



Cancellation & Refund Policy – Tourkatha

1. Scope

This Cancellation & Refund Policy applies to all bookings made by customers through Tourkatha for tour packages, hotel stays, transportation, and other travel services across destinations including Uttar Pradesh, Gujarat, Goa, and Ladakh.

This policy is applicable to individual travelers (B2C customers) booking directly with Tourkatha.

2. Booking Confirmation

- A booking is confirmed only after:
 - Receipt of the required payment (partial or full), and
 - Written confirmation from Tourkatha via email or official communication.
 - The payment schedule and booking details will be shared at the time of confirmation.
 - Once confirmed, the booking becomes subject to this Cancellation & Refund Policy.
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3. Cancellation Policy

Cancellation charges depend on how early the cancellation request is made before the travel start date:

Cancellation Time	Charges Applied
30 days or more before travel	10% of total booking (processing fee)
15 – 29 days before travel	25% of total booking
7 – 14 days before travel	50% of total booking
Less than 7 days before travel	100% of total booking (non-refundable)

Note:

- Certain hotels, transport providers, or activities (especially during peak seasons, festivals, or in Ladakh) may have stricter cancellation policies that will override the above terms.
- These will be communicated at the time of booking.

4. Refund Policy

- Refunds will be processed after deducting applicable cancellation charges.
- Refunds will be issued to the original payment method used at the time of booking.
- Processing time: **15–30 business days**, depending on banking procedures.

No refunds will be provided in the following cases:

- No-shows (failure to arrive for booked services)
- Missed services due to late arrival or incorrect traveler details
- Unused services after the trip has started
- Force majeure events (see section below)

5. Amendments & Changes

- Requests for changes (dates, destinations, number of travelers, etc.) must be submitted in writing.
- All changes are subject to availability and may involve additional costs.
- Last-minute changes may not be possible, especially during peak travel periods.

6. Force Majeure

Tourkatha shall not be held responsible for cancellations, delays, or changes due to events beyond our control, including but not limited to:

- Natural disasters or extreme weather
- Government restrictions or permit issues
- Road closures, strikes, or civil disturbances
- Transport disruptions (flight/train delays or cancellations)

In such cases:

- We will try to offer alternative arrangements where possible
- Additional costs, if any, will be borne by the customer



7. Special Conditions for Ladakh

- Travel to certain areas requires **Inner Line Permits (ILPs)** or government approvals.
- If travel is restricted due to permit or government issues, cancellation terms will apply accordingly.
- Due to unpredictable weather and high-altitude conditions:

- Safety-related cancellations are **non-refundable**
 - Alternate arrangements will be attempted where feasible
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8. Cancellation & Refund Requests

All cancellation or refund requests must be submitted in writing:

-  Email: infotourkatha.com (*update if needed*)
 -  Phone: +91 8860388133
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9. Acceptance of Policy

By making a booking with Tourkatha, you acknowledge that you have read, understood, and agreed to this Cancellation & Refund Policy.