

Terms & Conditions

1.1 NO CHANGES TO CONFIRMED / PAID RESERVATIONS.

All confirmed / paid reservations are final and cannot be changed.

CANCELLATIONS

Hotel Room Cancellation Policy:

For any cancellation received after booking and making the payment, the following policy applies:

Cancellation: If you cancel your reservation 60 days or more prior to your arrival date, only one night will be charged as a cancellation penalty. As you were required to pay in full when making your reservation, the full amount minus one night will be refunded to you.

If you cancel your reservation less than 60 days prior to your arrival date, your entire stay will be charged - no refund will be made.

No-show reservations: No-show reservations (where the guest does not check into the hotel) will not be refunded.

Request for cancellation must be done in writing by email to info@dreamztravel.net. It is your responsibility to ensure that your cancellation request has been received by the Dreamz office.

1.2 Tour Cancellation Policy:

In the event of cancellation of tour / travel services due to any avoidable / unavoidable reason/s we must be notified of the same in writing by email to info@dreamztravel.net. It is your responsibility to ensure your cancellation request has been received by the Dreamz office. Cancellation charges will be effective from the date we receive advice in writing, and cancellation charges would be as follows:

* Airline/Train/Bus cancellation is as per concerned airline/bus company policy.

1.3 *For cancellations received more than 25 days prior to tour: full refund of land package.

* For cancellations received 15 - 25 days prior to tour: 25% of land package amount cancellation charge.

* For cancellations received 07 -14 days prior to tour: 50% of land package amount cancellation charge.

* For cancellations received 04 – 06 days prior to tour: 75% of land package amount cancellation charge.

* For cancellations received 03 days & less prior to tour: 100% of land package amount cancellation charge.

* Cancellation will vary during peak and super peak seasons like Diwali, Christmas, New Year etc.

1.4 Airport Transfer Cancellation Policy:

- All airport transportation must be pre-paid in full. We will charge full amount to credit card provided.
- Cancellations made with at least 24 hours of scheduled arrival/departure are fully refundable minus the credit card charging fees (2.5%). Cancellations made with less than 24 hours are non-refundable and any balance due will be charged to credit card provided.
- There are not refunds for not shows
- Cancellations MUST be notified via email:info@dreamztravel.net
- If there's any change with the flight schedule, please inform us of the new flight details/timing by what Sapp on +91 9810558569

Additional Policies

- For the airport pick up one of our associates will be at the airport waiting for you, right after you come out from terminal building from Gate no. 5, he will holding a sign with on your name on it. Look for the sign! We will monitor your flights arrival and gauge when to meet you.

- For the airport drop off remember you need to be at the airport at least 3 hours ahead of the flight departure time. Don't forget to also consider the driving time to get to the airport. Dreamz will give you your pick-up time when re-confirming all details 10-15 days prior to pick-up.

- Make sure you reconfirm the departure time of your return flights. It's your responsibility.

In all cases DREAMZ CONFERENCE MANAGEMENT PVT LTD will not authorize any refunds for late cancellations, unused portions of packages or not shows.

- 1.5 Dreamz will send out airport transfer re-confirmation with pick-up information 10-15 days prior to the pick-up date.
- 1.5.1 **Our Liabilities & Limitations:**
Please note that after the finalization of the tour/ service cost, if there is any increase in entrance fees of monuments / museums, taxes, fuel cost or guide charges – by Govt of India, the same would be charged as extra.
- 1.5.2 **Law & Jurisdiction:**
For all complaints, suits, claims or disputes of whatsoever nature relating to any products offered by Dreamz Travel,
- 1.6 **QUESTIONS:** If you have any questions about the cancellation policies or other, please contact info@dreamztravel.net / **Whatsapp:+91 9810558569.**

PERSONAL INFORMATION

- 1.7 **Information Collected:**
We collect data (information) about you based on the information you supply to us.

Use of Information We Collect:

We use personal information collected to:

- Add information to the Booking Confirmation Form sent to us
- Booking private vehicle for a transportation for airport pickup/drop
- Respond to your comments, questions, and support queries

- 1.8 **Sharing of Personal Information:**
We share your personal information with these third parties, for example

- Hotel Leela Ambience when we send the booking confirmation
- With private transport companies when booking car transfers

- 1.9 **Security of Your Personal Information:**
We take all reasonable steps to help protect your personal information in an effort to prevent loss, misuse, and unauthorized access, disclosure, alteration, and destruction. We ensure that all your information is kept securely in our offices.