

BOOKING AND CANCELLATION

Given below are our general booking and cancellation terms. These terms may vary for different trips and the updated terms can be found in the FAQ section. For private bookings, the booking and cancellation terms as agreed will be updated in the FAQs section.

TO CONFIRM YOUR BOOKING

To confirm your booking, a deposit must be paid to OnJrny. The specific deposit amount, unique to each tour, will be outlined at the time of booking, typically requiring a 20% deposit. The remaining balance is due 90 days before the commencement of the tour.

For reservations made within 90 days of the tour, full payment (100%) is required to secure your booking.

Please note that payment terms for customized tours or during holiday periods may vary, and these will be communicated to you at the time of your booking.

CANCELLATION POLICY

All cancellations must be communicated in writing, and the cancellation will be deemed effective on the date we receive the written notification. All emails to be send to journey@jrnyon.com

OnJrny Experiences incurs costs associated with cancellations, and the charges are to be borne by you. The cancellation charges are calculated as a percentage of the total tour price per person, excluding any amendment charges and insurance premiums. While the listed charges are applicable to most tours, certain suppliers may impose higher or different charges, which will be communicated at the time of booking.

- 90 or more days before the tour start date: 100% cancelation fee
- 45-89 days before the tour start date: 50% cancellation fee
- 30-45 days before the tour start date: 75% cancellation fee
- 29-0 days before the tour start date:100% cancellation fee

Cancellation by You due to Unavoidable & Extraordinary Circumstances:

You have the right to cancel your confirmed holiday before departure without incurring a cancellation charge in the event of "unavoidable and extraordinary circumstances" significantly affecting the performance of the holiday or transport arrangements. In such cases, a full refund will be provided, but no additional compensation will be paid. This right applies if the Foreign and Commonwealth Office advises against travel to your destination due to these circumstances.

For the purposes of this clause, "unavoidable and extraordinary circumstances" include warfare, acts of terrorism, significant risks to human health, or natural disasters that make travel to the destination unsafe.

BOOKING CHANGES OR TRANSFERS

All cancellations must be conveyed in writing by the primary individual named on the booking. Please address all emails to journey@jrnyon.com.

In the event that a change or transfer is requested well in advance, and we can facilitate the adjustment, a change fee of Rs. 5000 per person will be applied, along with any additional costs incurred.

Should we be unable to accommodate your request and choose not to proceed with the original booking, we will consider this a cancellation by you, and cancellation fees will be applicable as outlined in our cancellation policy.

IF ONJRNY EXPERIENCES CHANGES OR CANCELS YOUR TOUR

On rare occasions, unforeseen circumstances may compel us to modify or cancel your confirmed booking. We reserve the right to do so at any time. While we will endeavor to keep you informed of changes, we cannot guarantee absolute liability.

Should we need to cancel your tour for any reason, we will proactively reach out, providing you with the following options:

1. Alternate Arrangements: We will propose suitable alternative plans.
2. Full Refund: If an acceptable alternative cannot be arranged, or if you decline the proposed changes, you have the option of receiving a full refund.

Upon notifying you of changes via email or phone, a specified date for your confirmation or rejection of the alternate arrangements will be provided. Failure to respond will be interpreted as acceptance of the proposed changes.

REFUND

Please allow a minimum 7 to 14 days for refunds processed to be credited to your account.