



1. Cancellation/ Refund Policy :

Once Booked and Paid - No Refund will be provided. We can offer a Credit Voucher of the same amount for the next trip however our support team needs to be informed at least 30 days before departure.

2. Request to Change/Cancel by the participant :

Mail Your Cancellation/Change Request here: support@protoplanet.co

3. Replacement of participant(s) :

Our community and guidelines allow you to seamlessly replace any of the individuals in your bookings. This feature is applicable only when the status of your booking is "Paid" and there should be at least 30 days remaining prior to the departure date.

Please note that the replacement would not be applicable on any Bus/Train/Flight transport booked for that particular participant. The same would be automatically cancelled and the same will be followed by. This is simply done because the seats booked in such transport mediums are not transferable or refundable.

All cancellation refunds will be processed via a Credit Voucher for validity for travel on next trips.

4. In case of Cancellation or change initiated by Protoplanet Pvt Ltd :

Protoplanet Pvt Ltd reserves the right to cancel your booking or change any of the facilities, services or prices described in our brochures or website. We will endeavour to advise you of any changes known at the time of booking. We plan the arrangements for your trips many months in advance and may occasionally have to make minor changes. Transport timings and carriers shown or communicated on our website are for guidance only and are subject to change. We will send you the final itinerary closer to the departure dates (15 days prior) along with the tickets (wherever applicable).

However in the field of adventure activities, there are many variables beyond our control like weather conditions, landslides, road situations and any other force majeure conditions. Circumstances amounting to "**force majeure**" include any event which we or the supplier of the service(s) in question could not even with all due care, foresee or forestall such as (by way of example and not by way of limitation) war, threat of war, riots, civil disturbances, industrial disputes, actual or threatened terrorist activity and its consequences, natural or nuclear disasters, fire, epidemics, health risks and pandemics, acts of God, unavoidable and unforeseeable technical problems with transport for reasons beyond our control or that of our suppliers, closed or congested airports or ports, hurricanes and other actual or potential adverse weather conditions, and any other similar events. In such situations we might be forced to change the itinerary or even cancel an event. In case of a change /cancellation, you will have the choice of accepting a replacement event from us of equivalent or similar standard and price (at the date of the change), if we are able to offer you one.



5. In case of changes/cancellation of the Trip after departure :

When the change or cancellation arise from situations amounting to “force majeure” or for another reason beyond our control, Protoplanet Pvt Ltd shall not be responsible to refund the amount deposited earlier.

6. When the change or cancellation arising otherwise :

We will, wherever possible, make suitable alternative arrangements. If we are unable to make such alternative arrangements, or you reject/deny the same for good reason, then we will return you to your point of departure and refund you for any unused services, as appropriate.

7. In case of drop out by the participant in between the Trip :

We will not be responsible to make any refund in such a situation. The participant will have to pay additionally for unplanned expenses on planning and executing the departure of the participant on actual basis. In case suitable arrangements for departure are not possible, Protoplanet Pvt Ltd will try all possible means to help the participant depart but cannot guarantee the departure at a time decided by the participant.

* **ALL REFUNDS WILL BE WITHOUT THE GST.** Applied GST on your booking or the booking amount will not be refunded or returned as the invoice has already been generated and Protoplanet Pvt Ltd will not be liable for it.