



TERMS & CONDITIONS REGARDING ONLINE PAYMENT

Last updated on Jun 18, 2025

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CANCELLATION POLICIES FOR ONLINE PAYMENT

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INNOVATRIP VOYAGES PRIVATE LIMITED believes in helping its customers as far as possible, and has therefore a liberal cancellation policy. Under this policy:

1. General Cancellation Window

- Cancellations made **60 days or more before departure: 20% cancellation charge.**
- Cancellations made **45 – 59 days before departure: 30% cancellation charge.**
- Cancellations made **30–44 days before departure: 50% cancellation charge.**
- Cancellation made **16 – 29 days before departure: 75% cancellation charge.**
- Cancellations made **0 – 15 days before departure: No refund (100% cancellation charge).**

2. Non-Refundable Bookings

- Certain services (e.g., **flights, visa fees, peak season hotels**) may be non-refundable or partially refundable depending on third-party rules.

3. Peak Season Policy

- During high-demand periods (festivals, holidays), stricter cancellation rules may apply (e.g., **no refund within 21 days** of travel).

4. No-Show Policy

- No-shows (traveller does not arrive or cancels after departure time): **100% cancellation charge.**

5. Force Majeure Clause

- In events like **natural disasters, political unrest, or pandemics**, Innovatrip Voyages Pvt Ltd reserves the right to offer **credits, rebookings, or partial refunds** based on third-party policies.

6. Visa Rejection



- If a trip is cancelled due to **visa rejection**, partial refunds may be offered **only for unused services** and upon submission of visa refusal proof.

7. **Group Travel Policy**

- Group bookings may require a **non-refundable deposit**. Cancellation terms vary based on group size and contract.

8. **Third-Party Provider Terms**

- Cancellation is subject to **airlines, hotels, activity partners**, etc. Their terms may override company policy.
9. In case of any Refunds approved by the INNOVATRIP VOYAGES PRIVATE LIMITED, it'll take 16-30 days for the refund to be processed to the end customer.
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