

## **Cancellations and Refund**

While our mission is to provide guests with exceptional vacation experiences, we understand that many other important factors might affect your decision to travel right now.

Know that in addition to serving our guests, we represent a network of local communities and homeowners who depend on our consistent and reliable policies. We recognise that the current circumstances have a significant impact on everyone involved. Know that we have taken every step to adopt more flexible policies at this time.

Days before Check-in Date	Regular Policy percentage of amount refunded from Booking Amount	% of amount refunded from Booking Amount
14 days or more	100% future credit note	100% future credit note
Between 14 days to 7 days	50% future credit note	90% future credit note
Between 7 days to 1 day	No Refund	75% future credit note
Within 24 Hours prior to check-in time (Check in time 2p.m)	No Refund	No Refund

In case of any refunds that Luxury Villas For You owes guest(s), the processing shall be completed within 10 business working days.

### Note

In case of cancellation of any booking by the guests for peak dates, 14 days before the check-in date, guests will be given 100% worth of booking value in the form of a future credit note. In all other cases, the booking shall be considered as cancelled in whole and in such case the booking amount is Non-refundable, irrespective of the time when the booking is cancelled.

If the Guest has made a partial payment, he/she is not entitled to any refund whatsoever.

Our standard cancellation policy exempts cancellations made for peak dates.

### Peak Dates

Guru Nanak Jayanti: 05-Nov-2022 to 08-Nov-2022

Christmas & New Year: 23-Dec-2022 to 03-Jan-2023

Republic Day: 26-Jan-2023 to 29-Jan-2023

Holi: 08-Mar-2023 to 12-Mar-2023

Mahavir Jayanti & Good Friday: 31-Mar-2023 to 09-Apr-2023

Labour Day and Buddha Purnima: 28-Apr-2023 to 07-May-2023

Bakri Eid: 29-Jun-2023 to 02-Jul-2023

Independence Day: 11-Aug-2023 to 16-Aug-2023

Onam & Raksha Bandhan: 25-Aug-2023 to 30-Aug-2023

Janmashtami: 07-Sep-2023 to 10-Sep-2023

Gandhi Jayanti: 29-Sep-2023 to 02-Oct-2023

Dussehra: 20-Oct-2023 to 24-Oct-2023

Diwali: 10-Nov-2023 to 13-Nov-2023

Guru Nanak Jayanti: 24-Nov-2023 to 27-Nov-2023

Christmas & New Year: 23-Dec-2023 to 03-Jan-2024

## FAQs

### Cancellation of Booking on Hold

When Booking is in Booking on Hold status as described herein elsewhere, if the total Booking Amount is not received by Luxury Villas For You by specified due dates, as a result of this default on part of Guests, the said Booking shall stand cancelled, as per the standard cancellation policy of Luxury Villas For You.

Notwithstanding what is stated herein, Luxury Villas For You is entitled to the right of cancelling Booking kept in Booking on Hold status at any time before credit/debit specified for receipt of Advance and Security Deposit if the total amounts of Advance and Security Deposit are not received by Luxury Villas For You at the time Luxury Villas For You initiates such cancellation.

Luxury Villas For You shall not be required to give any reasons whatsoever for such cancellation. In case of such a cancellation, Notwithstanding what is stated herein, Luxury Villas For You is entitled to the right of cancelling Booking kept in Booking on Hold status at any time before credit/debit specified for receipt of Advance and Security Deposit if the total amounts of Advance and Security Deposit are not received by Luxury Villas For You at the time Luxury Villas For You initiates such cancellation. Luxury Villas For You shall be responsible and liable only to intimate the Guests of cancellation and to refund partial amounts of Security Amount received by Luxury Villas For You till the date of such cancellation wherever applicable and on a case to case basis.

Luxury Villas For You shall not be responsible or liable for any consequential damages suffered or claimed by Guests. Guests shall not have any cause or rights whatsoever to challenge such cancellation by Luxury Villas For You.