

# **CANCELLATION / REFUND & MODIFICATION RULES**

(APPLICABLE FOR TRAIN TOURS, BUS TOURS, BOAT TOURS, HOLIDAY TOURS, SPECIAL TOURS, GROUP TOURS & HOTEL BOOKINGS, ETC.)

For cancellation of your ticket, please submit a Written Request at TRAVEL & TOURISM DESK located inside BIG BAZAAR Stores  
OR Call: 9000282897, 9394282897 OR Send us an E-Mail to: info@TourismTimes.org with your Booking Details.

## **CANCELLATION RULES FOR TRAIN TOURS & BOAT CRUISE TOURS:**

| <b>SL. NO.</b> | <b>CANCELLATION CONDITION</b>   | <b>CANCELLATION CHARGE</b>  |
|----------------|---|---|
| 01.            | More than 15 or 15 Days before Tour Date (excluding departure day & cancellation day) | Rs.100/- per passenger (OR) 10% of the Package Amount, whichever is Higher. |
| 02.            | Between 8-14 Days before Tour Date (excluding departure day & cancellation day)       | Rs.250/- per passenger (OR) 25% of the Package Amount, whichever is Higher. |
| 03.            | Between 5-7 Days before Tour Date (excluding departure day & cancellation day)        | Rs.500/- per passenger (OR) 50% of the Package Amount, whichever is Higher. |
| 04.            | Less than 4 or 4 Days before Tour Date (excluding departure day & cancellation day)   | 100% of the Package Amount.   |
| 05.            | On Tour Date or After Departure of the Tour   | 100% of the Package Amount.   |

## **CANCELLATION RULES FOR HOLIDAY TOURS, SPECIAL TOURS, GROUP TOURS, BUS TOURS & HOTEL BOOKING:**

| <b>SL. NO.</b> | <b>CANCELLATION CONDITION</b>   | <b>CANCELLATION CHARGE</b>  |
|----------------|---|---|
| 01.            | More than 15 or 15 Days before Tour Date (excluding departure day & cancellation day) | Rs.100/- per passenger (OR) 10% of the Package Amount, whichever is Higher. |
| 02.            | Between 7-14 Days before Tour Date (excluding departure day & cancellation day)       | Rs.250/- per passenger (OR) 25% of the Package Amount, whichever is Higher. |
| 03.            | Between 3-6 Days before Tour Date (excluding departure day & cancellation day)        | Rs.500/- per passenger (OR) 50% of the Package Amount, whichever is Higher. |
| 04.            | Less than 2 or 2 Days before Tour Date (excluding departure day & cancellation day)   | 100% of the Package Amount.   |
| 05.            | On Tour Date or After Departure of the Tour   | 100% of the Package Amount.   |

**REFUND RULES:** The refund amount due to you will be credited back to the given Bank Account or You can collect Cash / Cheque within 3-7 (Three to Seven) Working Days from the date of cancellation.

**MODIFICATION RULES:** The Modification of Booking or Postponement of Booking is processed as per the Cancellation Rules applicable and then re-confirmed for the later date as per the availability, Postponement/Preponement is allowed one time only.

**CUSTOMER RESPONSIBILITY:** You confirm to us that you are 18 years of age or above and have the legal capacity to enter into this Agreement with us and that all information you provide in respect of your use of the service is true and accurate to the best of your knowledge and belief.

**FORCE MAJEURE:** We shall not be liable to you in respect of any delay in performance of these tours, terms and conditions or delay in performance or breach of the terms and conditions due to any event or circumstances beyond our reasonable control.

**For Any Further Assistance / Complains / Feedback: Call Mr. Ravi - Mob: 9491282897, 9000282897.**

**KINDLY READ ALL THE ABOVE INFORMATION & RULES CAREFULLY TO AVOID ANY MISUNDERSTANDING LATER**

**Thank You!**

VISIT: [WWW.TOURISMTIMES.ORG](http://WWW.TOURISMTIMES.ORG) FOR FREE TRAVEL & TOURISM INFORMATION IN INDIA.  
CALL: 040-30488365, 9000282897 for Any Further Details.