

Terms & Conditions

Welcome to **Swadikah**. These Terms & Conditions govern your use of our website and the travel services offered by Swadikah. By accessing our website, making an inquiry, or booking any of our travel services, you acknowledge that you have read, understood, and agreed to be bound by these Terms & Conditions. If you do not agree with any part of these terms, you should not use our website or services.

Swadikah is a travel agency specializing in Thailand tour packages and related travel services, including hotel reservations, airport transfers, sightseeing tours, visa assistance, travel planning, and other travel-related arrangements. All bookings made through our website, email, telephone, social media platforms, or other communication channels are subject to these Terms & Conditions.

When making a booking, you agree to provide complete, accurate, and up-to-date information. You are responsible for ensuring that all traveler details, including names, passport information, travel dates, and contact details, are correct at the time of booking. Swadikah shall not be held responsible for any losses, delays, or additional expenses resulting from incorrect or incomplete information provided by you.

A booking is considered confirmed only after the required payment has been received and a confirmation has been issued by Swadikah. Until confirmation is provided, availability of hotels, flights, tours, or other travel services cannot be guaranteed. Prices and availability are subject to change without prior notice until your booking has been confirmed.

All prices displayed on our website or communicated by our team are subject to availability and may change due to fluctuations in supplier pricing, currency exchange rates, taxes, government regulations, or other circumstances beyond our control. While we strive to provide accurate pricing, Swadikah reserves the right to correct any pricing errors and inform you before confirming your booking.

Payment for bookings must be made using the payment methods accepted by Swadikah. Depending on the selected package or service, a deposit or full payment may be required to confirm your reservation. Failure to make payment within the specified time may result in cancellation of the booking without prior notice.

Cancellation requests must be submitted in writing through email or other official communication channels. Cancellation charges and refund eligibility depend on the policies of hotels, airlines, tour operators, transportation providers, and other service providers involved in your booking. Certain bookings, promotional offers, peak-season packages, or non-refundable services may not be eligible for any refund. Any applicable refunds will be processed after deductions for supplier charges, cancellation fees, administrative costs, and payment processing fees where applicable.

Swadikah acts as an intermediary between travelers and independent service providers, including airlines, hotels, transportation companies, local tour operators, and other travel partners. While we carefully select our partners, we do not own or directly operate these services. As a result, Swadikah cannot be held responsible for delays, cancellations, service interruptions, accidents, injuries, property loss, schedule changes, overbooking, or any other issues arising from the actions or omissions of third-party providers.

Travelers are responsible for ensuring that they possess valid passports, visas, travel permits, vaccination certificates, travel insurance, and any other documents required by the destination country. Although Swadikah may provide visa assistance or travel guidance, the final decision regarding visa approval or entry into any country rests solely with the relevant government authorities. Swadikah cannot guarantee visa approval and shall not be responsible for any losses resulting from visa refusal, delays, or immigration decisions.

Travel insurance is strongly recommended for all travelers. Comprehensive travel insurance can provide protection against medical emergencies, trip cancellations, baggage loss, travel delays, personal liability, and other unforeseen events. Swadikah is not liable for any financial losses that could have been covered under an appropriate travel insurance policy.

Swadikah shall not be responsible for any failure or delay in providing services due to circumstances beyond our reasonable control. Such circumstances include, but are not limited to, natural disasters, severe weather conditions, pandemics, epidemics, government restrictions, political unrest, civil disturbances, strikes, transportation disruptions, acts of terrorism, war, or any other force majeure events that may affect travel operations.

By using our website, you agree not to engage in any activity that may interfere with its operation, compromise its security, or violate any applicable laws. You may not copy, reproduce, distribute, modify, or commercially exploit any content, logos, graphics, text, images, or other materials displayed on the website without obtaining prior written permission from Swadikah.

All intellectual property rights relating to the Swadikah website, including its design, branding, logos, content, graphics, and other materials, remain the exclusive property of Swadikah or its licensors. Unauthorized use of our intellectual property is strictly prohibited.

Swadikah may update, modify, suspend, or discontinue any part of its website, services, tour packages, pricing, or these Terms & Conditions at any time without prior notice. Any changes will become effective immediately upon publication on our website. Continued use of our website or services after such changes constitutes your acceptance of the revised Terms & Conditions.

To the maximum extent permitted by applicable law, Swadikah's liability for any claim arising out of or relating to the use of our website or travel services shall be limited to the amount paid by you for the specific booking giving rise to the claim. Swadikah shall not be liable for any indirect, incidental, consequential, special, or punitive damages, including loss of profits, business opportunities, or enjoyment of travel.

These Terms & Conditions shall be governed by and interpreted in accordance with the laws of India. Any disputes arising out of or relating to these Terms & Conditions or the use of our services shall be subject to the exclusive jurisdiction of the competent courts in India.

If you have any questions regarding these Terms & Conditions, please contact Swadikah using the contact details provided on our website.

By accessing our website, requesting information, or booking any travel service with Swadikah, you acknowledge that you have read, understood, and agreed to be bound by these Terms & Conditions.