

# Experiences with Primero



## CHARDHAM BY HELICOPTER

4 Nights / 5 Days Tour



*Primero*  
CHARTER SERVICES



## CHARDHAM BY HELICOPTER: 4N 5D-HELI TOUR WITH HEMKUND SAHEB AERIAL DARSHAN

### Yamunotri – Gangotri – Kedarnath – Badrinath

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.
- ▶ Hemkund Saheb aerial darshan.
- ▶ Complimentary stay at Dehradun on your date of arrival (meals not included).  
*The night of complimentary stay makes our Heli-tour a 5N/6D tour.*
- ▶ Airport & hotel transfers at Dehradun.
- ▶ Local transportation.
- ▶ Accommodation for 4 nights on AP basis (all meals included) at each Dham.
- ▶ Palki/Pony at Yamunotri (subject to availability).
- ▶ Maha Abhishek at Badrinath ji (on request).
- ▶ Rudra Abhishek at Kedarnath ji (on request).
- ▶ Shri Kedarnath ji shuttle services.
- ▶ Local Sight Seeing with our guides at all four destinations.
- ▶ VIP Darshans.
- ▶ Royalty, landing and parking charges applicable as per UCADA.
- ▶ Helicopter handling charges.

## ADD-ON SERVICES AVAILABLE (ADDITIONAL COST)

- ▶ **Maha Abhishek Puja at Badrinath ji:** - INR 4,300/person (All Inclusive). 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.

**Note** - Maha 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 Badrinath ji Mandir Samiti.

- ▶ **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.

- ▶ **Haridwar, Rishikesh or Mussoorie Visit:** On your date of arrival or departure, PCS can arrange transportation for Mussoorie day trip from Dehradun = INR 6,000 for Innova – up to 06 guests (tax inclusive).

**Note** – Guides are not provided by PCS for the trip. Guests would be provided cars and they can do sightseeing as per their desire.

*\*\*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 9,90,000 (Tax Inclusive)	INR 1,75,000/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: YAMUNOTRI DHAM

#### Sahastradhara to Yamunotri

0500 Hrs	Check out from Dehradun hotel
0600 Hrs	ETD from Sahastradhara Helidrome
0630 Hrs	ETA at Kharsali Heli-Base

- This is officially the starting day of the Chardham yatra. Guests must be ready for an early morning check-out at 05:00 am & will be picked up from Hotel by PCS at 0500 hrs, to be taken to Sahastradhara Helidrome.
- **PCS has a Heli-base in Kharsali**, where our ground crew would be ready to welcome the guest. Crew shall escort the guests to the hotel, which is at a walking distance. After breakfast around 0900 hrs, we proceed for Yamunotri Darshan.
- **Approximate time taken for Yamunotri Temple Darshan:** Approximately 05hrs 30mins (roundtrip). Yamunotri trek is 06 km one-way.
- **Sightseeing at Kharsali:** Hot Spring at Yamunotri Temple, Yamuna Mata Temple, Shani Temple.

### DAY 3: GANGOTRI DHAM

#### Yamunotri to Gangotri

0630 Hrs	ETD from Kharsali Heli-Base
0700 Hrs	ETA at Harsil Helipad

- Guests should be ready to check-out by 0530 hrs. Departure from Kharsali Heli-base will be by 0630 hrs & the estimated time of arrival at Harsil will be 0700 hrs.
- **Harsil** – the Heli-base of your second Dham, is the most scenic and beautiful destination in the Chardham Tour. Our crew shall ensure that we engage the guests in the most beautiful sight seeing activities.

Guests will be taken for Gangotri Dham darshan after breakfast around 0900 hrs.

**Approximate Time taken for Gangotri Temple Darshan:** 3hrs 30 mins (round trip). The road distance to Gangotri temple is approx. 25 kms, which is roughly a 50-minute drive.

**Sightseeing at Harsil:** Bagodi Village walk / Mukhwa Village walk / Short trek to Chholmi village / Nature walk from Jhalla & Shiv Temple in Harsil.



## DAY 4: KEDARNATH DHAM

### Gangotri to Sersi

0700 Hrs	ETD from Sahastradhara Helidrome
0730 Hrs	ETA at Harsil Helipad

- Guests should be ready to check out at 0600 hrs. Arrival at Sersi base will be by 0730 hrs.
- **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 a shuttle services flight, after their breakfast around 1000 hrs. Guests will get approximately 02 hours' time to have darshan & report back to the Kedarnath helipad. Our crew shall escort the guests to the temple.
- **Approximate time taken for Kedarnath Temple Darshan:** 02 hours. Passengers will be ferried in shuttle services flight to the Kedarnath shrine, which is approximately 07 minutes from Sersi.
- **Sightseeing at Sersi:** Triyuginarayan Temple – It is the venue of the celestial marriage of Lord Shiva & Goddess Parvati, or Gaurikund.

## DAY 5: BADRINATH DHAM

### Sersi to Badrinath

0830 Hrs	ETD from Sersi Heli-Base
0900 Hrs	ETA at Badrinath Helipad

- Guests shall have breakfast by 0700 hrs at Sersi & be ready for their flight to Badrinath by 0800 hrs.
- Guests will be taken for darshan to Badrinath temple in the afternoon.
- **Approximate time taken for Badrinath Temple Darshan:** It takes approximately 01-02 hrs to complete darshan at the Badrinath Temple. Guests are taken to the temple by car.
- **Sightseeing at Badrinath:** Hot Spring at Badrinath temple, Mana Village / Evening Aarti at Badrinath Temple – Swaran Aarti/Chandi Aarti (on additional payment basis at Badrinath).

## DAY 6: DEHRADUN

### Badrinath to Sahastradhara

0900 Hrs	ETD from Badrinath Helipad
1000 Hrs	ETA at Sahastradhara Helidrome

- Guests who have pre-booked Maha Abhishek Puja, they should be ready early morning by 0330 hrs to be transferred to the temple. Puja shall take place from 0430 hrs to 0630 hrs.
- Guests should be ready to check out at 0800 hrs.
- Estimated time of arrival will be 1000 hrs at Sahastradhara. On arrival, our base manager will be present to receive the guests. Later, they will be taken to Dehradun hotel to collect the luggage from cloak rooms, and then be dropped to airport/railway station for their departure.
- In case guests would like to spend an additional 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 final transfer, we will bid farewell to the guests.

*This is the end of the Chardham Yatra.*

## IMPORTANT GUIDELINES AND POLICIES

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- **This is a fixed departures tour, and all departure timings of each destination are fixed.** Therefore, passengers must ensure they report as per the mentioned scheduled ETDs on each day of the tour
- **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.**
- **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 5N6D 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.
- Airport transfers will be provided only on the arrival day at Dehradun and on the 5th day of the 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 a set of 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).
  - **KHARSALI:** Kalindi Hill Top, or similar (AP basis).
  - **HARSIL:** Harsil Retreat, or similar (AP basis).
  - **SERSI:** Ghughuti Resort, or similar (AP basis).
  - **BADRINATH:** Hotel Snowcrest, 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 30,000/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.
  - Maha Abhishek & Rudra Abhishek Puja's confirmation needs to be provided by the guests at the time of booking. Payment for the same shall be collected by our crew at Dehradun, so that we can arrange the Puja for the guest prior to their arrival at Badrinath & Kedarnath.
  - 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 will be accommodated in the same helicopter on best-effort-basis only as we may have to shuffle passengers between 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 LIMTATION**  
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 10,000 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 4N/5D period of your Chardham yatra. Under no circumstance, PCS shall increase the 4N5D 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 05 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 4N5D 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