

Refund Policy

Introduction

At Divine Uttarakhand Tours and Travels, we are committed to providing exceptional travel experiences. We understand that plans can change, and we have established a refund policy to address such situations. Please read this policy carefully to understand your rights and obligations.

Booking and Payment

- To confirm your booking, a deposit or full payment is required at the time of reservation.
- Full payment must be completed prior to the commencement of the tour as specified in your booking confirmation.

Cancellation and Refund Conditions

Refunds are available under the following conditions:

Refund Eligibility

- **More than 30 Days Prior to Departure:** If you cancel your booking more than 30 days before the scheduled departure date, you will receive a 90% refund of the tour package cost.
- **15 to 30 Days Prior to Departure:** If you cancel your booking between 15 and 30 days before the scheduled departure date, you will receive a 50% refund of the tour cost.
- **Less than 15 Days Prior to Departure:** If you cancel your booking less than 15 days before the scheduled departure date, no refund will be provided.

Non-Refundable Conditions

- **No-Show:** No refunds will be provided if you fail to show up for the tour.
- **Unused Services:** No refunds will be given for any unused portions of the tour once it has commenced, including early departures or late arrivals.
- **Third-Party Services:** We are not responsible for the refund policies of third-party suppliers, including airlines, hotels, and transportation companies. Any refunds from these suppliers will be subject to their individual policies.

Refund Process

- **Requesting a Refund:** To request a refund, you must notify us in writing via email at divineuk10@gmail.com. Include your booking details and the reason for cancellation.

- **Processing Time:** Refunds will be processed within 14 business days of receiving your cancellation request. The time it takes for the refund to reflect in your account may vary depending on your bank or payment provider.
- **Refund Method:** Refunds will be issued using the same method of payment that was used for the booking. If payment was made by credit card, the refund will be credited back to the same credit card.

Changes to Booking

- **Modification Requests:** If you wish to modify your booking, please contact us as soon as possible. While we will do our best to accommodate changes, they are subject to availability and may incur additional charges.
- **Significant Changes:** Significant changes made within 15 days of the tour may be treated as a cancellation and rebooking, and our standard cancellation fees may apply.

Force Majeure

- Divine Uttarakhand Tours and Travels is not liable for refunds in the event of force majeure, including but not limited to natural disasters, acts of God, war, civil unrest, or other events beyond our control.

Contact Information

If you have any questions or concerns regarding our refund policy, please contact us:

- Email: divineuk10@gmail.com
- Phone: +91-6300 256 017
- Address: New Circular Road Mussoorie, Dehradun 248179