



Change/Cancellation of Booking by the participant

Cancellation/Refund Policy

ONCE BOOKED AND PAID- NO REFUND- CREDIT VOUCHER FOR NEXT TRIP

Rules Applicable for Change/Cancellation of Booking by the participant-

- Process –

Mail Your Cancellation/Change Request on info@cosmicadventures.co.in

Replacement of participant(s) –

Our community and guidelines allow you to seamlessly replace any of the individuals in your bookings. Please pay attention that this feature is applicable only when the status of your booking is “Paid” and there should be at least 30 days remaining prior to the departure date.

NOTE-: Please note that the replacement would not be applicable on any Bus/Train/Flight transport booked for that particular participant. The same would be automatically cancelled and the same will be followed by. This is simply done because the seats booked in such transport mediums are not transferable or refundable.

All cancellation refunds will be processed via a Credit Voucher for validity for a travel in next trips.

In case of Cancellation or change initiated by Cosmic Adventures Pvt Ltd

Cosmic Adventures Pvt Ltd reserves the right to cancel your booking or change any of the facilities, services or prices described in our brochures or website. We will endeavour to advise you of any changes known at the time of booking. We plan the arrangements for your trips many months in advance and may occasionally have to make minor changes.. Transport timings and carriers shown or communicated on our website are for guidance only and are subject to change. We will send you the final itinerary closer to the departure dates (15 days prior) along with the tickets (wherever applicable).

However in the field of adventure activities, there are many variables beyond our control like weather conditions, landslides, road situations and any other force majeure conditions. Circumstances amounting to "**force majeure**" include any event which we or the supplier of the service(s) in question could not even with all due care, foresee or forestall such as (by way of example and not by way of limitation) war, threat of war, riots, civil disturbances, industrial disputes, actual or threatened terrorist activity and its consequences, natural or nuclear disasters, fire, epidemics, health risks and pandemics, acts of God, unavoidable and unforeseeable technical problems with transport for reasons beyond our control or that of our suppliers, closed or congested airports or ports, hurricanes and other actual or potential adverse weather conditions, and any other similar events. In such situations we might be forced



to change the itinerary or even cancel an event. In case of a change /cancellation, you will have the choice of either:

- accepting a replacement event from us of equivalent or similar standard and price (at the date of the change), if we are able to offer you one; or
- Cancelling your event, in which case you shall receive a full refund*, including all the components paid by you (transport, base fee, taxes).

In case of changes/cancellation of the Trip after departure

When the change or cancellation arise from situations amounting to “force majeure” or for another reason beyond our control, Cosmic Adventures Pvt Ltd shall not be responsible to refund the amount already deposited earlier.

When the change or cancellation arising otherwise:

We will, wherever possible, make suitable alternative arrangements. If we are unable to make such alternative arrangements, or you reject/deny the same for good reason then we will return you to your point of departure and refund you for any unused services, as appropriate.

In case of drop out by the participant in between the Trip

We shall not be responsible to make any refund in such a situation. The participant would also have to pay additionally for unplanned expenses on planning and executing the retreat of the participant on actual basis. In case suitable arrangements for retreat are not possible, Cosmic Adventures Pvt Ltd reserves the right to deny such drop out in between the event. And the decision will be final for the participants. Cosmic Adventures Pvt Ltd have a hold on it.

Refund-

- CREDIT VOUCHER FOR NEXT TRIP

ALL REFUNDS WILL BE WITHOUT THE GST.

*Applied GST on your booking or the booking amount will not be refunded or returned as the invoice has already been generated and Cosmic Adventures Pvt Ltd will not be liable for it.