

# Experiences with Primero



## CHARDHAM BY HELICOPTER

1 Night / 2 Days Tour





## CHARDHAM BY HELICOPTER: 1N2D-HELI TOUR

### Gangotri - Badrinath - Kedarnath - Yamunotri

Warm greetings from Primero Charter Services !

Welcome to Experiences with Primero.

We thank you for choosing us to host this auspicious journey for you and your loved ones. We assure reliable and caring services throughout your Char Dham journey, as our team shall remain committed to making this yatra the memory of a lifetime for you.

### OUR PACKAGE INCLUSIONS:

- ▶ Helicopter flying from and to Dehradun.
- ▶ Complimentary stay at Dehradun on your date of arrival (meals not included).
- ▶ This additional night makes our heli-tour a 2N/3D tour.
- ▶ Airport & hotel transfers at Dehradun.
- ▶ Transportation at Harsil & Badrinath ji.
- ▶ Hotel accommodation at Sersi on AP basis (all meals included).
- ▶ Palki/Pony at Yamunotri (subject to availability)
- ▶ Rudra Abhishek (Kedarnath ji) on request.
- ▶ Shri Kedarnath ji shuttle tickets.
- ▶ VIP Darshans.
- ▶ Royalty, landing & parking charges as per UCADA.
- ▶ Helicopter handling charges.

## ADD-ON SERVICES AVAILABLE (ADDITIONAL COST)

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- ▶ **Mussoorie Day Trip:** On your date of arrival or departure, PCS can arrange transportation for Mussoorie day trip from Dehradun = INR 6,000 (Toyota Innova) – up to 06 guests (Tax Inclusive).
- ▶ **Haridwar Or Rishikesh Day Trip:** On your date of arrival or departure, PCS can arrange transportation for Haridwar/Rishikesh day trip from Dehradun = INR 6,000 (Toyota Innova) – up to 06 guests (Tax Inclusive).
- ▶ **Rudra Abhishek Puja at Kedarnath ji** – INR 6,500 for a group of 05 people. Total 100% amount has to be paid in cash to PCS representative at Dehradun, so that we can arrange and book the Puja in advance on behalf of each guest.

**Arrangement of Rudra Abhishek puja will be done subject to availability of rooms at Kedarnath Top**, as guests will have to stay the night at Kedarnath top for the same. Additional charges towards the hotel accommodation will also be chargeable, as stay at Kedarnath top is not included in our tour.

**Note** - Rudra Abhishek Puja is not provided by PCS and will not be included in our billing amount, since the payment for the same goes directly to Kedarnath ji Mandir Samiti.

**Disclaimer** – Hotel accommodation at Kedarnath top is a budget category, and there can be instances of complaints in regards to the hotel services and rooms. Furthermore, temperature at Kedarnath top may drop to sub-zero levels at night, therefore guests are advised to take decision keeping the same in view.

*\*\*The confirmation for above services is to be given by clients at the time of confirmation of your Heli Tour.*

### PACKAGE COST:

FULL HELICOPTER BOOKING (FOR 05-06 PAX)	PER PERSON (FOR LESS THAN 05 PAX)
INR 9,00,000 (Tax Inclusive)	INR 1,50,000/PaX (Tax Inclusive)

## CHARDHAM ITINERARY

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### DAY 1: DEHRADUN

- Dehradun is the starting & ending point of the journey. Guests will be provided a complimentary stay on their date of arrival (meals not included).
- Guests will be picked up from Airport/Railway station, depending on their time of arrival. It is advisable to reach Dehradun by afternoon 02:00 pm or earlier.
- In the evening, guests shall be briefed by our crew about the tour, & they will receive duffle bags to carry their luggage for the journey ahead.

### DAY 2: GANGOTRI, BADRINATH JI & KEDARNATH JI

#### Sahastradhara to Gangotri

0500 Hrs	Check out from Dehradun hotel
0600 Hrs	ETD from Sahastradhara Helidrome
0630 Hrs	ETA at Harsil Helipad

- This is officially the starting day of the Chardham yatra. Guests must be ready for an early morning check-out at 05:00 am.
- On arrival at Harsil, guests will have breakfast & then leave for having darshan at Gangotri temple.
- **Approximate time for Gangotri ji Darshan:** Approximately 03 hrs (round trip). The road distance to Gangotri temple is approx. 25 km, which is roughly a 50-minute drive.
- After VIP darshan, guests will be brought to Harsil helipad by 1030 hrs for their flight to Badrinath ji.

#### Gangotri to Badrinath

1030 Hrs	ETD from Harsil Helipad
1130 Hrs	ETA at Badrinath Helipad

- On arrival, guests will be taken for darshan at Badrinath temple.
- Approximate taken for Badrinath ji Darshan: It takes approximately 01 hr to complete darshan at the Badrinath Dham. Guests are taken to the temple by car.
- After darshan, guests will be taken to Badrinath helipad for their flight to Sersi.

#### Badrinath to Sersi

1300 Hrs	ETD from Badrinath Helipad
1330 Hrs	ETA at Sersi Heli-Base

- PCS has a Heli-base in Sersi, from where we operate the shuttle services for Kedarnath ji shrine.
- Guests will be ferried to Kedarnath Dham in our shuttle services flight.
- Lunch shall be served on arrival at 1:30 pm. After that, guests will fly to Kedarnath ji for darshan.
- Subject to weather conditions & time at hand, Kedarnath darshan will be done same day or early morning next day.



### Sersi-Kedarnath-Sersi

0500 Hrs	ETD from Sersi Heli-Base (for Kedarnath darshan)
0600 Hrs	ETD from Sahastradhara Helidrome
0630 Hrs	ETA at Harsil Helipad

- **Approximate time for Kedarnath ji Darshan:** Helicopter flight from Sersi to Kedarnath ji is around 07 mins (one-way). 02 hours' time is given to have darshan & report back to the Kedarnath ji helipad.
- Our crew shall escort the guests to the temple.
- Night halt at Sersi.

### DAY 3: YAMUNOTRI

#### Sersi to Yamunotri

0730 Hrs	ETD from Sersi Heli-Base
0800 Hrs	ETA at Kharsali Heli-base

- **PCS has a Heli-base in Kharsali, where our crew would be ready to welcome the guests.**
- At Kharsali, PCS will arrange Palki & Pony for the guests.
- **Approximate time taken for Yamunotri Temple Darshan:** Approximately 05 hrs 30 mins (round trip). Yamunotri trek is 06 km one-way.
- Guests will be allowed not more than 06 hours at Yamunotri Dham.
- After darshan, guests will be served lunch at Kharsali around 01:30 pm.

#### Yamunotri to Sahastradhara

1430 Hrs	ETD from Kharsali Heli-Base
1500 Hrs	ETA at Sahastradhara Helidrome

- On arrival at Sahastradhara, our base manager will be present to receive the guests.
- Later, guests will be taken to Dehradun hotel to collect their luggage from cloak rooms, & then be dropped to airport/railway station for their departure.
- In case guests would like to spend a night at Dehradun, accommodation can be arranged by PCS, at an additional cost. The same must be informed to us at the time of booking, whether they will be heading straight to airport/railway station, or would like to be stay an additional night at the hotel in Dehradun.
- After the airport/railway station transfer, our crew will bid farewell to the guests.

*This is the end of the Chardham Yatra.*

## IMPORTANT GUIDELINES AND POLICIES

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- In respect of COVID-19, all necessary measures issued by the State & Central Governments would have to be adhered by the passengers. The measures shall be confirmed by PCS to the passengers 02-03 weeks prior to the date of arrival. Without adhering to the prescribed measures/requirements, boarding would be denied without any refunds.
- Guests have to **MANDATORILY** submit their correct weights at the time of booking. If any change in weight found at the time of their travel, from the submitted weights, which may lead to exceeding of our aircraft weight carrying capacity, guest(s) would be deboarded & cancelled for the Heli-tour, **without any refund.**
- In case of a per seat booking: Booking shall be taken by PCS on provisional basis, and confirmed to the passengers 03 weeks prior to the date of arrival at the latest. Please note, for Chardham 1N2D per seat bookings, **PCS shall fly subject to 04 or more passengers being on board,** otherwise provisional booking shall be released and 100% advance shall be refunded by us.
- **Overweight charges would be charged to guests who are above 80 kg weight.** The reason for the same is that, we operate at very high-altitude terrain where the weight carrying capacity of the aircraft is only 450 kg. Hence, due to overweight passengers, we lose seats in our Chardham flights. **Overweight charges are applicable at INR 1,000/kg, for the total weight above 80 kg/pax.**
- Weighing at the time of boarding the helicopter is a must, since PCS shall not allow boarding in case the total weight exceeds the weight limitation of the helicopter. &, due to the same reason, in case of more than 01 available aircraft, **we reserve the right to shuffle passengers between helicopters to manage the right weight of helicopters for safe flying in the hills.** Therefore, passengers travelling together might not be accommodated in the same helicopter flight.
- When planning your tour, we strongly advise the guests **to keep one additional day at hand at Dehradun,** over & above the 2N3D period, so that they do not end up in problem in case the weather gets very bad after the commencement of tour, which may lead to extension of their tour.
- **AADHAR & PAN Card copies are to be shared mandatorily by all Indians, & passport is required in case of foreign nationals.**
- Network connectivity at Harsil & Badrinath ji is very poor. BSNL & Jio are the main telecom service providers, that work in these regions at times. It is most likely, that guests would be cut-off from the outside world during their time there. However, our crew shall be with the guests for any assistance required at both the Dhams.
- Guests would not be allowed to carry their suitcases/luggage in the aircraft. **Duffle bags would be provided by our crew on the day of arrival,** in which guests will be allowed to carry up to 05 kg of luggage during the tour.
- PCS has dedicated crew at both the Dhams. For any help, guidance or assistance, guests are free to reach out to them.
- Hotels at all the Dhams are non-star category. However, PCS has carefully selected the most comfortable & highest rated properties for their Heli-tours.

- **HOTELS TO BE USED:**
  - **DEHRADUN:** Lemon Tree, or similar (EP basis – Meals can be included at an additional cost).
  - **SERSI:** Ghughuti Resort, or similar (AP basis).
    - Hotels & rooms are subject to sudden change at times, due to unavoidable circumstances.
    - Rooms are booked on double & triple sharing basis only.
    - **If any guest requires a single occupancy room, it shall be extra chargeable @ INR 10,000/person** (tax inclusive).
- All temples in Chardham sector are located at a high altitude, & **guests are advised to carry their own medication with them during travel.** Guests are also advised to carry heavy woollen clothing with them, since during evenings & nights the temperature drops drastically
- Flying in hills is subject to weather conditions. And, in regards to our Chardham operations, we would like to bring to your kind attention that cancellations & other inconveniences due to weather are very much likely since weather is extremely unpredictable in the hills. Therefore, guests should come prepared to face the eventualities caused by weather problems. Further please note, in case of bad weather, we shall operate as per our policies mentioned in the ‘Terms & Conditions’ & ‘Important Guidelines & Policies’ sections.

## TERMS AND CONDITIONS

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- Passengers have to mandatorily follow the government prescribed measures in regards to COVID-19. Without adhering to the same, boarding shall be denied by PCS without any refunds.
- **Our Heli Tours are not available for the following VIP’s:**
  - Speaker Lok Sabha
  - Dy. Chairperson Rajya Sabha
  - Central Ministers of Cabinet Rank
  - C J I Supreme Court
  - Governors of State
  - Chief Ministers of State
  - State Ministers of Cabinet Rank
  - SPG Protectees – Z category only.
- Flying in hills are subject to many Force Majeure factors like delayed Air Traffic Clearances/ Permissions, VVIP movements, valley flying by Indian Air Force (NOTAM), bad weather, sudden occurrence of technical snag in aircraft, illness of flying crew or late reporting of the guests at the helipads, among others.
- Our company shall not be liable for any medical emergency on the ground to the party. Therefore, in your own interest, guests are hereby advised to kindly consult a doctor and get medical check-up done, before commencing the yatra. Medical check-up is mainly required if a guest has any medical suffering/condition.
- Any donations, tips, pitthu and porter charges shall be borne by the guests.
- Passengers travelling together may not travel in the same helicopter flight, as we may have to shuffle passengers in helicopter flights to manage the total weight of the aircraft.
- Primero Charter Services reserves the right to cancel passengers, who are unruly, abusive, intoxicated, sick, mentally unbalanced or anyone else whom we deem to be unfit/unsafe to fly. No refund shall be done to such passenger(s).

- Guests are required to pay the 100% excess charges before the commencement of tour. Passengers would not be allowed to board or commence the tour, without paying the full and final payable amount.
- **CARRIAGE BY AIR ACT, 1972**  
The carriage is subject to Primero Charter Services regulations relating to the conditions of Non-International Carriage (Passenger and Baggage) framed in accordance with The Carriage by Air Act, 1972 and Notification regarding application of the carriage which is non-international. The liability of the company for damage sustained in the event of the death or wounding of a passenger or any other bodily injury suffered by passenger or by his registered baggage during the course of carriage by air will be governed by the provisions of sections 4,5,6 and the rules contained in the second Schedule of Carriage by Air Act 1972 with certain exceptions, adaptations, modifications, etc as notified in the Govt. of India, Ministry of Civil Aviation Notification and as amended from time to time.
- **NO AERIAL PHOTOPGRAPHY**  
Aerial Photography from Helicopter is illegal and punishable by law and photography at the helipad is strictly prohibited.
- **INFANTS**  
Infant below 2 years/12kg are carried free of charge. In case of verification of age, ID proof/birth certificate of the child shall be checked.
- **BAGGAGE ALLOWANCE**  
Only one handbag weighing a maximum of 5 kgs is allowed per passenger.
- **HELICOPTER WEIGHT LIMITATION**  
Passengers would be taken on board depending up on the load and temperature conditions. Pilots call will be final. Maximum weight capacity of the helicopter is 450 kg (excluding baggage weight) at these destinations. All passengers on board must be within this limit. Hence, passengers are advised to provide us their exact weights at the time of booking and carry baggage within the permissible limit.
- **SEATING CAPACITY**  
The maximum seating capacity of our helicopter is 06 passengers + 01 Crew on board.
- **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 Delhi Jurisdiction.
- **PAYMENT TERMS**  
The booking has to be done in advance with a deposit of 10% of the total amount. Balance payment has to be deposited at least 14 days prior to the date of arrival at Dehradun.
- **RESCHEDULING OF BOOKING**  
Rescheduling your travel date to any future or prior date, will be done subject to availability and on payment of 10% of the total tour cost. This will be permitted only if informed at least 07 days before arrival date. In case the rescheduling is requested in less than 07 days prior to the arrival, then the booking would be treated as cancelled and a fresh booking will be given subject to availability.



- **REFUND POLICY:**

If passengers wish to cancel their booking, following refund policy shall be applicable –

- o More than 15 days before the departure date — 70% of total tour cost
- o Between 08th to 15th day before departure date — 50% of total tour cost
- o Up to 07th day before the departure date — No Refund.
- o No show – No Refund.
- o Cancellation after commencement of Tour – No Refund.
- o **FORCE MAJEURE/BAD WEATHER REFUNDS:**
  - Tour Cost: 25% of total tour base price per unutilized travel sector, minus INR 5,000 per person per sector toward the flight preparation and ground arrangement charges.
  - Additional Services: Deduction of any additional services provided at any of the Dhams during the tour of the guests will be deducted over & above the refundable Tour Cost.
  - Refund against any unutilized service would not be calculated separately and be added to the refundable amount.

- **BAD WEATHER/FORCE MAJEURE SITUATIONS POLICY:**

- In case Yatra gets cancelled/disturbed due to any force majeure, guests will be provided Credit Voucher from PCS for the advance paid, which will be valid for one year from the initial date of travel. Please note, advance once paid will not be refunded, but it can be utilised in the next one year against our helicopter tours/ charter services by availing the mentioned credit voucher.
- Where bad weather, technical snags or any force majeure reason beyond Primero Charter Services' control results in the cancellation of your flight being delayed or cancelled, Primero Charter Services will not be liable in any way for the cancelled or delayed flight. However, refund will be given to clients as per our refunds policy. Any kind of inconvenience caused because of cancellation of flights is beyond the control of the operator. No compensation or reimbursement for accommodation, transportation, meals or any other travel expenses done by the guests shall be offered in the event of cancellation of a flight.
- After commencement of tour, if the aircraft has to return mid-way due to weather/force majeure conditions, guests will be charged for the flying time of the sector getting cancelled @ INR 90,000/hr plus GST, over & above the additional services rendered to the guest.
- New Chardham passenger(s) scheduled for departure from Dehradun on any respective travel date shall be our top priority, over the back-log passenger(s) of previous days(s).
- Our obligation toward this tour is up to the 1N/2D period of your Chardham yatra. Under no circumstance, PCS shall increase the 1N2D period for the guests, since we have advance bookings every day, hence carry forward of passengers will not be possible. In the mentioned period, PCS shall try to cover maximum Dhams for the guests that is possible, subject to weather conditions and other operational barriers.
- Additional night halt charges shall be payable by the guests to hotel on direct payment basis, who continue to stay in the hotel accommodation arranged by PCS in Dehradun or Sersi during the bad weather day halts.
- Dehradun night stay is only a complimentary stay provided by us. The actual flying commences from day 02 of the tour.
- In case for 02 straight days there is no flying due to any force majeure reason, guests will be given full refund toward the Heli-tour booking, minus the flight preparation charges (as per the cancellation/refunds policy).
- We shall try to cover the maximum Dhams possible for the guests in the 1N2D tour period, in case any force majeure disturbance occurs. And, for the unutilized Chardham sectors, guests would be given refund by PCS as per our refunds policy.
- PCS shall not operate at Harsil after 1200 hrs, under any circumstance, due to turbulent wind conditions.



- In case force majeure disturbance pertains remains for most part of the day, we shall plan the flights in the best possible way, subject to the remaining time-at-hand during the day, the operational restrictions and the weather forecast/conditions on the respective date. Planning of flights is as per the sole discretion of PCS crew.
  - PCS shall solely decide the planning of flights for the Chardham groups, since we have to cater for multiple number of groups, that are stranded at each Dham in case of Bad weather/Force Majeure situation.
  - No additional ferry flights shall be borne by PCS under any circumstance. If any passenger(s) require ferry flights to be operated for them in emergency on personal request, cost for the same shall be charged to the party @ INR 90,000/hr plus GST.
- In regards to the guests stranded at Kharsali/Harsil/Kedarnath/Badrinath, if any group requests to cancel their tour on their own desire and come down before their scheduled return date, the arrangement of vehicle for their return journey by road shall be done by PCS, however, cost for the same shall be borne by the guests on direct payment basis. No refunds are applicable in case guests wish to cancel & return mid-tour.
  - Any increase in government levied taxes/royalties after the confirmation of booking, would be extra chargeable to the guests. Payment of any increase in government levy will be mandatory before the commencement of tour.
  - Bookings will be taken, considering there is acceptance of the above-mentioned terms & conditions by the party.



Connecting You, Serving You