

# Booking Terms & Guidelines

The following guidelines ensure the safety, efficiency, and comfort of all passengers aboard Osprey Waterways. Compliance with these protocols is mandatory for all voyages[cite: 4, 11].

## 01. Boarding & Cargo

- Boarding gates close strictly 15 minutes before the scheduled departure time.
- Each passenger is allowed one piece of baggage with a maximum weight of 10 kg. All luggage is carried at the owner's risk[cite: 34].

## 02. Vessel Discipline

- **Strictly Prohibited:** Smoking, alcohol, explosives, sharp objects, and pets are not permitted onboard[cite: 25, 26, 27].
- **Audio Protocol:** Audio must be consumed via headphones. External speakers or phone speakers are prohibited[cite: 33].
- Passengers are restricted from accessing the restricted areas [cite: 31].

## Liability Manifest

Neither the Company nor its directors or employees shall be liable for any direct, indirect, incidental, or consequential damages resulting from the use or inability to use our services[cite: 40, 41].

The Company's total liability for all damages, losses, or causes of action shall not exceed the amount paid by the User for the specific transaction[cite: 44].

## Indemnity Protocol

Users agree to indemnify and hold harmless Osprey Waterways (India) LLP, its officers, and directors against any claims or demands arising from a breach of these terms[cite: 38].

## Schedule Notices

Cruises may shift due to weather or operational requirements. Final timings will be posted by onboard staff[cite: 5, 6, 7].

All formal requests: [info@ospreyindia.com](mailto:info@ospreyindia.com) or **+91 9073380163**