



इंडियन रेलवे केटरिंग एंड टूरिज्म कॉर्पोरेशन लिमिटेड
INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD
(भारत सरकार का उधम-मिनी रत्न / A Govt. of India Enterprise-Mini Ratna)

दक्षिण मध्य जोन, सिकंदराबाद / South Central Zone, Secunderabad

"CIN-L74899DL1999GOI101707" E-mail: info@irctc.com Website: www.irctc.com

No. 2024-25/IRCTC/SCZ/ZO(TRSM)/20/2020/ZO/SCZ

Dt. 21-02-2025

M/s. TravelBullz Co. Ltd
1880 Phetchaburi Rd,
Khwaeng Bang Kapi, Khet Huai Khwang,
Krung Thep Maha Nakhon, Bangkok-10310
Thailand

Sub: Letter of Award for appointment of DMC for providing backend services in the outbound tour packages to Thailand to be organized and operated by IRCTC Ltd.
Ref: 2024-25/IRCTC/SCZ/ZO(TRSM)/20/2020/ZO/SCZ dt. 05-02-2025

Dear Sir,

Vide reference cited above; the competent authority has accepted your quoted rates and hereby appoints- M/s Travelbullz Co. Ltd. As the Destination Management Company for providing back-end services in the Outbound Tour Package to Thailand to be organised and operated by IRCTC-SCZ for a period of one year i.e. from 01-04-2025 to 31-03-2026 and extendable for a term of another 01 Years with same terms and conditions.

The following rates shall be payable:

Date	Destination	Particulars
Day 01	Pattaya	Arrive at Thailand (DMK/BKK) Airport at 06:05 Hrs. Complete airport formalities and claim baggage. Greet by Local representative at the exit gate. Proceed to Pattaya and guaranteed early check in at hotel. Freshen up and breakfast. After breakfast, relax at hotel till lunch. After lunch visit Gems Gallery at Pattaya, and in evening enjoy Alcazar Show. Have dinner in Indian restaurant. Overnight stay in hotel at Pattaya. Meals: Breakfast-Lunch-Dinner.
Day 02	Pattaya	After Breakfast, proceed for Coral Island tour with Indian lunch. Proceed to visit Nong Nooch Tropical Garden. Dinner in the Indian restaurant. Overnight stay in hotel at Pattaya. Meals: Breakfast-Lunch-Dinner
Day 03	Bangkok	Breakfast at Hotel. Check out from the hotel. Proceed for safari world tour and marine park. Lunch at suitable Indian restaurant. Post Lunch check-in Hotel. Evening Dinner at Indian restaurant. Overnight stay in Hotel at Bangkok. Meals: Breakfast-Lunch-Dinner
Day 04	Bangkok	After Breakfast check out Hotel, proceed to Bangkok city Visit Wat Trimit (The Temple of solid Golden Buddha weight), wat Pho (the temple of the reclining buddha). Lunch at Indian restaurant at Bangkok. and shopping stop at Indra Market and Transfer to Bangkok (DMK) airport drop by 18:00 Hrs. Meals: Breakfast-Lunch-Packed Dinner

Zonal Office: 1st Floor, Oxford Plaza, S.D. Road, Secunderabad - 500003 Ph: 040-27702401/ 07, 27808899

पंजीकृत एवं कॉरपोरेट कार्यालय : 11 वां तल, स्टेट्समैन हाउस, बी -148, बाराखम्बा मार्ग, नई दिल्ली-110001, दूरभाष: 011-23311263-64 फ़ैक्स: 011-23311259
Regd. & Corp. Office: 11th Floor, Statesman House, B-148, Barakhamba Road, New Delhi-110001, Tel: 011-23311263-64 Fax : 011-23311259





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PACKAGE INCLUSIONS (for itinerary)

SN	Services Required	Benchmark
1	Accommodation in 3 Star Category Hotel (Single / Twin/ Triple sharing basis)	Minimum 3*Star and above Hotel: 2 Nights at Pattaya 1 Night at Bangkok
2	Meals	American Plan (AP): 4 Breakfast, 4 Lunch & 3 Dinner + 1 Packed Dinner on Last day
3	Transport for Transfers and Sightseeing:	AC 2x2 Deluxe buses with push back comfortable seats, with 1 Litre, packed drinking water per person per day.
4	Sightseeing Inclusions with Entrance Ticket (as detailed in itinerary)	Gems Gallery, Alcazar Show, all transfer and applicable charges at Coral Island, Nong Nooch Tropical Garden, Safari world tour and marine park, Visit Wat Trimit (The Temple of solid Golden Buddha weight), wat Pho (the temple of the reclining buddha) and all places where entry fees are applicable
5	Tour Guide cum Escort	Professional & friendly local English speaking Tour Guide cum Escort throughout the tour from Airport to Airport.
6	Taxes	All applicable taxes

Quoted Rates:

Thailand (3 Nights/4 Days)				
Rate Quoted on USD				
Rates per Adult on Twin Sharing	Rates per Adult on Triple Sharing	Rates per Adult on Single Sharing	Rates per Adult on Child with Bed (5-11 Years)	Rates per Adult on Child without bed (5-11 year)
USD 186	USD 186	USD 247	USD 167	USD 121

Note:

- In case of any addition/ replacement/modification of services to standard itinerary on a customised basis, DMC shall provide the rates for consideration of IRCTC prior to proposed trip on case-to-case basis through e mail.
- DMC is free to extend the services at LOA rates to other Offices of IRCTC (ZO/CO).
- The size of the group tours shall ideally be approximately 25-35 pax or as decided by IRCTC from time to time.** The booking of the group shall be confirmed minimum 30 days before the departure or less as per mutual agreement. Prior to that service provider has to hold the services on a Time limit basis. However, prior intimation well in advance will be given to the Service Provider regarding the planned itineraries of IRCTC.

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Payment Terms:

SN	Condition	Payable Amount	Remarks
1	Launching of the package to 31 days prior to departure	Nil	IRCTC will intimate Service Provider the approximate size of the group at the time of launch (approx. 60 days in advance) & Service Provider has to hold the booking on time limit basis.
2	30 days prior to departure	25 %	The size of the group shall be confirmed 30 days before the departure and efforts to be made not to increase and reduce the size of the group more than 20% later.
3	07 days prior to departure	65 %	The payment will be processed on the basis of the actual number of tourists booked and further expected booking.
4	10 days after the completion of tour	10%	Balance 10% shall be paid post completion of tour.

- DMC in accordance with the Booking information shall raise and forward to IRCTC, scanned copy of bill/Digital signed copy of bill
- IRCTC upon receiving the invoice arrange to transmit the necessary funds within 10 (Ten) days from receipt of the bill subject compliance with all applicable laws through bank transfer.
- Both the parties shall bear their respective bank charges for inward/outward payment remittances of respectively.

Cancellation payable to service Provider / Service Provider for land arrangements: -

SN	Condition (Excluding day of departure)	Cancellation	Remarks
1	30 days prior to departure date	Nil	Service provider will hold services on times limit basis only
2	30 – 21 days prior to departure date	10 %	
3	20 – 15 days prior to departure date	20 %	
4	14 – 08 days prior to departure date	40 %	
5	07 days – 03 days prior to departure	50 %	
6	02 days – departure day/no show	70 %	
7	If the group materialization is 75 % or more than 75 %, no cancellation will be levied by Service Provider between the period 30 – 07 days (excluding day of departure) for the rest unutilized blocked inventory i.e. 25 %). After that the cancellation shall be paid for actual cancelled passengers		
8	IRCTC shall be entitled to deduct taxes if /as applicable under the appropriate statutes and shall make payments to Service Provider subject to such taxes being deducted		

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Other Terms & Conditions as mentioned in the above referred at tender document will be applicable.

It is requested that the Letter of Acceptance may be shared with this office within a period of 7 days. The Agreement Terms and Conditions remain the same as per the tender.

This has approval of Competent Authority.

Please acknowledge receipt of this letter.

Yours Sincerely,

[Signature]
24/02/2025

(D. S. G. P. Kishore)

Jt. General Manager/Tourism
IRCTC/SC/SCZ



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