

Cancellation Policy

- If the Guest(s) is willing to amend or cancel his/ her booking because of whatsoever reasons including death, accident, illness, natural calamities, reaching late, missing flights/ trains/ buses/ cabs/ ships/ ferries/ boats/ speed boats/ any connecting transport or any other personal reasons including non-payment of the balance payment, the Company (Love Thy Nature) is liable to recover Cancellation charges from the Guest(s) as per the Accommodation & Travel Cancellation Policy with all deductions.
- If the Guest's flights/ trains/ buses/ cabs/ ships/ ferries/ boats/ speed boats/ any connecting transport is late on reaching a specified destination or cancelled from destination or in mid-way, the Guest(s) is supposed to Call/ Inform anyhow to Love Thy Nature & the Connecting Transportation Driver arranged by Love Thy Nature at that specified destination. Somehow if the information doesn't reach any of the above specified Personnel, cancellation of the connecting transport booking may happen and hence the Company (Love Thy Nature) is liable to recover Cancellation charges from the Guest(s) as per the Accommodation & Travel Cancellation Policy with all deductions. In this scenario guests need to reach the destination on their own.
- If the Guest's flights/ trains/ buses/ cabs/ ships/ ferries/ boats/ speed boats/ any connecting transport is late on reaching a specified destination or cancelled from destination or in mid-way even if the transportation is booked being a part of the package of any specific tour, the Guest(s) is supposed to Call/ Inform anyhow to Love Thy Nature & the Accommodation who is selling the Packaged Tour for assistance. Guest(s) have to personally chalk out the best way to reach the specified destination/ safe place anyhow with guidance from Love Thy Nature & Accommodations involved. The main motif at such situation of the Guest(s) & Love Thy Nature should be to solve the problem and make the Guest(s) SAFE & SECURE. No Cancellation Request will be entertained in this scenario.
- The cancellation policy of the concerned accommodation will be applicable for the room, or package booking, for which the reservation voucher is issued. Generally the cancellation charges will vary from a minimum of 10% to a maximum of 100% (no refund). The exact cancellation charge will vary from case to case depending on season, number of days before check in date etc.
- A "No Show" will result in forfeiture of the full amount paid during reservation. "No Show" is applicable when the Guest(s) is not available on day 1 of the itinerary. If one member of the family is not available, the "No Show" policy will still be applicable for that member and the entire amount for that member will be forfeited.

- Similar accommodation/ room(s) quality must be provided to the Guest(s) if not the accommodation/ room(s) booked be provided due to any reason. No Cancellation Request will be entertained in this scenario.
- Airport transfers are complimentary with package bookings if offered by the accommodation. Guest(s) not using the included transfer will not be given cash equivalent or a price reduction.
- Cancellation policies of the respective Airlines/ Railways will be followed by the Agency if any bookings done by the Company for Guest(s).
- The Agency is a booking agent for the accommodations, & is responsible up to the point of allotment of reserved room to the Guest(s). The Agency is not responsible for maintenance & upkeep of the accommodation rooms, food quality, or services provided by the accommodation. No Cancellation Request will be entertained in this scenario.
- The Agency is a booking agent for the transportation, & is responsible up to the point of allotment of reserved transport to the Guest(s). The Agency is not responsible for maintenance & upkeep of the transportation or services provided by the transport company. No Cancellation Request will be entertained in this scenario.
- Tour itinerary arranged by Love Thy Nature may differ due to certain conditions and scopes, so similar itinerary will be re-scheduled given there is no natural calamities or political turbulence in the destinations. No Cancellation Request will be entertained in this scenario. Additional costs may arise and that need to be borne by Guest(s).

- All disputes are subject to Kolkata Jurisdiction.