Frequently asked Questions by customers on Baroda Holiday Savings Recurring Deposit Account (BHSRDA)

Q: Can I/we change the departure date that I/we had originally booked for?

A: While you are required to confirm the choice of destination, departure city, accommodation type and co-traveler count at the time of opening Baroda Holiday Savings Recurring Deposit Account (BHSRDA) to determine the BHSRDA value, you have the freedom to confirm your departure date by the end of the third month from your BHSRDA start date. You are also allowed to make changes to your departure date right till the end of the 9th month from BHSRDA start date at no cost subject to seat availability on the new departure date.

Q: Can I/we change choice of holiday destination that I had originally booked for after my/our BHSRDA has been created?

A: Yes,your BHSRDA installment value is determined on the basis of the following 4 factors   namely choice of destination, no of passengers, departure city & accommodation type. Changes in any of these factors will affect total package cost .It is pertinent to note here that the RD installment value and the term are both pre-fixed at the time of Account creation with the bank and cannot be changed mid-term.

So if holiday package is now costing lower than the cost of originally booked package because of the changes requested by you, you can continue funding your RD installment per the predetermined value and the difference value would be refunded back by TCIL.

If your holiday package cost in now increased as compared to the originally booked value, you will be required to pay Thomas Cook 50% of the difference value as advance to protect your seats at the current rate. Post maturity of RD after 12 months,you will have to pay the remainder 50% of the difference to Thomas Cook to confirm your travel.

Q: Will there be fixed departure date for the tour/s ?

A: Yes,there will be fixed departure dates.

Q: How does RD work ?
A: A monthly deposit of a pre-fixed amount is made under Recurring Deposit account. The amount (RD value), the date on which the RD account is to be funded (Auto debit date) and the no of monthly payments (term) is usually predetermined when RD account is created. Every month on RD date, predecided fixed amount of fund is automatically moved from your savings account to recurring deposit

account by the bank, on basis of standing instructions given by you at time of opening the Account. On maturity of RD the principal along with intrest net of TDS and penal charges if any is directly transferred to Thomas Cook's account towards your booking under holiday package offered by TCIL.

Q: What if I/We change my/our mind or decide to stop funding my/our BHSRDA?
A: You are allowed to cancel your holiday and Thomas Cook will not levy any penalty for holiday cancellation. However, you have to intimate Thomas Cook & Bank about your decision to cancel to avoid transfer of your proceeds of your RD to Account of Thomas Cook. Once the maturity value towards the holiday is transferred by the bank, cancellation policies governed by Thomas Cook will be applicable.

Q: What if I/We wants to continue with the RD but not take the holiday?
A: You are allowed to cancel your holiday and Thomas Cook will not levy any penalty for holiday cancellation. You are required to intimate Thomas Cook regarding your decision to cancel your booking of holiday package. You are further required to issue fresh mandate to Bank stating clearly your instruction that you have cancelled your booking of holiday package with TCII and that you intend to continue the RD till its maturity.

Q: What will happen, if after maturity value is transferred to TCIL account and due to exigency if I/we am/are unable to travel ?
A: In case of exigency, like death of primary account holder, marriage and fund requirement for education (fee payment etc.) the complete amount will be refunded to customer. For refund, customer has to approach TCIL. Bank will not be liable for refund of your amount once the amount is transferred to TCIL. **Though, consideration will be given to genuine cases, the decision of TCIL may vary from case to case basis and will be binding on the customer.**

Q: What happens if I/we want to break the RD and wish to travel in between?
A: You can break the RD and still travel with Thomas Cook by paying for the whole package. In this case Thomas Cook's Holiday Savings Account policy will not be applicable and you will be treated as a non BHSRDA customer. Current date pricing as on the date of booking will apply and there will be no top up.

Q: Can I/We redeem partial amount at maturity and use the remainder to travel?
A: Yes you can use partial amount for travel but it will be treated as a non BHSRDA booking. The original agreement for Holiday Savings Account will be considered void in this instance. Current date pricing as on the date of booking will apply and there will be no top up.

Q: I/We had opened RD for 3 people but now only 2 wants to travel on maturity. Will I/We get a refund if I/We cancels before BHSRDA matures?

A: In case of a cancellation (full or partial) notified to Thomas Cook before the RD maturity date, the differential value will be returned to you.

Q: Will you offer me/us a child rate for my/our booking if my/our child who is a minor is travelling with me/us ?.
A: Packages rates are determined on the basis of the age of the traveler at the time of travel. If age of your child is more than 2 years at time of travelling no concessions in booking is allowed. Only in cases where child is below the age of 2 years at time of travelling, concessional rates on booking are applicable.

Q: Can customer book a BHSRDA holiday friend or relative?

A: Yes you can gift an BHSRDA holiday to your friend or relative. The account can be opened in your name with the bank; however, when the travel booking is done by Thomas Cook, please ensure that the traveler/s name is given.

Q: What happens in case my/our savings account does not have sufficient funds on the RD auto debit date?
A: This will lead to failure of standing instructions given by you for which Bank will also levy a penalty and final maturity amount gets reduced due to shortfall in RD installment coupled with penal charges applied by the Bank.

Q: Is there a monthly or quarterly interest pay-out option?
A: No. Interest is only paid when the Recurring Deposit account is closed prematurely or on maturity.

Q: Can I/We change the tenure and auto debit date of my/our Recurring Deposit?
A: No it is not possible to change the tenure and installment due date, (auto debit date).

Q: Can I/We choose my/our auto debit date?
A: The date of monthly RD installment will depend on the date on which you opened RD account.

Q: Is there a time limit after maturity within which I/We have to travel?
A: The travel date can be anywhere between the 31st day to the 120th day post transfer of funds to Thomas Cook by Bank and submission of all relevant documents to TCIL as communicated to you by them.

Q: Can a minor apply for the Holiday Savings Account?
A: Yes. Minor between the ages of 10 years to 18 years can apply. However this is subject to a major guardian being a signatory for RD account opening.

Q: Can name change happen? Can additional people go on the same holiday?
A: Name change in Holiday booking details at end of TCIL will be allowed till 9th month post opening an RD account. Under no circumstance name of A/c holder can be changed in the Bank. Additional people can go but they will have to pay the rate prevalent at that time for the package. They will be considered as non BHSRDA customers. However their inclusion to the holiday is subject to availability of seats and accommodation. A 50% advance paymentp would have to be made at the time of request to secure a seat and the remainder could be paid at the time of RD maturity.

Q: Does the published cost include the GST in it?
A: Yes, the published cost includes GST. In case of any change to the tax structure (prescribed by the Government of India) the differential value will be collected at the time of departure from the customer.