

## **Booking and Cancellation Policy:**

### Booking Policy:

1. Booking shall only be confirmed once received part/full payments in advance
2. 30% advance amount while confirmation
3. 70% balance amount minimum 3 days prior to departure date.
4. Company has the right to cancel your participation, In case of delay or non-payment on remaining balance.

### Cancellation Policy:

1. 100% refund 14 days prior to departure date, exclusive of GST, Train/Flight or Bus ticket cancellation charges.
2. 30% cancellation charges if cancellation is done between 14 to 3 days prior to departure date or full amount can be transferred to any of our upcoming short events in the next two months or You can transfer a seat to your friends/family members.
3. 70% cancellation charges if cancellation is done between 3 to 1 days prior to departure date or 70% amount can be transferred to any of our upcoming short events in the next two months or You can transfer a seat to your friends/family members.
4. Fees are neither refundable nor transferable if cancellation is done, less than 1 day prior to the event date. If possible and convenient from our end, you can transfer the seat to your friends/family members.
5. If you have made a group booking and one or more of the group members cancels their participation, The same booking and cancellation policy will apply.

### **If we cancel a tour from our end, this is the policy we follow:**

1. We almost never cancel our trips. But in case we cancel a trip because of natural calamities (snowstorms, thunderstorms, floods, landslides, earthquakes) or unexpected political unrest, curfews, local riots, or government orders, Dejavu Tours will not be liable for any refund if the trip schedule from first start point has already begun.
2. In case the trip did not commence and is cancelled prior to departure full refund will be given except for train and bus cancellations.
3. In case of cancellations from our end due to no minimum participation in a short event, you can opt for an event shift or get a full refund of the amount.
4. In case of medical emergency or covid cases or emergency issues the same refund policy applies as regular cancellation.

5. In case the trip is cancelled due to trains or flight cancellations by the airlines or railways or bus issues. We will try to make alternate arrangements. In case there is no scope of any arrangements, refund will be made based on expenses and bookings made ahead.

### **Trip Delays and connecting transport failure policies:**

1. Being on the road always comes with its own sets of risks. We always work with the best in industry but there is a possibility that you may face traffic jams or mechanical vehicle failures during the trip which in turn may impact the trip schedule.
2. In case of any such on time unavoidable issue may sometimes lead to missing of the connecting trains and flights back Home. In such scenarios de-ja-vu tours will help you out making possible alternate arrangements but kindly note that the cost to these arrangements may be alternate flight, buses or train tickets, tatkal charges, accommodation charges in case the train is booked next day has to be borne completely by the participant and the company won't be providing any kind of compensation for the same. The participant is also free to make his own arrangements at will.

### **How to cancel your tour?**

1. Kindly give intimation over the phone Call or WhatsApp (Phone/WhatsApp message will not be considered as final confirmation of cancellation of your booking)
2. Send Email an email mentioning your request to cancel the booking. It shall include Your full name, Booking Id/Receipt and Tours name and date.
3. Your cancellation request date and time is considered when we will receive an email.
4. We will proceed further cancellation and provide a refund as per mentioned cancellation policy into 3-5 working days.
5. No medical/personal reasons or justification would be entertained over Phone call/WhatsApp regarding refund amount and cancellation policy