

## ENCALM Hospitality Private Limited

### Policy for Rescheduling / Cancellation of Atithya Services

Following are the charges applicable for rescheduling / cancellation of Atithya Services:

#### **Silver, Gold and Transit Service**

<b>Cancellation of Service</b>	<b>Charges</b>
Less than 24 hours prior to the service time	100% of the Booking Amount
Between 24 to 48 hours prior to the service time	30% of the Booking Amount

<b>Reschedule of Service</b>	<b>Charges</b>
More than 24 hours prior to service time	No rescheduling charges (One time free)
Within 12- 24 hours to service time	INR 650 (AI) per booking
Within 0-12 hours of service time	100% of the booking amount

#### **Elite\***

<b>Cancellation of Service</b>	<b>Cancellation Charges</b>
Less than 12 hours prior to the scheduled service time	100% of the Booking Amount
Between 12-24 hours prior to the scheduled service time	50% of the Booking Amount
More than 24 hours prior to the scheduled service time	Nil

*\*Please note for any rescheduling in Elite services, the same is subject to availability.*

#### **Terms & Conditions**

- a. For the purpose of calculating cancellation charges, Booking Amount shall mean the total amount (Including taxes) paid by the Agent.
- b. 3% bank charges would be applicable for all cancellation requests received 48 hours prior to service time.
- c. Surcharge of INR 590 (AI) shall be applicable for any booking requests received within 12 hours of service time.
- d. Encalm shall endeavor to process refund if applicable, within 15 days from the date of cancellation and receipt of bank/credit card details.
- e. All rescheduling requests to be received at least 12 hours prior to service time for it to be considered as a valid request. All rescheduling requests shall be subject to availability.
- f. No refund will be made in case of the following:
  - i. Wrong information about travel details of Guest(s) during the Booking Process.
  - ii. No Shows- If the passenger does not arrive at the meeting point within 30 minutes from the agreed arrival time.
  - iii. Booking amount paid for Service Add-ons.
  - iv. Delayed/missed/cancelled flights.
  - v. Late arrival at the airport which results in denied check-in or boarding by the airlines.
  - vi. In case of any misconduct or any unlawful or prohibited activity by the Agent/Guest(s);
  - vii. In case Agent has availed promotions offer or discounts or cash back etc. during booking.