

DTD Holidays – Cancellation & Refund Policy

1. Cancellation by the Client

All cancellation requests must be submitted in writing via email or WhatsApp from the registered contact details.

The following cancellation charges shall apply:

Cancellation Period	Cancellation Charges
30 days or more before departure	25% of total package cost
15–29 days before departure	50% of total package cost
7–14 days before departure	75% of total package cost
Less than 7 days before departure	100% of total package cost
No Show / Early Departure	100% of total package cost

Note: Flight tickets, train tickets, visas, travel insurance, permits, and other non-refundable services will be charged as per the respective supplier's cancellation policy.

2. Refund Policy

- Refunds will be processed only after receiving refunds from hotels, airlines, transport providers, and other service vendors.
 - Any applicable cancellation charges, taxes, bank charges, gateway charges, and service fees will be deducted from the refund amount.
 - Refunds, if applicable, will be processed within **15–30 working days** from the date of cancellation approval.
 - No refund shall be provided for any unused services, including accommodation, meals, sightseeing, transportation, or activities once the tour has commenced.
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3. Amendments & Rescheduling

- Any request for changes in travel dates, destinations, hotels, or traveler details is subject to availability and supplier approval.
 - Additional charges may apply for modifications.
 - Rescheduling requests are not guaranteed and will be considered on a case-by-case basis.
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4. Cancellation Due to Force Majeure

DTD Holidays shall not be held responsible for cancellations, delays, or changes caused by circumstances beyond our control, including but not limited to:

- Natural disasters
- Floods, landslides, earthquakes
- Political unrest
- Strikes or transportation disruptions
- Government restrictions
- Epidemics or pandemics
- Adverse weather conditions

In such cases, refunds will be subject to the policies of the respective service providers.

5. Cancellation by DTD Holidays

In the unlikely event that DTD Holidays is unable to operate a tour due to operational reasons, safety concerns, or insufficient participation:

- Clients may be offered an alternative tour/package.
 - If no alternative is accepted, a refund will be processed after deducting any non-recoverable expenses already incurred with suppliers.
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6. Flight, Train & Bus Bookings

- Cancellation and refund rules for flights, trains, buses, cruises, and other transportation services are governed by the respective operator's policies.
 - DTD Holidays acts solely as a booking facilitator and cannot override supplier cancellation rules.
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