



## eTravelsHUB Booking and Cancellation Policy

### 1. Booking Policy

#### A. General Terms

- **Advance Booking:** We recommend booking your package at least **30 days** in advance. Bookings made less than 14 days before departure may incur additional fees or restrictions.
- **Booking Process:** To confirm your booking, please follow the steps:
  1. Select your package on our website or through our customer support team.
  2. Fill out the required booking details.
  3. Pay the required deposit via your preferred payment method.
  4. You will receive an email confirmation of your booking.
- **Payment Terms:**
  - **Deposit:** A non-refundable deposit of **50%** of the total package price is required at the time of booking.
  - **Full Payment:** Full payment is due **20 days before the departure date**. If payment is not received by this deadline, your booking may be cancelled without refund of the deposit.
  - **Payment Methods:** We accept payments via **credit card, bank transfer, and online payment platforms**.
  - 100% Payment is required for Special Price or Tatkal Booking confirmations and the booking is non-cancellable.
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#### B. Package Details

- **Inclusions and Exclusions:** Your package includes:
  - [Transportation, accommodation, meals, sightseeing tours, etc.].
  - Exclusions: **Visa costs, travel insurance, optional excursions** (unless specified).
- **Customizations:** Customers can request customizations such as additional nights, tours, or activities, subject to availability and additional charges.

## **2. Cancellation Policy**

### **A. Cancellation by Customer**

- No Refund shall be made with respect to the initial booking amount for any cancellations. However.
- If cancellations are made 45 - 30 days before the start date of the trip, 50% of the trip cost will be charged as cancellation fees.
- If cancellations are made within 30 days before the start date of the trip, 100% of the trip cost will be charged as cancellation fees.

### **B. Special Circumstances:**

- In the case of unforeseen weather conditions or government restrictions or Local administration/ Union, certain activities may be cancelled and in such cases, the operator will try best to provide an alternate feasible activity. However, no refund will be provided for the same.
- In case of government orders, harsh weather conditions, protests, landslides or any other unforeseen circumstances, we work out the best possible alternate plans or trips/treks. At times even certain activities are cancelled, the organization will try to provide the best alternate but no refunds are provided.
- Any extra expenses coming due to any natural calamity/unforeseen circumstances (like rain, snowfall, earthquake, landslides, strike, bandh etc.), Will be borne by customer. eTravelsHUB will not be liable.
- Bookings / Booking amount is non-transferable, non-adjustable or cannot be rescheduled.
- The Transfer of the bookings is not permitted. Only the names mentioned at the time of confirmation shall be allowed to travel.

### C. Cancellation by eTravelsHUB

- **Agency Cancellation:** We reserve the right to cancel a booking due to circumstances beyond our control (e.g., insufficient bookings). In this case, we will offer:
  - A **full refund**, or
  - **Alternative package options** of equal or greater value.

### D. No-Show Policy

- **No-Show:** If a customer fails to show up, the entire booking fee will be forfeited, and no refund will be issued.

### E. Refund Process

- **Processing Time:** Refunds will be processed within **14 business days**.
  - **Refund Method:** Refunds will be issued to the original payment method (credit card, bank transfer, etc.).
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## 3. Rescheduling Policy

### A. Customer Request to Reschedule

- **More than 30 Days Before Departure:** Rescheduling is **free of charge**.
- **15 to 29 Days Before Departure:** A **10% rescheduling fee** applies.
- **14 Days or Less Before Departure:** Rescheduling will be considered on a case-by-case basis and may incur additional charges or may not be permitted.
- Rescheduling is subject to Availability and Tariff for the Rescheduled dates.

### B. Rescheduling by eTravelsHUB

- If the agency needs to reschedule the trip due to reasons beyond our control (e.g., insufficient bookings, weather conditions, travel restrictions), we will:
    - Offer you **alternative dates** or an **alternative package** at no extra cost.
    - In case of rescheduling, no additional charges will apply.
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## 4. Communication and Documentation

- **Policy Disclosure:** By completing your booking, you confirm that you have read and agreed to our **Booking and Cancellation Policy**.
  - **Confirmation:** Once your booking is confirmed, you will receive an email with all the details, including the booking and cancellation terms.
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## 5. Legal Considerations

- **Terms and Conditions Agreement:** All customers must read and agree to the **Terms and Conditions** before booking or payment. This includes all aspects of the booking, cancellation, and refund policies.
  - **Compliance:** Our policies comply with local consumer protection laws, and all customer data is handled in accordance with privacy regulations.
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