

## Visa & Insurance

### **Immigration & Visa**

A valid visa and a passport with 6 months of validity from the commencement date of the journey are required for all parties, adults as well as children.

**Online visa application can be filled out directly on the website of the respective Embassy.**

[Indian](#) [Nepal](#) [Sri Lanka](#) [Cambodia](#) [Vietnam](#) [Laos](#) [Mangolia](#)

Alternatively, you can organize your visa for India quickly, reliably and at reasonable prices through our partner agencies.

- [for German speakings](#)
- [for Dutch speakings](#)
- [for English speakings](#)

**Bhutan** : The [visa for Bhutan](#) will be organised by Flying Elephant Tours and Leisure and sent to you.

**Sikkim** : Please note that for a few regions (e.g. Sikkim) an extra permit must be applied for in addition to the visa. The visa for Bhutan will be organized by Flying Elephant Tours & Leisure for you. For more information click on the information page of the [Indian Embassy](#)

## **Insurance**

### **Travel Insurance**

Flying Elephant Tours and Leisure recommends you take out travel insurance, inclusive of tour cancellation insurance, medical insurance with repatriation costs in case of accident or illness. For European traveler we can assist with a link to [ERV Insurance](#)

## **Insolvency Insurance**

### **A guarantee in place STO Garant**

In order to meet its statutory obligation to provide a guarantee, Flying Elephant Tours & Leisure (FETL) uses STO Garant, a guarantee scheme recognized by the Netherlands Authority for Consumers and Markets (ACM). You can check that this is the case by visiting STO Garant's website and verifying that the organization is listed as a participant ([www.sto-garant.nl/en/members](http://www.sto-garant.nl/en/members)). You can find all information relating to STO Garant at [www.sto-garant.nl/en](http://www.sto-garant.nl/en).

Whether STO Garant's guarantee applies to a particular (travel) offer made by FETL is specified for that offer. The Guarantee Scheme specifies what the guarantee covers and which conditions apply. You can find the Guarantee Scheme on STO Garant's website ([www.sto-garant.nl/en/downloads](http://www.sto-garant.nl/en/downloads)).

## **Booking and procedure / How it works**

If STO Garant's guarantee applies to your booking, you do not pay the booking amount to FETL but instead into the escrow account belonging to Stichting Derdengelder Certo Escrow, a payment service provider registered with De Nederlandsche Bank (DNB) and the Dutch Authority for the Financial Markets (AFM). This trust account holds your payment in reserve until the trip booked has come to an end. The booking amount is then released to FETL on the day after your trip ends. If FETL should become financially insolvent before the end of your trip, STO Garant will implement the guarantee. The Guarantee Scheme details how you can make a claim under the guarantee in such cases.

### Summary:

- The email address to which the notice of payment will be sent is the same as to where your booking confirmation and invoice will be sent.
- The full amount of EUR should be settled before departure to the account of Foundation Derdengelden Certo Escrow. If these conditions are not met, FETL reserves the right to cancel the booked trip, cancellation provisions will apply based on the usual terms and conditions of FETL.
- The total amount will only be transferred to FETL's bank account one day after the tour has ended.
- Please check all data at STO Garant well. In particular the end date of the arrangement is of importance.

### **Important Information**

- Any complaints or claims about your trip are separate from this payment arrangement.
- Our cancellation policy for the payment applies based on our terms and conditions.
- STO Garant is not a dispute committee.

This Method of payment will take a little more time and demands a bit more attention. We kindly ask you for your understanding. As a small tour operator we would like to offer financial security to our customers. We trust to arrange it in this way.

Feel free to contact us for more details and information.

With this way of working FETL tries to minimize customers risk of bankruptcy and will pay all transport, accommodation costs ect. for your trip in advance.