

TRAVEL WITH DCT

Cancellation, Modification & Refund Policy

Policy Overview: This Cancellation and Refund Policy governs all bookings made through **Travel With DCT**. Please review these rules carefully before cancelling or modifying your reservations.

1. Cancellation Requests

1.1 Written Request Requirement: All cancellations, date modifications, or booking alterations must be submitted in writing via registered email or official agency communication channels.

1.2 Processing Time: Cancellation requests are processed during standard business hours upon formal receipt of client instructions.

2. Service Specific Rules & Supplier Terms

Travel With DCT functions as an authorized booking agent. Consequently, cancellation penalties are dictated primarily by primary service providers:

- **Flight Bookings:** Subject to airline fare rules (refundable vs. non-refundable tickets). Airline cancellation penalties apply in addition to agency processing fees.
- **Train Tickets (IRCTC):** Processed according to Indian Railways / IRCTC statutory cancellation timelines and deduction rules.
- **Hotel Accommodations:** Governed by the specific hotel property's cancellation window and deadline policy.
- **Custom Packages & Ground Transit:** Partial or full fees apply depending on notice provided prior to departure date.

3. Agency Convenience & Service Fees

Travel With DCT service charges, booking convenience fees, and processing fees are strictly non-refundable regardless of the cancellation reason. In the event of a client-initiated cancellation, Travel With DCT reserves the right to retain an administrative processing charge.

4. Refund Processing & Timelines

4.1 Refund Issuance: Approved refunds will be processed only after the respective principal supplier (airline, hotel, IRCTC) remits the eligible refund amount back to Travel With DCT.

4.2 Timeline: Standard refund processing takes between 7 to 14 business days from the date of supplier credit receipt.

4.3 Payment Method: Refunds are credited back to the original mode of payment or designated client account.

5. Special Circumstances & Force Majeure

No refunds will be granted for unused services, missed connections, or partial package cancellations resulting from client no-shows, delayed arrival, personal emergencies, or events of Force Majeure (acts of God, severe weather, flight cancellations, or governmental travel restrictions).

To initiate a cancellation or query a refund status, please contact your designated representative at **Travel With DCT** directly.