

POLICY REGARDING CANCELLATION / NO SHOW / EARLY DEPARTURE:

- Contact our sales representative for actual cancellation policy.
- If you fail to pay the tour costs in time or if you commit any other default in relation to your booking, we may treat such failure or default as a cancellation of the booking by you. In such case, the cancellation charges shall be computed with reference to the date on which we issue you a notice of cancellation.
- If you wish to amend or change your booking, you have to communicate your request to us in writing minimum 15 days prior to the tour date. Such requests for change or amendment will be accepted subject to availability. Please note that: (1) The altered or changed booking will be regarded as a new booking; (2) An alteration fee of INR 1,000 is payable in case of every alteration or change; and (3) In case the alteration is carried out within the cancellation period, then a cancellation charge shall apply as if a cancellation was made on the date the request for alteration or change is made. Please note the cancellation charges specified in the preceding section. Terms & Conditions shall apply. If you change from one tour to another
- In case of cancellation of tour/travel services due to any avoidable/unavoidable reason/s we must be informed in writing. Cancellation charges would be effective from the date we receive letter in writing / mail and cancellation charges would be as follows :
 1. 30 days before service starts, 20% of the total package cost will be deducted
 2. From 29 days up to 15 days before service 40 % of total cost will be deducted
 3. From 14 days up to 08 days before service 60 % of total cost will be deducted
 4. From 07 days and less before service 100 % of total cost will be deducted
 5. In case of NO SHOW, 100% of the total cost will be deducted

Note:-

- Irrespective of above mentioned cancellation slabs, in case of cancellation of tour / travel services (due to whatsoever reason) by yourself (by client) after the booking is made with us – a minimum 10% service charge would be applicable on total cost of the tour package.
- Irrespective of above mentioned cancellation slabs, in case of cancellation of tour / travel services (due to whatsoever reason) by us (by company) after the booking is made by us – Following two options are available:
 1. Client would be provided with Credit Note for the booking amount paid and same can be used anytime in the future by the client for themselves or any of their family members, friends, or anyone else as recommended by them.

2. In case the client wants the refund - then a minimum 10% service charge would be applicable on the total cost of the tour package and remaining amount (after deducting this 10% service charge) would be refunded.
 3. In above both the situation - the cancellation charges, as applicable for cancellation of services related to tickets/ hotel bookings/ travel services/ Guide services would also be recovered from the client.
3. In case you cancel your trip after commencement the refund would be restricted to a limited amount that would depend on the amount that we would be able to recover from the hoteliers, airlines, transporter and other suppliers we patronize. For unused hotel accommodation, flight tickets, transportation, missed meals and any other services etc. we do not bear any responsibility to refund.
 4. In case of special train journey (like Palace on Wheels, Deccan Odyssey, Golden Chariot & Maharajas Express) - a separate cancellation policy is applicable (which would be advised as and when required).
 5. Please note that if booking for following period is/are cancelled, due to whatsoever reason, no refund would be made for said cancellation.
 1. Festival Period Bookings (Festivals like - Diwali, Dussehra, Holi, Pushkar fair etc).
 2. High Peak Season bookings (from 20th Dec to 15th Jan).
 3. Long Weekends Bookings.
- Cancellation amount is calculated as per total booking amount and not as per advance deposited

Refund:

- **Very Important:** Once we receive payments from client / agents, we pay TCS on the same, as of now 5% TCS is applicable on the received amount. If you cancel the tour then TCS amount that we have paid to the government will not be refunded by us, In Invoice the amount of GST and TCS may be calculated on the cancellation amount, however at the time of refund, our team will only process refund after deducting TCS amount that we have paid to the Government, irrespective of cancellation charges. The same can be settled by the payer in his Income Tax, for detail clarity and process, the individual can check with their Tax Advisor / Chartered account. Park Country Holidayz will not be responsible for any dispute relating to TCS.
- Refunds will be done only through the Original Mode of Payment.
- Transaction processing charges will be borne by the user for using the payment Gateway, at the time of refund we will only refund the amount after charging cancellation amount as

applicable of the tour cost. There will not be any refund of the Transaction charges for using payment gateway that agent / traveller has paid at the time of making booking / payment.

- Refunds (If any) for Changes and / or cancellations will be paid directly to you for bookings made directly with the company's office. For bookings routed through our Preferred Sales Agent (PSA) or your Travel Agent, the refunds will be routed through them. It would take at least 30 working days to process refunds.
- There is no refunds payable for any unutilized or partially utilized services (e.g. Airline tickets, Meals, Entrance Fees, Optional Tour, Hotel, Sightseeing etc.) The refund for the foreign exchange component of the tour will be refunded in INR only and will be at the current days rate of exchanges of as per company card rates.
- Third Party refund i.e., airlines, cruise, overseas suppliers could take between "30 to 90 working days", provided relevant supporting are provided to the Company.
- If a tour is cancelled by the Company, then all monies will be refunded after taking into consideration the actual expenses incurred for Visas, Airline, etc.
- Please note that the refund process may take 2 - 4 weeks due to banking procedures. If the refund is made to the credit card account OR to Bank account, the bank charges would be debited from the refund amount.