

Refund Procedure:

1. In respect of services cancelled by the Tourist, TSTDC will refund the amount applicable to the concerned Credit card / Debit Card/Internet banking account by TSTDC.
2. In respect of refunds due to ticket not booked but amount debited to Tourist's account, Tourist is required to send an e-mail to refunds@tstdc.in mentioning USERID and OB reference no. of the transaction. Officials of TSTDC will verify the details and refund the amount to the concerned Credit card / Debit Card/Internet banking account.
3. Refunds for bookings done by card are done through card only and no cash refunds be given.
4. Refunds to Tourists will be given normally in one month, after the cancellation of ticket or receipt of e-mail.
5. Refunds in case of poor service / break down will be done after examination of issue and subject to decision of the Managing Director.

Cancellation Rules**For Hotels (Accommodation):****Full Cancellation:**

- a) If a ticket is presented for cancellation more than two days (48 hours) in advance of the check-in date/time, cancellation charge shall be deducted at the flat rate of 10% on ticket value.
- b) If the ticket is presented for cancellation within two days (48 hours) in advance and up to one day (24 hours) before the check-in date/time, cancellation charges shall be deducted at a rate of 20% on the ticket value.
- c) No refunds shall be allowed if the ticket is surrendered for cancellation within 1 day (24 hours) before check-in date/time.
- d) The tourist can cancel in full or partial the rooms within 1 day (24 hours) of check-in date/ time and will get refund for the remaining dates as per the existing cancellation rules i.e. if a tourist books a room for 5 days and intends to do cancellation within 1

day of check-in date / time, refund will be made for the remaining days as per the existing cancellation rules and no refund will be made for the 1st day.

For Package Tours:

- a. If a ticket is presented for cancellation more than two days (48 hours) in advance of the scheduled departure of bus, cancellation charge shall be deducted at the flat rate of Rs.100 per head.
- b. If the ticket is presented for cancellation within two days (48 hours) in advance and up to one day (24 hours) before the scheduled departure of the bus, cancellation charges shall be 50% of the fare per head.
- c. No refunds shall be made if the ticket is surrendered for cancellation within 1 day (24 hours) before the scheduled departure of the bus.

Partial Cancellation:

Partial cancellation is allowed only for one time subject to cancellation rules as mentioned above