

Refund & Cancellation Policy

Kanchan Kanya Hill Resort

1. Reservation Confirmation

- All bookings are confirmed only upon receipt of the required advance payment.
- Guests will receive a confirmation via email/WhatsApp/SMS.

2. Cancellation Policy

a. Standard Cancellation

- 15 days or more before check-in: Full refund (100%) of the booking amount.
- 7–14 days before check-in: 50% refund of the booking amount.
- Less than 7 days before check-in: No refund.

b. Peak Season / Special Dates

(Applicable during festivals, long weekends, and high-demand periods)

- 30 days or more before check-in: 75% refund
- Less than 30 days before check-in: No refund

(Peak season dates will be communicated at the time of booking.)

3. No-Show Policy

- If the guest does not arrive on the check-in date without prior notice, the booking will be treated as a No-Show, and no refund will be issued.

4. Early Departure

- In case of early check-out or unused services, no refund will be provided.

5. Refund Process

- Eligible refunds will be processed within 90 business days.
- Refunds will be made via the original mode of payment or as agreed.
- Any bank/payment gateway charges will be deducted from the refund amount.

6. Modification Policy

- Date changes are subject to availability and must be requested at least 7 days prior to check-in.
- Tariff differences may apply.
- Only one date modification is allowed per booking.

7. Cancellation by Resort

In rare situations where *Kanchan Kanya Hill Resort* is unable to honor a booking due to unforeseen circumstances (natural disasters, government restrictions, etc.):

- **Guests will be offered an alternative date or**
- **A full refund without any deductions**

8. Force Majeure

- **The resort shall not be liable for cancellations or changes due to events beyond control such as landslides, road blockages, extreme weather, strikes, or government orders.**
- **In such cases, refund or rescheduling will be handled at management discretion.**

9. Third-Party Bookings

- **For bookings made via travel portals (e.g., Booking.com, Airbnb, MakeMyTrip), cancellation and refund policies may differ.**
- **Guests are advised to refer to the respective platform's policy.**

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