

CANCELLATION & REFUND POLICY

Booking Shooking

A Udyam-Registered Sole Proprietorship — Ahmedabad, India

Effective Date: 1 December 2025

1. INTRODUCTION

This Cancellation & Refund Policy outlines how Booking Shooking (“Company”, “we”, “our”, “us”) handles cancellations, amendments, and refunds for all travel services including flights, holiday packages, tours, hotels, visa assistance, and travel insurance.

The policy applies to all bookings, whether made via website, WhatsApp, phone, or social media.

2. GENERAL CANCELLATION RULES

All cancellations must be requested by the customer through WhatsApp or email.

Cancellations are processed according to:

Airline conditions

Hotel policies

Supplier rules

Visa center terms

Booking Shooking service charges are 100% non-refundable under all circumstances.

3. CUSTOMER CANCELLATION POLICY

3.1 Mandatory Notice Period

Customers must inform us at least:

15 to 20 days prior to the travel date

for any cancellation or modification request.

Late cancellation requests may result in zero refund depending on supplier penalties.

4. REFUND PROCESSING TIMELINE

If a refund is applicable, the processing time is:

7 to 14 business days

Refund is processed only after we receive the refund amount from the supplier (airline/hotel/vendor).

The timeline does not include bank processing delays.

5. NON-REFUNDABLE CASES

The following are strictly non-refundable:

Booking Shooking service charges

Visa fees (embassy charges, VFS charges)

Convenience fees

Government taxes already paid

Urgent/emergency booking fees

Processing fees for travel services

Missed flights or no-show at the airport

Incorrect passenger information provided by customer

Passport/visa issues causing denial of boarding

Visa rejection or refusal by embassy

Force majeure situations (weather, political issues, strikes, etc.)

6. FLIGHT BOOKING CANCELLATIONS

6.1 Airline Rules Apply

Cancellations, amendments, and refunds for flight tickets are governed by the airline's fare rules only.

This may include:

Airline cancellation fee

Rescheduling fee

Fare difference

No-show penalties

6.2 Special & Promotional Fares

Many promotional fares are non-refundable as per airline policy.

7. HOLIDAY PACKAGES & TOUR BOOKINGS

Holiday and tour packages include services provided by:

Hotels

Airlines

Local tour operators

Transport companies

Activity providers

Refund depends on each supplier's terms.

Possible Deductions Include:

Hotel cancellation fee

Airline cancellation fee

Activity cancellation charges
Supplier penalties
Booking Shooking service charges
Government taxes
Once a package is partially utilized, no refund applies for unused services.

8. VISA ASSISTANCE CANCELLATION POLICY

Visa assistance fees include:
Embassy fees
VFS service charges
Application processing charges
All visa-related charges are strictly non-refundable.
No refund is provided for:
Rejected visa
Delayed processing
Incomplete documents
Errors in application submitted by customer
Decision made by consulate/embassy

9. HOTEL BOOKINGS

Hotel refund policies vary based on:
Destination
Season
Availability
Hotel rules
In most cases:
Non-refundable bookings are common
Peak season bookings carry higher penalties
No refund applies for early check-out

10. DATE CHANGES, AMENDMENTS & RESCHEDULING

Date change or amendment requests must be made at least 15–20 days before travel, and are subject to:
Airline change fee
Supplier amendment fee
Fare difference
Hotel change penalties
Booking Shooking service charges remain non-refundable.

11. NO-SHOW POLICY

You are considered a “no-show” if:

You fail to arrive at the airport on time

You provide incorrect travel details

You miss boarding due to documentation issues

You do not appear for hotel check-in

No refund applies for no-show cases.

12. REFUND MODE

All refunds (if any) will be issued via:

Bank Transfer

UPI

Original payment method (where possible)

Cash refunds are not allowed.

13. DOCUMENTATION REQUIRED FOR REFUNDS

You may be required to provide:

Payment receipts

Booking confirmation

Cancellation approval from supplier

Bank details for deposit

Refund will be processed only after verification.

14. FORCE MAJEURE & UNFORESEEN EVENTS

No refund applies for disruptions caused by:

Natural disasters (flood, cyclone, earthquake)

Political unrest

Government restrictions

Flight operational issues

Epidemics or pandemics

War or crisis situations

Refunds (if any) will depend solely on airline/hotel policies.

15. COMPANY RIGHTS

Booking Shooking reserves the right to:

Modify cancellation rules

Update policy terms

Charge additional processing fees for extra work
Refuse refund requests not aligned with this policy
Revised policies will be updated on the website.

16. CONTACT FOR CANCELLATION & REFUND

Booking Shooking
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Ahmedabad, India
mailbookingshooking@gmail.com
WhatsApp/Call Support Available