wish to fly on previously reserved dates with original passengers.

Cancellation - COVID-19 / National - State Emergency

In case passenger(s) test COVID positive or the yatra gets terminated by the government or any National or State emergency is imposed, there shall be no refunds applicable beyond the refund policies mentioned above. However, passengers shall be provided with a credit voucher against the amount (Applicable refund minus service and flight management charges @ 15% of total cost), which shall remain valid for one year from its issuance and can be utilized against any other helicopter tours or charter services by the passengers or any of their friends/relatives.

Bad Weather & Force Majeure Disclaimer

- Safe flying in hills is subject to many Force Majeure factors like bad weather, delayed Air Traffic Clearances / Permissions, VVIP movements, valley flying by Indian Air Force (NOTAM), a sudden occurrence of technical snag in aircraft, illness to flying crew or even delayed reporting by the passengers at the helipads. Therefore, passengers must be prepared to face any eventuality in such scenarios and cooperate with the crew & operator.
- In case of postponement or cancellation of flight owing to factors mentioned above, the operator & crew shall reserve the sole right to plan a new itinerary keeping in the mind the safety of the machine & passengers. The guests shall be applicable for a due refund for the unutilized services as per the refund/cancellation policy in such circumstances.
- The new arrivals at Dehradun shall have priority over the layover passengers and they shall fly as scheduled, however, the layover passengers shall have options either to continue with the original tour on the next available date, shift to any other tour being operated or cancel the tour completely adhering cancellation/ refund policy.
- In case guests cannot visit any Dham due to bad weather, the company shall refund proportionate money considering the missed services and helicopter journey. The applicable amount would be refunded through the banking network and that would take some time.
- **Disputes-** Disputes as to legality, interpretation, application, or performance of service or any of its terms and conditions shall be governed by the laws of Dehradun Jurisdiction.

WE ASSURE YOU OF A SAFE & MEMORABLE PILGRIMAGE!