

## Urban Yatra Private Limited

### Cancellation & Refund Policy

#### General Cancellation Policy

- Cancellation requests must be made via email at [urbanyatrapvtltd@gmail.com](mailto:urbanyatrapvtltd@gmail.com) or through our customer support.
- The cancellation policy varies depending on the type of booking (flights, hotels, tour packages, etc.).
- Refunds, if applicable, will be processed within 7-10 business days after approval.

#### Flight Cancellation Policy

- Flight cancellations are subject to the airline's policies.
- Some fares may be non-refundable or charge a cancellation fee.
- If eligible, the refund will be processed after deducting airline cancellation charges and a service fee.

#### Hotel Cancellation Policy

- Hotel cancellations depend on the hotel's individual policy.
- Some hotels allow free cancellations up to a certain date, while others may have non-refundable bookings.
- No-shows or last-minute cancellations may result in 100% charges.

#### Holiday Package Cancellation Policy

- Cancellations made 30 days or more before departure: Full refund (after deducting processing fees).
- Cancellations made 15-30 days before departure: 50% refund.
- Cancellations made less than 15 days before departure: No refund.

#### Refund Process

- Refunds will be processed through the original payment method.
- Processing time may vary depending on banks/payment gateways.
- In cases of third-party bookings, refunds will depend on the provider's policies.

## Force Majeure & Unforeseen Events

- If a trip is canceled due to natural disasters, government restrictions, or airline/hotel strikes, we will work to provide an alternative solution or partial refund based on vendor policies.

## Contact Us

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Email: [urbanyatrapvtltd@gmail.com](mailto:urbanyatrapvtltd@gmail.com)