

# BOKETTO TRAVELS

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## TERMS AND CONDITIONS



### 1. Deposit:

Upon completion of the signed booking form, a deposit of 50% of the tour cost per person, be paid to the company.

### 2. Payments:

For the services contracted, 50% advance payment should be made to hold the booking on a confirmed basis and the balance amount has to be paid at least 15 days prior to your date of departure from your country. Apart from the above in some cases like special train journeys, hotel or resort bookings during the peak season (X-Mas, New Year) full payment is required to be sent in advance

### 3. Cancellation and Refund Policy:

We understand that travel plans can change, and we strive to accommodate our customers as best as we can. However, please be aware of our cancellation policy, which is designed to be fair to both our customers and our business operations.

#### 1. Cancellations Made 30 or More Days Before the Trip:

- A cancellation fee of 15% of the booking amount will be deducted.

#### 2. Cancellations Made Between 15 to 30 Days Before the Trip:

- A cancellation fee of 30% of the booking amount will be deducted

#### 3. Cancellations Made Between 7 to 15 Days Before the Trip:

- A cancellation fee of 50% of the total booking amount will be deducted.

**Please note that any cancellations made within 7 days of the trip are non-refundable.**

#### **Refunds :**

Refunds will be processed in a timely manner, following the deduction of the applicable cancellation fees as mentioned above. We recommend our customers to consider travel insurance to mitigate any unforeseen circumstances that may necessitate cancellations.

By booking with us, you agree to adhere to this cancellation policy. We encourage you to reach out to our customer support team for any clarifications or assistance related to cancellations

#### **4. Submission of Valid ID Proof:**

Any valid ID proof like Aadhar card, Driving license and passport can be submitted. If we find the proof to be malicious, a legal action will be taken against it.

#### **5. Transferability of Bookings:**

One can only transfer his/her bookings to another entity in the following scenario:

1. Submission of application, stating the reason for transfer. This application would also include the details of the customer to whom the booking is being transferred.
2. The transfer can only be made to the same gender.
3. The transfer will only happen if other person's application is approved by the Boketto Team.

Thank you for choosing **Boketto Travels** for your travel needs. We look forward to providing you with an exceptional travel experience

