



An initiative  
by **Mahindra**



# KERALA BACKPACKING ADVISORY



## ADVISORY:

1. Carrying valid ID Proof during the time of booking and at arrival is mandatory.
2. Please note that PAN card is not considered as a proof of ID.
3. Your safety is always our primary concern. If the weather is poor, the event may be delayed or postponed, and an alternative time slot will be suggested.
4. No refund will be provided if the traveller fails to show up.
5. No usage of any kind of intoxicating substance is allowed during our trip.
6. The company holds the right to disqualify individuals who are deemed unfit to take part in any safari, during the travel, for safety purposes.
7. The package includes vegetarian meals only. No non-veg items would be available during the 3 nights and 4 day tour.
8. Read all the sections in the attachment to learn more about the trip.
9. Kindly pay full attention to the briefing provided and follow all guidelines as recommended.
10. Vendor details will be shared post-booking. Please coordinate with the vendor on reporting time & location.

## BOOKING POLICY:

1. We will confirm your booking within 24 hours.
2. In case of non-availability for the date, our team will contact you to work out the best possible dates. Kindly bear with us, as this industry does not work with real-time inventory views from vendor partners.
3. If you wish to cancel before receiving a confirmation, you will receive a 100% refund.

## CANCELLATION POLICY:

- Full Refund- If cancelled before 5 days of the scheduled date.
- No Refund- If cancelled within 5 days of the scheduled date.

## **PAYMENT POLICY:**

- 100% at the time of booking.

## **RESCHEDULE POLICY:**

- Rescheduling is subject to availability.
- Once the cancellation window ends, rescheduling cannot be done.
- Each booking allows for a maximum of two rescheduling opportunities. After which, no further changes can be made to the booking.
- Any price differences resulting from reschedulings, such as changes in seasonal rates or availability, will be applicable and communicated to the customer during rescheduling.
- If a customer requests a rescheduling but fails to attend the newly scheduled appointment, it will be considered a missed appointment, and our standard cancellation policy will apply.



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**SAFE. AUTHENTIC. VERIFIED**