

CANCELLATION, AMENDMENT and REFUND POLICY

You may modify or cancel your Confirmed booking at any time before your arrival date by sending us an email to the same email ID from where your sales proposal has been sent with your booking reference id and your mobile no provided at the time of booking subject to cancellation terms and conditions.

www.NatureWings.com will not process any cancellation/modification request over the phone and only Email Requests will be entertained for cancellation or amendment. Amendment / modification requests can be entertained subject to availability in the respective hotels for the respective category of rooms and in case of non availability the amendment request will be treated as a cancellation.

Section A - If You Cancel

If you Cancel your Confirmed Trip, the below cancellation rules with retention amount will be levied and however if you wish to postpone, then NatureWings Holidays will review and may apply discretionary measures before considering postponement / modification of the trip by rescheduling without any extra charges within 3 months from the date of modification / postponement which is subject to the consent of the business partner. This option may be consider only if the booking is cancelled 1month before the starting of the trip and in case of you are unavailable to travel in this period, you can transfer the trip to your family, friends or relatives.

Cancellation rules for Package Booking

CANCELLATION RULES	RETENTION AMOUNT
0-15 days before the check-in-date/Start Date of the journey	NO REFUND
15 days & above and less than 30 days before the journey	75%
30 days & above and less than 60 days before the journey	50%
60 days & above the journey	20%

Disclaimer - Individual hotel cancellation / refund policy may supersede the above Cancellation policy.

The Retention amount will be applied to the total package amount and in the case of Package booking, Start Date of the journey will be treated as zero-days and individual Hotel Check-in-

Date will not be considered.

No refund will be processed if it is canceled within 15 days before the check-in-date/Start Date of the Journey and for consideration of number of days, the check-in /Start Date will be excluded. So, for any cancellation request made within 15 days from the date of check-in/Start Date of the Journey, it will be treated as No refund will be processed.

Section B - Force Majeure

In the act of God, like natural calamity, disaster or a manmade event like riot, or a strike at your travelling point or at the destination of travel, we will consider postponement options up to 3 months only if the cause continues to 15 days or less but this postponement will be subject to the consent of the business partner. However, this postponement credit is transferable to your friends and family if you don't wish to continue your trip but **NO REFUND IS PERMISSABLE**.

Section C - In case of Pandemic

If either the source or destination is closed with airport / railway being inoperative with Government restrictions from and to, then in that case the trip can be postponed up to 30 days from the date of withdrawal of such restrictions and this postponement will be subject to the consent of the business partner. The postponement credit is always transferable to your near and dear ones but **NO REFUND IS PERMISSABLE** and extension of this Credit limit is subject to the discretionary decision of NatureWings Management.

Refund Policy

No cancellation will be accepted over the telephone. Please send us an email to the same Email ID from where your sales proposal has been sent with your booking reference ID and mobile number along with your Bank Details. The refunded amount will be processed and refunded to your respective Bank Account within 5-7 business days from the date of such cancellation request. In no circumstances, cash will be refunded.

The Above cancellation/amendment/refund policy may change from time to time by the NatureWings Management without any prior notice..