

CANCELLATION POLICY

- **Cancellation by client** – should you need to cancel for any reason, you must notify us in writing.
- Once a quote is shared & accepted, money is paid, an agreement is established between you(client) and **Balu Travel Ltd.**
- All cancellations and refunds for any monies made are subject to **10%** cancellation for credit cards, online payment or bank transfers.
- Cancellations received between **30-45 days** prior to departure/check in will be subject to a cancellation charge of **25%** of the services.
- Cancellations received **14-30 days** to departure/check in will be subject to a cancellation charge of **50%** of the services.
- Cancellations received **07-14 days** to departure/check in will be subject to a cancellation charge of **75%** of the services.
- Cancellations received within **7 days** of departure/check in will be subject to forfeiture of the entire services. NO Refund whatsoever.
- **Flight/Train/Bus** cancellations, refunds, compensations, changes of travel dates etc, will be governed by specific airline/train/bus terms and conditions and all charges be borne by the client.
- **Cancellation by BALU TRAVEL LTD** - although it rarely happens and we shall do our utmost to avoid doing so, we reserve the right to cancel arrangements. If this should happen, We offer the choice of alternative arrangements. If this should happen, other than due to default in payment, we will offer the choice of alternative arrangement/service.

