

Refund and Cancellation Policy

At Beyond Holidays, a trading name of Travelmaze Hospitality Services, we strive to provide you with the best travel experiences and services. However, we understand that plans can change, and you may need to cancel or modify your bookings. Our Refund and Cancellation Policy is designed to be fair and transparent to ensure a smooth process for our customers.

1. General Cancellation Policy

- **Cancellation by Customer:** If you need to cancel your booking, please contact us as soon as possible. Cancellations will be subject to the terms and conditions of the specific package booked.
- **Cancellation by Beyond Holidays:** In the unlikely event that Beyond Holidays needs to cancel your booking, you will be offered an alternative package of equal or greater value or a full refund.

2. Refund Policy

- **Eligibility for Refund:** Refunds will be processed based on the cancellation policy of the specific package booked. Please refer to the detailed terms provided at the time of booking.
- **Refund Process:** Refunds will be processed within 14 working days from the date of cancellation. The refund will be credited to the original method of payment used at the time of booking.

3. Cancellation Fees

- **Before Departure:** Cancellation fees vary based on the time of cancellation relative to the departure date. The detailed cancellation fee structure is as follows:
 - More than 60 days before departure: 10% of the total booking amount.
 - 30-59 days before departure: 25% of the total booking amount.
 - 15-29 days before departure: 50% of the total booking amount.
 - 7-14 days before departure: 75% of the total booking amount.
 - Less than 7 days before departure: 100% of the total booking amount.

4. Non-Refundable Components

Certain components of your package may be non-refundable. These may include, but are not limited to:

- Flights
- Visa fees
- Insurance
- Special event tickets

5. Modification of Booking

- **Changes by Customer:** If you need to modify your booking, please contact us as soon as possible. We will do our best to accommodate your request, but changes may be subject to availability and additional charges.
- **Changes by Beyond Holidays:** If Beyond Holidays needs to make changes to your booking, we will inform you promptly and offer suitable alternatives.

6. No-Show Policy

Failure to show up for the booked service or activity without prior cancellation will result in a 100% cancellation fee.

7. Force Majeure

Beyond Holidays is not liable for any cancellations or changes caused by events beyond our control, such as natural disasters, acts of terrorism, or government regulations. In such cases, refunds or alternatives will be offered at the discretion of Beyond Holidays.

8. Contact Information

For cancellations, modifications, or any other queries regarding your booking, please contact our customer support team at:

Email: support@beyondholidays.co.in

Phone: +91-8010680680

We recommend that you review our terms and conditions carefully before making a booking. Your acceptance of these terms constitutes your agreement to this Refund and Cancellation Policy.

Thank you for choosing Beyond Holidays. We look forward to serving you.