

YELHA BHUTAN TOURS & TRAVELS

DORJI GYELTSHEN BUILDING, Building No. 31B, Flat No. 201
OPP. DPNB, NORZIN LAM, THIMPHU: BHUTAN -

BHUTAN TOUR CANCELLATION POLICY

Our judicious cancellation policy protects both the parties. We are only one of very few tour companies in Bhutan who has the friendly cancellation policy.

After you confirm your trip we will assume that you have read thoroughly, understood it and abide by it:

Tour cancellation & refund policy

1. The full refund will be made for the tour cancelled 60 days or more prior to arrival date.
2. 10% penalty on the total tour cost for the tour cancelled less than 60 days prior to arrival date. This is because by this time hotels would be already booked and the company is subject to cancellation charges for rooms cancelled in less than 60 days.
3. Duration lost or trip shortened due to unforeseen reasons after arrival in Bhutan, no refund will be made – because we will already have had paid for the hotels and other logistics.

Airfare – REFUNDS AND CANCELLATION:

1. **90% refund permitted for the ticket cancelled more than 30 days from the first date of travel.**
2. **75% refund permitted for the ticket cancelled from 10-29 days from the first date of travel.**
3. **50% refund permitted for the tickets cancelled from 04-09 days from the first date of travel.**
4. **03 days or less no refund permitted.**
5. **Rescheduled ticket not permitted for refund.**

Reschedule fee : For every date change reschedule fee applicable. USD\$ 25

Booking and Cancellation Policy for Air Tickets

- Booking procedure: As per the policy of the Airline, full name as in passport required to book the seats as soon as Passenger confirms the travel date.
- Booking without correct names or booking under fake names are not permitted. However, Druk air has a 'block purchase' scheme wherein booking without names are permitted under special case as detailed under 'BLOCK PURCHASE POLICY'
- Passenger's name cannot be changed once the seat is confirmed and PNR is generated, however minor correction in spelling or gender can be entered as 'remarks' in booking system which can be accessed by the airlines staff at the time of checking-in.

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- Once booking is confirmed and PNR is generated a fixed time limit to issue tickets are given by the system along with booking details. Failing to issue the ticket with full payment by the stipulated date, will result in loss of booking and rebooking of the seat is subject to availability of seat.
- Full payment at the time of ticket issuance is required to issue tickets. Part payment or credit facilities are not accepted by Druk Air/Bhutan airlines.
- Ticketing Time limit is not given by the airline if travel date is in less than 15 days from the date of booking, in such case tickets are available on 'instant purchase'.
Druk air booking system is fully automated, if ticket is not issued within the given 'time limit' booking is automatically cancelled and the next passenger on 'waiting list' will automatically get the seat. Please note time-limit extension is now longer accepted by Druk Air/Bhutan airlines.
- Tickets are issued at the local currency of journey originating country at existing USD exchange value of ticket purchase date. Exact fare is known only on the date of ticket purchase depending on ROE of USD with local currency.

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