

# Mandavu Booking Cancellation & Refund Policy

At Mandavu, we understand that plans can change. Our cancellation and refund policy ensures a fair process for all users. Please review the terms below before canceling a booking.

## 1. Cancellation Policy

- Users can request a cancellation by providing a valid reason.
- Refunds will be processed based on the time remaining until the booked event date.

## 2. Refund Policy

The refund amount depends on how many days remain before the event:

- More than 30 days before the event: Full refund (100%)
- Between 15 to 30 days before the event: 75% refund
- Between 7 to 15 days before the event: 50% refund
- Between 3 to 7 days before the event: 25% refund
- Less than 3 days before the event: 15% refund

## 3. Refund Process

- If the payment was made through an online gateway, the refund will be processed through the same payment method.
- Refunds are subject to the availability of valid payment information.
- The refund amount will be credited to the user's account within 5-10 business days, depending on the bank's processing time.

## 4. Important Notes

- Cancellations without a valid reason may not be eligible for a refund.
- If no payment information is available, the refund cannot be processed.
- Any transaction fees incurred during the booking process will not be refunded.
- In case of any payment issues, please contact our support team.

For further assistance, reach out to our customer support at [support email/phone].

