

Cancellation Policy

Overview

- 1. Up to five (5) days before arrival: Processing fee deductible from the refund is**
 - **Domestic Transactions: of ₹590+₹118 = ₹708 OR 4% of total transaction value, WHICHEVER IS HIGHER**
 - **International Transactions: Processing fee of ₹590+₹118 = ₹708 OR 4% of total transaction value, WHICHEVER IS HIGHER + international transaction fee as applicable at cost**
 - 2. Five (5) days and less in advance of the date of arrival, no show and cut short stays: 100% of the total reservation amount is deductible, and there will be no refund whatsoever under any circumstances**
- Transfer / swap of bookings between properties is not possible under any circumstances.
 - Date swaps are entirely based on availability, and on payment of ₹590 as rescheduling fee, in addition to payment of the upward tariff difference, if any.
 - Verbal communications are not valid. Exceptions, if any, should be in writing only. Verbal communications cannot be quoted as reference under any circumstances for any topic. Kindly write us an email for ANY clarification or communication. Verbal calls are only to seek any specific clarification that is not covered under the <https://namastegokarna.com/faq.html>. Anything that will need a future reference needs to be in a mail for the record.
 - Bookings made are entirely your responsibility and cannot be changed under any circumstances.
 - Extra person not included in the original booking might not be able to be accommodated upon check-in.
 - Extra person will be provided with a mattress on the floor, with bed & bath linen.

Refund Time Frames

When you cancel a booking and are entitled to a refund then we will instruct the refund minus the applicable deductible, within reasonable administrative time. The processing can take up to twelve working days in India.

For international transfers, there might be an additional deductible transaction fee applicable as per the policy of the bank/payment gateway. We will instruct the refund minus the applicable deductible (statutory/transaction/bank/payment gateway expenses or any other that might apply to such a transaction), within reasonable administrative time. The actual refund process by the financial institution can take up to 30 working days for completion.

Booking Changes

- Transfer / swap of bookings between properties is not possible under any circumstances.
- Date swaps are entirely based on availability, and on payment of ₹590 as rescheduling fee, in addition to payment of the upward tariff difference, if any.
- Verbal communications are not valid. Exceptions, if any, should be in writing only.
- Bookings made are entirely your responsibility and cannot be changed under any circumstances.
- Extra person not included in the original booking might not be able to be accommodated upon check-in.
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Contacts

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