

Your booking of air travel and other travel-related services through Voldeluxe Travels (online or offline) and its partners confirms that you agree to accept our 'Refund Policy'. The refund policy is part of our Terms of Service and is subject to periodical revision/amendment. You're requested to go through the terms of the refund policy as below.

Voldeluxe Travels' Refund Policy

If you cancel the reservation by calling our customer service team within 24 hours prior to the scheduled flight departure, we consider your refund request and process it with the relevant airline. The airline's 'refund against cancellation' policy is taken into account.

We strive to provide an accurate display of the itinerary details of every flight on the booking page of our website Voldeluxe.com. Sometimes, the display of itineraries and airfares may not be accurate for some or the other reason. Your booking has been confirmed by the time we notice the error and fix it. If the fare increases meanwhile, you can choose to pay the additional amount or cancel the booking.

If the airline accepts your 'cancellation' application and 'refund' request, the refund amount will be credited back to the original mode of payment used at the time of making the purchase. Usually, the refund will be processed in 24-72 Business hours for the cancellation made within the void window and 4-5 Business weeks for the cancellation made after the void window. It may take longer depending on the transaction system of your financial institution. Make sure to check the 'transaction' policy of the financial institution. Sometimes, the refund process takes longer than usual time for unprecedented reasons. Voldeluxe Travels shall not be liable for inordinate refund-processing delays.

If the refund is made to you twice, you are responsible to return Voldeluxe Travels or the airline the excess amount credited to you.

Incorrect Passenger Information

You must provide us with correct and verifiable information while making a flight reservation. No misrepresentation of facts is entertained at Voldeluxe Travels. We reserve the right to cancel your booking in case of any default on your part. If your travel-booking request is found to be unauthorized, or your information is found to be incorrect during or after the booking and ticketing process, Voldeluxe Travels at its sole discretion can cancel the booking without notifying you and without any liability to recompense for the loss caused to you or refund against cancellation. You agree not to hold Voldeluxe Travels liable for any loss in the event of cancellation.

Unfair Booking Practices

Most airlines do not accept unfair booking practices such as hidden-city ticketing and back-to-back ticketing. These are strictly forbidden practices which result in booking cancellation, denial of boarding, or additional cost. Make sure to check the relevant airline's terms of service and

comply with the same while booking your travel and travel-related services through Voldeluxe. If you are found to indulge in those forbidden practices, we too have the right to cancel your booking with the relevant airline. No request for a refund is acceptable in this case.

Back-to-back ticketing: Booking more than one trip to the same destination, in the same name and with the same airline, on corresponding travel dates.

Hidden-city-ticketing: Booking a connecting flight with one stopover or more in between the departure and arrival points to get down at the connection point without completing the journey, instead of booking a direct flight.

No-show

If you neither turn up to catch a confirmed flight before its scheduled departure nor cancel your reservation by calling the airline or Voldeluxe Travels in time, your ticket will become a 'No-show' ticket which holds no value. No-show tickets are non-reusable and non-refundable. No-show tickets are automatically cancelled by airlines.

A no-show ticket applies to one's entire reservation and results in cancellation of the whole itinerary, as per airlines' terms and conditions which are out of our control. To be precise, if you do not show up for an outbound flight, the connecting flight (s) and the return flight (in case of a round trip) in your reservation will be automatically cancelled as a result of no-show. And no refund will be processed by airlines. If you book your outward trip and return trip in two different reservations, your no-show ticket for the outward flight will not affect the return flight.

We have the right to cancel your reservation under such circumstances as fare errors, incorrect fare display, issues with the booking page, inefficient payment system, etc. We may accept your request for refund against cancellation or offer you alternate options in such cases if your ticket is refundable.

Airfare Revision

A booked itinerary is not confirmed until it is ticketed. Sometimes, airlines revise the fare of ticketed itineraries. Voldeluxe Travels is not liable for the fare revision. We make sure to notify customers about the revised fare of their booked itineraries. If the fare is increased after revision, you have the right to cancel the booking or you can agree to pay the additional amount. The airline may accept your refund request in the event of cancellation, depending on its policy.

Partially Used Tickets

Usually, confirmed airline bookings are 100% non-refundable. In certain cases, your request for cancellation and refund may be granted by the airline if you cancel the trip by calling our customer service number at least 24 hours prior to the scheduled departure. However, partially used tickets (in case of one-way, round trips, and multi city trips) can neither be cancelled nor refunded. A non-refundable ticket may only be exchanged for a new one at the equal or higher

fare, not at lower fares, for traveling with the same airline on some other date. Exchange of non-refundable tickets is subject to the airline policy.

Flight Schedule Change on the Day of Departure

If the airline changes the flight schedule on the day of departure or cancels the flight 4 hours before the departure, we will notify you by sending a message to your email ID. You may be notified in some other way. However, the email intimation is considered as the final communication in the event of failure of other mediums to reach you.

Some flights and itineraries are not refundable against cancellation within 4 hours prior to the scheduled departure. We are not liable to accept your request for refund. It is recommended that you check the relevant airline's refund policy or contact the airline directly.

There may be a change in the flight schedule due to extreme weather on the day of departure. Flights may be delayed or cancelled due to inclement weather in the transit city/country or in the destination city/country. Airlines have the sole authority to decide on refund against cancellation in this case.

Airlines may revise flight schedules anytime. If the schedule of your confirmed flight is changed within 90 minutes before the departure, be advised to contact the airline for cancellation and refund. Voldeluxe Travels bears no responsibility for refund in this case. Usually, airlines grant a waiver or refund in case of involuntary flight schedule change by more than 90 minutes. A waiver or refund against involuntary flight schedule change is governed by the airline policy, which is out of our control.

If a connecting flight at the transit airport is delayed or cancelled due to any operational issue, Voldeluxe Travels is not responsible for refund. Be advised to contact the airline directly. Make sure to contact the airline for updates on the flight status.

Invalid/Inadequate Travel Documents

We request travelers to check what travel documents are required for traveling to an international destination, with the relevant embassy or the airline. You should contact the relevant embassy/consulate or the validating/operating airline to seek the correct information about passport, visa and any other document before booking your flights or the scheduled departure. We are not liable to process a refund if you are denied boarding at the origin airport or entry to the destination airport for your inability to carry or provide correct, valid, proper travel documents including passport, visa, vaccination certificate, and COVID-19 test report that the operating airline or the destination country or the transit country (s) requires.

Non-refundable Service Fee

We charge a service fee for online and offline booking of itineraries. The service fee is applicable to all passenger-type tickets (infant, child, adult) and all trip-type tickets (one-way, round trip, multi-city trip). It is billed per traveler for value-added services like 24-hour customer

support over our toll-free helpline, ticketing support, technology support, regular airfare alerts, rescheduling/cancelation/refund process, fare revision/flight schedule change alerts, etc.

Our service fee ranges from USD 0 to USD 100 depending on ticket type, fare type, travel class, destinations, routes, and seasonality. When you opt for payment in a different currency, the service fee charged will be converted as per the applicable currency exchange rate.

Last-minute booking for emergency travel entails an additional processing fee. We implement additional security measures to protect you from fraudulence in case of last-minute bookings. These measures include customer identity verification, fraud prevention tool, alert on fraudulent billing, authentication of UCCCF form and others. Therefore, we charge an additional processing fee to recover the cost of a secure last-minute booking to some extent.

We may revise the service fee for normal reservations and the additional processing fee for last-minute bookings at any time. Service fee and additional processing fee are non-refundable even if you reschedule or cancel your booking directly with the airline. Please call us if you have any query regarding the service fee for your booking.

Chargebacks and Credit Card Disputes

By accepting our Terms of Service, you agree not to dispute the airfare, service fees, airline penalty (in case of cancelation), change / exchange fees (for change of date), and fare revision/adjustment (if any fare difference) debited from your credit card. If you would like to investigate any fees billed on your credit card, please contact us via email or over phone before taking any step to dispute it with the credit card company.

If you claim a chargeback on the non-refundable airfare or booking cancelation fees or service fees or fare adjustment that has been billed on your credit card in compliance with the airline policy and our Terms of Service, you are required by this agreement to pay back the entire amount of the chargeback and a USD500 penalty for causing inconvenience and incurring accounting fees to us. If the chargeback is claimed on a ticket booked in a different currency, then you will have to pay the chargeback and the penalty amount in the same currency as per the applicable currency exchange rate.

If the chargeback that you have claimed is found to be fake, you are liable to bear expenses for legal proceedings that we hold the right to initiate in order to recoup the loss.

If you get charged twice due to technical errors in rare cases, be advised to bring it to our notice rather than raising a chargeback. The issue will be resolved at the earliest, and the additional money will be credited to your account. Raising a chargeback in case of a technical flaw may result in booking cancelation.