

Cancellation & Refund Policy

This policy explains how cancellations, date changes, and refunds are handled for treks, expeditions, and tour packages booked with Hiking Planet.

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1. Overview

We know that travel and trekking plans can change due to weather, health, work, or the unpredictable nature of the mountains themselves. This policy sets out, in plain language, what you can expect if you need to cancel, postpone, or transfer a booking with Hiking Planet, and how and when refunds are processed. It applies to all treks, camping trips, tours, and adventure packages booked directly through our website, office, or authorized representatives.

2. How to Request a Cancellation

All cancellation, postponement, or date-change requests must be made in writing so that we have a clear record and can process your request promptly.

- Email your request to **bookings@hikingplanet.com** (or the email address on your booking confirmation) from the same email ID used at the time of booking.
- Include your booking reference / invoice number, trip name, departure date, and the names of all travelers affected.
- Requests made only by phone, WhatsApp, or verbally to a guide/agent are **not** considered valid until confirmed in writing.
- The date and time we *receive* your written request (not the date you decide to cancel) is used to calculate the applicable refund slab below.

We will acknowledge every cancellation request within 48 hours and confirm the refund amount you are eligible for before any deduction is made.

3. Cancellation Timeline & Refund Slabs

Refunds are calculated as a percentage of the **total trip cost** (excluding non-refundable items listed in Section 4), based on how many days before the trip's departure date we receive your written cancellation request.

Time of Cancellation Before Departure	Refund of Trip Cost
30 days or more	90% refund
15 – 29 days	60% refund
7 – 14 days	30% refund
2 – 6 days	10% refund
0 – 1 day / no-show	No refund

A processing and transaction-fee deduction of up to 5% of the trip cost applies to every refund, regardless of slab, to cover payment-gateway and administrative charges.

4. Non-Refundable Items

The following amounts are non-refundable once paid, under any cancellation slab:

- Trekking / forest / wildlife permit fees and entry fees already submitted to the relevant authority.
- Booking or registration fee paid at the time of confirming your slot.
- Third-party costs already committed on your behalf, such as flights, trains, helicopter tickets, or hotels booked under a non-refundable rate.
- Any government taxes (GST, TCS, etc.) already deposited.
- Custom or personalized services arranged specifically for you (private guide, customized itinerary, rental gear already dispatched, etc.).

5. If Hiking Planet Cancels or Reschedules the Trip

If we cancel a fixed departure due to insufficient group size, or postpone/reschedule a trip for reasons within our control, you will be offered, at your choice:

- A **100% refund** of all amounts paid (no cancellation charges apply), processed within 7 business days, or
- A **free transfer** to another available batch or trip of equal value, with no rescheduling fee, or
- A **travel credit note** valid for 12 months, redeemable against any future Hiking Planet trip.

We will notify you of a trip cancellation or reschedule at the earliest possible opportunity, and in any case no later than 5 days before departure wherever the reason for cancellation is within our control.

6. Force Majeure & Weather-Related Cancellations

Treks and mountain travel are inherently weather-dependent. Where a trip is cancelled, cut short, or cannot proceed on account of circumstances beyond our reasonable control — including landslides, flash floods, snowfall, road blockages, government or forest-department restrictions, political unrest, strikes, natural disasters, or public-health emergencies — the following applies:

- Any amount that can be recovered from our hotel, transport, and permit partners will be refunded to you in full, minus any deduction actually levied by that partner.
- Amounts already spent and non-recoverable from partners (e.g. advance payments to local homestays, permits already issued) cannot be refunded, but will be issued as a travel credit valid for 12 months wherever possible.
- Hiking Planet is not liable for indirect costs such as flights, visas, travel insurance premiums, or leave taken from work, and recommends all travelers purchase personal travel insurance.
- If a trek is cut short mid-way for safety reasons (weather, medical evacuation, guide's assessment of trail conditions, etc.), no refund is due for days already utilized, but unutilized hotel/camping nights already paid for and genuinely recoverable will be refunded.

7. Date Change, Transfer & Name Change

We would rather help you reschedule than lose you as a traveler. Instead of cancelling outright, you may request:

- **Date change (postponement):** One free date change is allowed if requested at least 15 days before departure, subject to seat availability on the new batch. Requests made 7–14 days before departure incur a rescheduling fee of 10% of the trip cost; requests inside 7 days are treated as a cancellation under Section 3.

- **Name change (transfer to another person):** Permitted up to 3 days before departure at no charge, provided the new traveler meets the trip's fitness, age, and document requirements.
- **Trip upgrade/downgrade:** You may switch to a different trip of equal or lesser value up to 15 days before departure; the fare difference, if any, is adjusted or refunded per Section 3.

8. How Refunds Are Processed

- Approved refunds are credited only to the original mode of payment used for booking (bank account, card, or UPI ID) — never in cash.
- Refunds are initiated within 3 business days of your cancellation being approved, and typically reflect in your account within 7–10 business days thereafter, depending on your bank or payment provider.
- Refunds for bookings made through a travel agent or third-party platform are processed to that agent/platform, who will then settle with you as per their own terms.
- You will receive an email confirmation once a refund has been initiated, along with the reference number for tracking.

9. Medical Emergencies & Compassionate Cases

We understand that some cancellations are unavoidable. Where a cancellation is due to a serious medical emergency (supported by a doctor's certificate) or the death of an immediate family member, we will, at our discretion, waive part of the standard cancellation charge and/or offer a travel credit for a future trip, even if the request falls outside the slabs in Section 3. Please attach supporting documents with your written request so we can review it quickly.

10. Questions or Assistance

If anything in this policy is unclear, or you'd like help choosing between a refund, credit, or date change, our team is happy to talk it through with you.

- Email: bookings@hikingplanet.com
- Phone / WhatsApp: **+91-XXXXXXXXXX**
- Office hours: Monday–Saturday, 10:00 AM – 7:00 PM IST

This policy may be updated from time to time to reflect changes in our operations or applicable law; the version in force on your date of booking will apply to your trip. This document is for general guidance and does not override the specific terms mentioned on your individual trip invoice, where applicable.