

Booking Policy

The terms and Conditions mentioned here will be applicable only for the Offline Booking method.

Apric Holidays offers services like Holiday Package Booking, Car booking, Hotel Booking and Adventure trips to its customer in offline mode.

To make a booking you will be asked to submit personal information, about yourself such as your name, email address, telephone number, and your communication address. Whenever you provide such Personal Information, Apric Holidays will collate and use such Personal Information in accordance with www.apricholidays.com Privacy Policy. You are requested to read the privacy policy carefully in full before providing any Personal Information following www.apricholidays.com

BOOKING CONFIRMATION

To confirm a booking, you must be authorized to make the booking by all persons named on the booking and their parent or guardian for all party members who are under 18 when the booking is made. By making the booking, you are confirming that all persons named on the booking accepted the Terms and Conditions, and that you will inform the other persons named on the booking of the confirmation details and any other appropriate information. Once the booking is confirmed, it is your responsibility for making all payments due under the booking.

Apric Holidays will confirm your booking and issue you with an email confirmation along with e-voucher with a Confirmed Status once the full payment is done and customers are required to produce the e-voucher at the time of check-in along with their Original Identity card. Apric Holidays will be held No Responsible in the event of failure to produce a valid identity card

customers booking may get cancelled and accommodation providers may deny entry to their premises.

In case of very unlikely situation due to technical or any other reasons, Apric Holidays may intimate the guests about the non-availability of the rooms and will provide the guests a similar kind of accommodation or can issue a credit voucher valid for one year, as desired by the customer.

Please be noted while makings calls to Apric Holidays regarding your booking and other services, as your call may be recorded for monitoring and training purposes and in the event of a dispute regarding a booking, Apric Holidays reserves the right to review all such recorded call information.

CANCELLATION, AMENDMENT and REFUND POLICY

You may modify or cancel your Confirmed booking at any time before your arrival date by sending us an email to the same email ID from where your sales proposal has been sent with your booking reference id and your mobile no provided at the time of booking subject to cancellation terms and conditions.

Apric Holidays will not process any cancellation/modification request over the phone and only Email Requests will be entertained for cancellation or amendment. Amendment / modification requests can be entertained subject to availability in the respective hotels for the respective category of rooms and in case of non availability the amendment request will be treated as a cancellation.

Cancellation Policy

If you Cancel your Confirmed Trip, the below cancellation rules with retention amount will be levied and however if you wish to postpone, then Apric Holidays will review and may apply discretionary measures before considering postponement / modification of the trip by rescheduling without any extra charges within 3 months from the date of modification / postponement which is subject to the consent of the business partner. This option may be consider only if the booking is cancelled 1month before the starting of the trip and in case of you are unavailable to travel in this period, you can transfer the trip to your family, friends or relatives.

Cancellation rules for Package Booking

CANCELLATION RULES	RETENTION AMOUNT
0-15 days before the check-in-date/Start Date of the journey	NO REFUND
15 days & above and less than 30 days before the journey	75%
30 days & above and less than 60 days before the journey	50%
60 days & above the journey	20%

Disclaimer - Individual hotel cancellation / refund policy may supersede the above Cancellation policy.

The Retention amount will be applied to the total package amount and in the case of Package booking, Start Date of the journey will be treated as zero-days and individual Hotel Check-in-Date will not be considered.

No refund will be processed if it is cancelled within 15 days before the check-in-date/Start Date of the Journey and for consideration of number of days, the check-in /Start Date will be excluded. So, for any cancellation request made within 15 days from the date of check-in/Start Date of the

Journey, it will be treated as No refund will be processed.

Cancellation under Force Majeure

In the act of God, like natural calamity, disaster or a manmade event like riot, or a strike at your travelling point or at the destination of travel, we will consider postponement options up to 3 months only if the cause continues to 15 days or less but this postponement will be subject to the consent of the business partner. However, this postponement credit is transferable to your friends and family if you don't wish to continue your trip but **NO REFUND IS PERMISSABLE.**

Cancellation under Pandemic

If either the source or destination is closed with airport / railway being inoperative with Government restrictions from and to, then in that case the trip can be postponed up to 30 days from the date of withdrawal of such restrictions and this postponement will be subject to the consent of the business partner. The postponement credit is always transferable to your near and dear ones but **NO REFUND IS PERMISSABLE** and extension of this Credit limit is subject to the discretionary decision of Apric Hospitality Management.

Refund Policy

No cancellation will be accepted over the telephone. Please send us an email to the same Email ID from where your sales proposal has been sent with your booking reference ID and mobile number along with your Bank Details. The refunded amount will be processed and refunded to your respective Bank Account within 7-10 business days from the date of such cancellation request. In no circumstances, cash will be refunded.

The Above cancellation/amendment/refund policy may change from time to time by the Apric Hospitality Management without any prior notice..