



AMENDMENTS

- Amendment in services: Amendment is subject to availability of related hotels/services and can only be done before the reconfirmation (07 days prior to the date of arrival). Additional cost as applicable for services would be charged for.
- Amendment in Date: Travel date can be rescheduled maximum of up to 30 days, from the initial date of arrival, and rates or price confirmed is subject to change as it's based on the prevailing rates and might increase due to currency fluctuation increase in the cost of fuel charges, change in any related tax structure, sudden change in hotels tariff, or increase in transport cost.
- Any amendment in date of travel beyond 30 days will be considered as canceled and amendments cannot be made within 7 days of the date of travel.
- Amendment in number of pax: In case of reduction in the number of passengers, the cost will be increased as per our tariff and the supplement for the same has to be added along with the final payment. In such cases, please note that the advance deposit for the passengers not traveling cannot be adjusted or redeemed.
- If we need to make significant changes to your trip, you will be notified as soon as possible.
- You will have the option to accept the changes, book an alternative trip, or receive a full refund.
- No refunds will be provided for unused services once the trip has commenced; this includes accommodations, transportation, activities, or meals that are not utilised.

CANCELLATION AND REFUND

- All cancellation requests must be submitted in writing via email or through our website.
- The date of receipt of the cancellation request will be used to determine the applicable refund amount.
- 30 days prior to the date of travel - 10% of total service cost.
- 30 to 11 days before the date of travel - 50% of the total service cost.
- 10 days to date of arrival - 100% of the total service cost.
- Cancellation Refund will be processed within 15 days from the date of cancellation and will be refunded to you only by online mode. If the online mode does not work, then the cancellation amount will be sent to you by A/c Payee at par cheque.

- If a traveler cancels part of their itinerary, refunds will be calculated based on the cancelled portion only.
- In case travel arrangements are booked through sub-agents or channel partners, refunds would be paid to the sub-agent or channel partners through whom the guest has booked.
- In case of medical emergencies preventing travel, we may offer more flexible refund options.
- Official medical documentation will be required in such cases.
- The above booking and cancellation policy is applicable in Sikkim

NON-REFUNDABLE DEPOSITS

- Some trips may require a non-refundable deposit at the time of booking.
- This will be clearly communicated at the time of reservation.
- Third-Party Services: For services provided by third parties (eg, airlines and hotels), their respective cancellation policies will apply.
- We will assist in processing refunds according to these policies but cannot guarantee full refunds.
- Force Majeure:
- In cases of force majeure (eg, natural disasters, political unrest, and pandemics), we reserve the right to cancel trips.
- In such cases, we will offer either a full refund or credit for future travel.

CHILD POLICY

- Children above 10 years will be charged 100% as per Adult Rate (EPSR).
- Children between 5 to 10 years sharing parent's room will be charged as per Child with Bed or Child No Bed.
 - Children below 5 years Complimentary.

REFUND PROCESS

- All refunds will be processed within 15 business days of approval.
- Refunds will be issued using the original method of payment when possible.

COMPLAINTS AND DISPUTES

- Any complaints regarding refunds must be submitted in writing within 30 days of the refund decision.
- We will strive to resolve all disputes fairly and promptly.

POLICY CHANGES

- We reserve the right to modify this policy at any time.
- Any changes will not apply retroactively to existing bookings.
- This policy is designed to be fair to both our company and our valued customers. We encourage all travelers to read and understand these terms before making a booking. If you have any questions or need clarification, please don't hesitate to contact our customer service team.

Email: booking@tourgenie.com

Call: 738471860