

Cancellation & Refund Policy (Vamsi Bhavan, ISKCON Mayapur)

1. Booking Confirmation:

- A booking is confirmed only after receipt of full payment for Guest booking.
- A booking is confirmed only after receipt of full payment for Life Patron booking.
- Group booking is confirmed only after receipt of 50% full payment.
- Guests will receive a confirmation via WhatsApp with booking details.

2. Cancellation Rules :

- All cancellation requests must be sent via our website only with booking details.
- **Cancellation by Guest or by Group**
 - A **cancellation fee of 0% of paid Amount** will be charged if the booking is cancelled **30 days** or more before the check-in date.
 - A **cancellation fee of 25% of paid Amount** will be charged if the booking is cancelled between **30 and 16 days** before the check-in date.
 - A **cancellation fee of 50% of paid Amount** will be charged if the booking is cancelled between **15 and 8 days** before the check-in date.
 - A **cancellation fee of 75% of paid Amount** will be charged if the booking is cancelled between **7 and 4 days** before the check-in date.
 - A **cancellation fee of 100% of paid Amount** will be charged if the booking is cancelled **3 days** or less before the check-in date.
 - **Note:** The total refund amount will be calculated after **deducting applicable bank charges**.
- Cancellation by Life patron
 - Life Patron must request at least **20 days in advance through our website. Your paid amount will be adjusted in your next life patron booking but next booking date will be** subject to availability. Please request next advance bookings after 14 days from current date till one month through website.

3. Early Departure / No Show Guest booking or Group Booking :

- No refund will be provided for early check-out or unused nights.
- In case of a no-show, the entire booking amount will be forfeited.

4. Modification / Rescheduling for Guest booking or Group Booking:

- Modification / Rescheduling of Booking Date changes are subject to availability and must be requested at least **20 days in advance**.
- Rate differences may apply depending on **festival time or room availability**.

5. Refund Process Guest booking or Group Booking

- Approved refunds will be processed within 5–10 business days.
- Payment gateway/bank charges (if any) may be deducted.

6. Cancellation by Guest House

- In rare cases (maintenance issues, unforeseen circumstances), if the guest house cancels the booking: A full refund will be issued, or Alternative accommodation of similar standard will be offered (subject to availability).

7. Force Majeure

- No liability shall be held for cancellations due to events beyond control (natural disasters, government restrictions, pandemics, etc.). In such cases, booking may be rescheduled or amount will be credited for future booking.

For more information please contact at 9434 045 145 & e-mail lifemembership@iskconmayapur.com