

CANCELLATION AND REFUND POLICY

Our Service Charges

- In case of any cancellation, 10% of the total package price will be deducted as Onederer's service charges for a cash refund.
- Alternatively, 5% of the total package price may be adjusted against a future booking within the next three (3) months. The new package price may vary depending on the season or off-season.

**Note: These service charges are in addition to any cancellation charges applied by hotels or transport providers.*

Hotel Cancellation Policy

- *Before 2 weeks:* 100% refund
- *Before 1 week:* 75% refund
- *Between 1 week and 24 hours:* 60% refund
- *Within 24 hours due to flight cancellation, road blockage, or landslides:* 60% refund, or the booking may be adjusted within the same calendar year, subject to availability

**Note: Some hotels do not process refunds as per the above policy and only allow booking adjustments within the next calendar year. Please confirm with us before booking if any hotel in your itinerary follows this policy.*

TRAVEL SERVICES
One Journey. A Thousand Memories.

Transport Cancellation Policy

- *Before 1 week:* 100% refund
- *Between 1 week and 24 hours:* 1 day's car rental will be charged
- *Within 24 hours:* A minimum of 2 days' car rental will be charged
- Train ticket refunds are subject to the respective service provider's cancellation and refund policies.
- Onederer will facilitate the process but will not be liable for any deductions or delays imposed by the transport operator.
- Hotel and transport cancellation charges will be applied in addition to Onederer's service charges.
- Refunds will be processed within 4–5 working days.
- No refunds shall be made for non-utilization of any service during the trip, including day visits or any other unused services.