CANCELLATION, REFUND & PAYMENT POLICY

DARJEELING SIKKIM TOURISM | BOOKING & TRAVEL TERMS

Clear booking terms. Transparent payments. Responsible travel planning.

This policy explains the payment requirements, booking confirmation process, cancellation charges and refund procedures applicable to travel services booked through Darjeeling Sikkim Tourism. Customers are requested to read these terms carefully before confirming a booking or making a payment.

By making an advance payment or confirming a booking, the customer acknowledges and agrees to the applicable terms set out below.

1. PAYMENT TERMS & BOOKING CONFIRMATION

1.1 Advance Payment

An advance payment of 40% of the total package cost is required to confirm a booking. A booking will be treated as confirmed only after the required advance payment has been received and acknowledged by Darjeeling Sikkim Tourism.

1.2 Booking Processing

Bookings will not be processed, and reservations or travel arrangements will not be initiated, until the required advance payment is received. Availability of hotels, vehicles and other travel services remains subject to confirmation at the time the booking is processed.

1.3 Balance Payment

The remaining balance payment must be cleared on the day of arrival. Payment may be made through either of the following options:

- At our office in Siliguri, West Bengal; or
- To our authorised representative at NJP Railway Station or Bagdogra Airport.

Customers should confirm the accepted payment method and payment arrangements with our team in advance.

1.4 Accepted Payment Conditions

- Cheques are not accepted.
- Payments made by credit card will attract an additional processing charge of 3.54% of the amount paid by credit card.

1.5 Arrival Information

Customers are requested to share their arrival details in advance, including train number or flight number, arrival date and time, and arrival point. This information helps us coordinate pickups and plan the tour schedule efficiently.

1.6 Advance Payment & Cancellation Terms

Once paid, the advance amount will be subject to the Cancellation & Refund Policy set out in this document. Making an advance payment signifies acceptance of the applicable cancellation charges and refund conditions.

2. CANCELLATION POLICY

2.1 Cancellation Request

All cancellation requests must be submitted to Darjeeling Sikkim Tourism in writing by email. A cancellation will be considered received once our team acknowledges the request. Customers should retain the email correspondence for their records.

2.2 Applicable Cancellation Charges

Cancellation charges will be calculated with reference to the number of days remaining before the scheduled departure date, as set out below:

Cancellation period	Applicable cancellation charge
Within 30 days from the date of booking	Communication charges of ■2,000 per person
21–30 days prior to departure	25% of the total tour cost
11–20 days prior to departure	50% of the total tour cost
10 days or less prior to departure	100% of the total tour cost

2.3 Best-Effort Assistance

The above cancellation charges represent the standard cancellation schedule. However, depending on the circumstances and the cancellation terms imposed by hotels, transport operators, airlines and other service providers, we will make our best possible effort to minimise cancellation charges wherever feasible. Any reduction or waiver of charges will be subject to the actual recoveries and approvals received from the relevant service providers.

2.4 Non-Refundable or Supplier-Imposed Charges

Certain bookings, permits, tickets, hotel reservations, transportation services or special arrangements may be subject to separate non-refundable or supplier-imposed cancellation conditions. Where applicable, these conditions will be communicated to the customer and may affect the final amount refundable.

3. REFUND POLICY

3.1 Refund Processing

Where a refund is approved after applying the applicable cancellation charges and any non-refundable amounts, the refund will be processed to the original source of payment through which the guest made the booking or payment.

3.2 Refund Timeline

Please allow a minimum of 15 days for refund processing. The actual time taken for the refunded amount to appear in the customer's account may also depend on the bank, card issuer, payment gateway or other financial institution involved.

3.3 Mode of Refund

Refunds will be issued through the original payment source wherever possible. Where a refund is required to be made by bank transfer, it will be made by account-payee transfer only to a bank account verified as belonging to the customer or authorised payer. Cash refunds will not be provided.

3.4 Unutilised Services

No refund will be made for any unutilised services, irrespective of the reason for non-utilisation. This includes, but is not limited to, unused hotel nights, meals, sightseeing, transfers, transportation, activities or any other service included in the confirmed itinerary, except where a refund is required under applicable law or expressly agreed in writing by the Company.

3.5 Refund Deductions

Any approved refund will be subject to applicable cancellation charges, non-refundable supplier costs, payment gateway or transaction charges where applicable, and other deductions communicated to the customer in accordance with the booking terms.

3.6 Refund Queries

For questions regarding the status of an approved refund, customers may contact us using the details provided below and share their booking reference and payment transaction details.

4. IMPORTANT CUSTOMER INFORMATION

- Please review your itinerary, travel dates, traveller details and package inclusions before making the advance payment.
- Please ensure that arrival details are shared accurately and in advance.
- Any request for cancellation or modification should be communicated in writing to avoid misunderstandings.
- The cancellation and refund terms of third-party suppliers may apply to specific services and bookings.
- Any exception to this policy must be confirmed by Darjeeling Sikkim Tourism in writing.

5. CONTACT & SUPPORT

For booking, payment, cancellation or refund-related assistance, please contact:

Darjeeling Sikkim Tourism
Website: https://darjeelingsikkimtourism.com/
Email: sales@darjeelingsikkimtourism.com
Location: Siliguri, West Bengal, India

Please mention your booking reference number in all correspondence so that our team can assist you efficiently.

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Darjeeling Sikkim Tourism

Explore More. Travel Better. Travel With Trust.

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