

Frequently Asked Questions (FAQ)

1. About Urban Yatra

Q: What is Urban Yatra?

Urban Yatra Private Limited is a travel company offering curated travel experiences, including flights, hotels, holiday packages, and more.

Q: How can I contact Urban Yatra?

You can reach us via:

- Phone: (+91)-90911 91911
- Email: urbanyatrapvtltd@gmail.com
- Website: <https://urbanyatrapvtltd.com>

2. Booking & Reservations

Q: How do I book a trip with Urban Yatra?

You can book directly on our website through the instant booking feature or contact our team for personalized assistance.

Q: Can I customize my travel package?

Yes! We offer customizable itineraries to match your preferences. Contact us for a tailored experience.

Q: How do I check my booking status?

Once you book, you'll receive a confirmation email. You can also log in to our website to track your booking.

3. Payment & Refunds

Q: What payment methods do you accept?

We accept:

- Credit/Debit Cards
- UPI & Net Banking
- Wallet Payments (Paytm, Google Pay, PhonePe)

Q: Can I cancel my booking?

Yes, cancellation policies vary based on the service booked. Please check the cancellation terms during booking or contact our support.

Q: When will I get my refund?

Refunds are processed within 7-10 business days, depending on the service provider's policy.

4. Flights & Hotels

Q: Do you offer flight bookings?

Yes! You can search and book flights through our instant booking feature.

Q: Can I book only a hotel without a travel package?

Absolutely! You can book hotels separately through our website.

5. Offers & Discounts

Q: Do you have any travel discounts or offers?

We frequently run exclusive discounts and deals. Check our "Offers" section or follow us on social media for updates.

Q: Do you offer group discounts?

Yes, we offer special rates for group bookings. Contact us for details.

6. Support & Assistance

Q: What if I need help during my trip?

Our 24/7 customer support is available to assist you. Call or email us for immediate help.

Q: How do I report an issue with my booking?

Please contact our support team with your booking details, and we'll resolve it as soon as possible.

