

Privacy Policy

Last updated: October 9th, 2025.

Welcome to Mantra Miles (“we”, “our”, “us”). We respect your privacy and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, and safeguard the information you share with us through our website www.mantramiles.in, mobile platforms, and other communication channels.

1. Information We Collect

We may collect the following types of information:

a. Personal Information:

- Name, phone number, email address, and postal address.
- Date of birth, gender, and identification details (e.g., passport, Aadhaar) when required for travel bookings.
- Payment details (processed securely through third-party gateways).

b. Non-Personal Information:

- Browser type, device information, IP address, and website usage statistics collected via cookies and analytics tools.
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2. How We Use Your Information

We use your data to:

- Process bookings, reservations, and travel-related services.
 - Send confirmations, itineraries, and important updates.
 - Respond to your inquiries and provide customer support.
 - Improve our services, user experience, and website functionality.
 - Send promotional offers, newsletters, or updates (only with your consent).
 - Comply with legal obligations and resolve disputes.
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3. How We Share Your Information

We may share your data only when necessary, including with:

- Travel partners, airlines, hotels, and local operators to complete your bookings.
- Payment gateways and financial institutions for transaction processing.
- Service providers assisting in operations, IT, and marketing.
- Government authorities, if required by law or for safety/security purposes.

We never sell or rent your personal information to any third party.

4. Data Retention

We retain your information for as long as necessary to fulfill the purposes stated above or as required by law. When data is no longer needed, we securely delete or anonymize it.

5. Cookies and Tracking Technologies

Our website uses cookies and similar technologies to improve browsing experience, analyze website traffic, and personalize content. You can manage or disable cookies through your browser settings, though some features may not function properly if disabled.

6. Data Security

We implement appropriate technical and organizational measures to protect your data from unauthorized access, alteration, or disclosure. However, please note that no online platform is completely secure, and you share information at your own risk.

7. Third-Party Links

Our website may contain links to other websites. We are not responsible for the content or privacy practices of those external sites. We encourage you to read their privacy policies before sharing any personal information.

8. Your Rights

You have the right to:

- Access, correct, or delete your personal data.
- Withdraw consent for marketing communications at any time.
- Request information about how your data is processed.

To exercise these rights, please contact us using the details below.

9. Updates to This Policy

We may update this Privacy Policy periodically to reflect changes in our practices or legal requirements. Updates will be posted on this page with a revised “Last Updated” date.

10. Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us:

Mantra Miles

Email: connect@mantramiles.in

Phone: 9972816108

Website: <https://www.mantramiles.in>

Address: Ullal Lake trail, Sir M Visweshwaraiah Layout, 5th block, Bangalore – 560091.

By using our website or services, you consent to the collection and use of your information as described in this Privacy Policy.

Would you like me to **add a “Terms & Conditions” page** as well (to include disclaimers, cancellations, and refund terms for tour packages)? It’s usually placed right beside the privacy policy on travel websites.

Refund & Cancellation Policy

Last updated: 09 October 2025

At **Mantra Miles**, we value your trust and strive to provide seamless and memorable travel experiences. However, we understand that plans may change. This Refund & Cancellation Policy explains how cancellations, changes, and refunds are handled for all bookings made with us.

1. Cancellation by the Traveler

If you wish to cancel your booking, you must notify us in writing via email or official communication. Cancellation charges will apply based on the time of notice before the tour departure date:

Cancellation Period	Refund Eligibility
More than 30 days before departure	Up to 80% refund (after deducting booking & administrative charges)
15–30 days before departure	Up to 50% refund
Less than 15 days before departure	No refund applicable
No-show or failure to join the tour	100% cancellation (no refund)

Note: Airfare, train tickets, visa fees, travel insurance, and other third-party services are non-refundable once issued.

2. Cancellation by Mantra Miles

Mantra Miles reserves the right to cancel or reschedule any tour due to unavoidable circumstances such as:

- Insufficient tour participation
- Natural disasters, strikes, or political instability
- Flight or transport cancellations

- Government travel restrictions

In such cases, customers will receive a **full refund of the tour amount paid** or may choose to transfer the payment to another upcoming tour.

3. Refund Process

- Approved refunds will be processed within **7–14 working days** after receiving your written cancellation request.
 - Refunds will be credited to the original mode of payment (bank transfer, UPI, or card).
 - Any transaction or processing fee charged by the payment gateway or bank is non-refundable.
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4. Tour Modifications or Rescheduling

If you wish to reschedule or modify your booking:

- Requests must be made at least **15 days before** the scheduled departure.
 - Rescheduling is subject to availability and partner approval.
 - Price differences or penalties (if any) will be informed in advance.
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5. Unused Services

No refund will be provided for unused services or parts of the trip (such as meals, sightseeing, or hotel stays) due to personal choice, delay, or early departure.

6. Force Majeure

Mantra Miles shall not be held responsible for delays, losses, or changes caused by events beyond our control, including weather conditions, natural calamities, war, strikes, or pandemics. In such cases, refund decisions will be made at our discretion and based on third-party policies.

7. Contact for Cancellations & Refunds

To initiate a cancellation or refund request, please contact:

Mantra Miles

Email: connect@mantramiles.in

Phone: 9972816108

Website: <https://www.mantramiles.in>

Address: Ullal Lake trail, Sir M Visweshwaraiah Layout, 5th block, Bangalore – 560091.

By booking with Mantra Miles, you acknowledge that you have read and agreed to this Refund & Cancellation Policy.

Terms & Conditions

Last updated: [Insert Date]

Welcome to Mantra Miles (“we”, “our”, “us”). By booking a tour or using our website www.mantramiles.in, you (“you”, “your”, “traveler”, or “customer”) agree to the following terms and conditions. Please read them carefully before proceeding with any booking or service request.

1. Booking Policy

- All bookings must be made through our official website, registered office, or authorized representatives.
 - Bookings are confirmed only after receipt of the required deposit or full payment as specified for each tour/package.
 - You are responsible for providing accurate personal details, identification, and travel documents required for booking and travel.
 - Mantra Miles reserves the right to refuse or cancel bookings if incomplete or false information is provided.
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2. Payments

- Payment terms vary by tour package and will be communicated at the time of booking.

- All prices are quoted in Indian Rupees (INR) unless stated otherwise.
 - We accept payments through authorized payment gateways, bank transfers, or other approved modes.
 - Any additional bank or transaction charges must be borne by the customer.
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3. Cancellations & Refunds

a. Cancellation by the Traveler:

- Cancellation requests must be made in writing via email or official communication.
- Refund eligibility depends on how early the cancellation is made prior to the trip:
 - **More than 30 days before departure:** Up to 80% refund (after deducting booking fees).
 - **15–30 days before departure:** Up to 50% refund.
 - **Less than 15 days before departure:** No refund.
- Airfare, train tickets, visa, and insurance charges are non-refundable once issued.

b. Cancellation by Mantra Miles:

- We reserve the right to cancel or reschedule any tour due to unforeseen circumstances such as insufficient participants, natural disasters, or government restrictions.
 - In such cases, travelers will receive a full refund of payments made or an option to transfer to another tour.
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4. Itinerary & Services

- Tour itineraries are indicative and may change due to operational or local conditions.
 - Mantra Miles strives to maintain all inclusions as promised but reserves the right to modify hotels, transportation, or activities if necessary.
 - We are not responsible for delays, losses, or changes caused by flight cancellations, weather, strikes, or acts of nature.
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5. Travel Documents & Responsibilities

- Travelers must ensure possession of valid passports, visas, health certificates, and other required travel documents.
 - Any denial of entry or delay due to documentation issues is the traveler's responsibility, and no refund will be provided.
 - Travelers are expected to maintain discipline, punctuality, and respect towards fellow travelers, guides, and local customs.
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6. Health & Safety

- It is the traveler's responsibility to ensure they are medically fit for travel.
 - Any pre-existing medical conditions must be disclosed at the time of booking.
 - Mantra Miles shall not be liable for any injury, illness, or death occurring during the tour due to personal negligence or circumstances beyond our control.
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7. Limitation of Liability

- Mantra Miles acts only as an agent for hotels, transport operators, and other service providers.
 - We are not liable for loss, damage, injury, accident, delay, or irregularity caused by acts of third parties, natural calamities, or government actions.
 - Our liability is limited to the amount paid to us directly for the particular service.
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8. Travel Insurance

We strongly recommend that all travelers purchase comprehensive travel insurance covering medical expenses, cancellations, baggage loss, and personal accidents prior to departure.

9. Use of Website

By using our website, you agree:

- Not to engage in unlawful or fraudulent activity.
- Not to copy, modify, or distribute any content without written permission.

- To use the site responsibly and in compliance with applicable laws.
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10. Intellectual Property

All content, images, and materials on www.mantramiles.in are the property of Mantra Miles and protected by applicable copyright and trademark laws. Unauthorized use is prohibited.

11. Governing Law & Jurisdiction

These Terms & Conditions are governed by the laws of India. Any disputes shall be subject to the exclusive jurisdiction of the courts of Bengaluru, Karnataka.

12. Contact Us

For queries, cancellations, or assistance, please contact:

Mantra Miles

Email: connect@mantramiles.in

Phone: 9972816108

Website: <https://www.mantramiles.in>

Address: Ullal Lake trail, Sir M Visweshwaraiah Layout, 5th block, Bangalore – 560091.

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Cancellation by Mantra Miles

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