



FHRAI - IATO AGREEMENT ON CODE OF PRACTICE

INDIVIDUAL CLIENT & GROUP CANCELLATION CHART



ANNEX 2

GROUP – CANCELLATION BY THE TOUR OPERATOR: ARTICLE 17- b

TIME LIMITS	CANCELLATION-Cancellation without compensation	CANCELLATION FEES
30 days	Up to 100% of the group originally reserved	1. Cancellations made outside the time- limits shall entitle the hotel to the following compensation: i. A fee fixed in advance; ii. In absence of such an agreement : two/ thirds (2/ 3) of the price of the reserved services (minimum one night per cancelled client); iii. In case of cancellation within three (3) days preceding the arrival date: three-quarters (3/ 4) of the price of the reserved services;
21 days	Up to 50% of the group originally reserved	2. If the hotel covers the loss by sub- letting the room, it will not be entitled to such compensation. If the TO can use the room(s) for any other clients, the cancellation fee will not be payable.
14 days	Up to 25% of the group originally reserved	

GROUP – CANCELLATION BY THE HOTEL : ARTICLE 17-C

Cancellation by the hotel:

When a reserved group occupies more than 30% of the total room capacity, the hotel will notify the tour operator, in writing, between sixty (60) and thirty (30) days prior to the date of arrival, that it intends to dispose of all or some of the rooms which the tour operator does not guarantee. Such a clause will not apply if the tour operator guarantees all the rooms reserved.



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EXPLANATORY CHART FOR CANCELLATION POLICY FOR GROUP (ARTICLE 17.)

Example : based on a group of 100 Persons - Price Rs.4000/- Per Person (Rs.2000/- For Hotel Services And Rs.2000/- For Other Services)

ANNEX 3



NUMBER OF DAYS BEFORE THE ARRIVAL DAY	CANCELLATION: % OF THE GROUP	PORTION OF PRICE INVOLVED		COMPENSATION TO BE PAID BY THE TRAVEL AGENT TO THE HOTELIER			
Example	100 percent	25	50	75	100	Rs.2000/- hotel services Rs.2000/- other services	
31 days	• 100%	25	50	75	100		0
22 days	• 25%	25	50	75	100		0
15 days	• 100%	25	50	75	100	Rs.2000/- hotel services Rs.2000/- other services	2/ 3 of Rs. 2000 = Rs. 1333 x 75 persons = Rs.99975/-
10 days	• 100%	25	50	75	100	Rs.2000/- hotel services Rs.2000/- other services	2/ 3 of Rs. 2000 = Rs. 1333 x 100 persons = Rs.133300/-
2 days	• 100%	25	50	75	100	Rs.2000/- hotel services Rs.2000/- other services	¾ of Rs.4000/- = 3000 x 100 persons = Rs.300000/-