

CANCELLATION & REFUND POLICY

1. Rationale for Customized Travel

Because Foxtrav specializes in completely personalized leisure packages, corporate groups, and custom group departures, a single flat cancellation rate cannot apply across all bookings. Every itinerary features custom payment conditions linked straight to our ground suppliers, cruise operators, and airlines.

2. Standard Cancellation Charges

Unless explicitly stated otherwise on your custom invoice or booking proforma, the following standard cancellation charges shall apply upon receipt of a written cancellation request from the client:

Timeline of Cancellation Notice (Before Departure)	Applicable Cancellation Charges
30 Days or more	Initial booking advance, non-refundable token amount, or actual supplier cancellation charges, whichever is higher
15 to 29 Days	50% of the total package cost or actual supplier cancellation charges, whichever is higher
0 to 14 Days	100% of the total estimated package cost (No Refund)

3. Non-Refundable Components

Regardless of the cancellation timeline selected above, certain components of your tailored tour are completely **non-refundable** from the moment they are confirmed or booked. These include:

- Confirmed non-refundable promotional flight tickets.
- Peak-season hotel block bookings (e.g., Christmas, New Year, festive holiday blocks).
- Government-issued wildlife safari permits, monument entries, or special event passes.
- Visas processing fees, embassy fees and administrative service charges.

4. Administrative Processing Fees

In addition to actual supplier cancellation charges, Foxtrav may retain a reasonable administrative processing fee of up to 10% of the total package value or ₹5,000 per booking (whichever is lower) to cover booking coordination, documentation, payment processing, and operational expenses, where applicable.

5. No Refund Until Supplier Refund

Foxtrav acts as a booking facilitator. Refunds for supplier-controlled services shall be processed after Foxtrav receives the corresponding refund from the respective supplier unless Foxtrav expressly agrees otherwise in writing. Foxtrav shall use reasonable efforts to follow up with the relevant supplier to facilitate the refund process.

6. Flight Tickets

Airline tickets are governed by the fare rules of the respective airline. Promotional, special, group, and non-refundable fares may carry 100% cancellation charges irrespective of the date of cancellation.

7. Visa Rejection

Visa fees, service charges, and any non-refundable supplier payments remain payable even if a visa application is refused. Cancellation charges shall apply as per the applicable policy.

8. Force Majeure

In the event of natural disasters, pandemics, war, civil unrest, government restrictions, airline suspensions, or other force majeure events, refunds shall be subject to the policies of the respective airlines, hotels, cruise operators, DMCs,

and other suppliers. Foxtrav's service charges and any non-recoverable costs shall remain payable. Foxtrav shall not be liable for any consequential losses, additional expenses, or compensation arising from such events.

9. No-show Policy

Failure to commence the tour, failure to board a flight, late arrival, denial of boarding, or failure to utilize booked services shall be treated as a "No Show," and no refund shall be payable unless any amount is recovered from the respective supplier, in which case the refund shall be subject to applicable supplier deductions and Foxtrav's administrative charges.

10. Partially Used Services

Once travel has commenced, no refund shall be available for any unused or partially utilized services including accommodation, transfers, sightseeing, meals, transportation, or activities.

11. Price Protection

Any refund shall exclude payment gateway charges, foreign exchange conversion losses, TCS, bank charges, and government taxes that are non-refundable by the respective authorities.

12. Refund Disbursal Timeline

- **Written Request Mandate:** No cancellation requests will be processed over a casual phone call; a formal cancellation notification must be sent in writing via the registered email address associated with the booking to info@foxtrav.com.
- **Turnaround Windows:** Once the cancellation is confirmed by the respective supplier(s) and Foxtrav receives the corresponding refund amount, eligible refunds shall be processed within **7–10 business days** to the original payment method. Foxtrav shall not be responsible for delays caused by third-party suppliers, banks, payment gateways, or other intermediaries.

13. Booking Amendments

Any request for change of travel dates, passenger names, itinerary, hotel, flights, or other services shall be subject to availability and may attract supplier charges together with Foxtrav's applicable service fees. Certain bookings may not permit any amendments.

14. Mode of Refund

Approved refunds shall be credited only to the original source of payment or the bank account of the booking customer. Foxtrav does not issue refunds in cash except where required by applicable law.

Refunds shall be made in Indian Rupees (INR), unless otherwise agreed in writing, and Foxtrav shall not be responsible for any foreign exchange fluctuations or intermediary bank charges.

15. Supplier-Specific Policies

Certain airlines, hotels, cruises, rail operators, visa agencies, attractions, and other service providers may have cancellation, amendment, payment, or refund policies that differ from this Policy. In such cases, the respective supplier's policy shall prevail to the extent of such service, and Foxtrav shall communicate the applicable terms to the customer at the time of booking wherever reasonably possible.

16. Acceptance of Policy

By making a booking, remitting any payment, or availing any services from Foxtrav Hospitality Pvt. Ltd., the customer acknowledges that they have read, understood, and agreed to this Cancellation & Refund Policy, which forms an integral part of the booking contract.

17. Governing Law & Jurisdiction

This Cancellation & Refund Policy shall be governed by and construed in accordance with the laws of India. Any dispute arising out of or relating to this Policy shall be subject to the exclusive jurisdiction of the competent courts at

Gautam Buddha Nagar, Uttar Pradesh, subject to any mandatory rights or remedies available to consumers under applicable law.

Foxtrav is committed to processing cancellations and refunds in a fair and transparent manner. Our team will make reasonable efforts to assist customers in obtaining the maximum refund available under the applicable supplier policies.