

## **BOOKING, PAYMENT PROCEDURE & AMENDED/ CANCELLATION POLICY**

### **BOOKING PROCEDURE**

For bookings the Procedure will be as follows.

1. Client's name & Contact number
2. Exact Number of Passengers travelling with the breakup of Number of Adult & Rooms Required, Extra Person Sharing the room, Child With Extra Bed, Child share Parent's Bed & Infant.
3. Arrival & Departure Date with details.
4. Before the EXPIRY OF TIME LIMIT, you are requested to deposit full amount on below account details

**Bank Details for payment deposit, is as follows:**

1. Name of the Bank : **HDFC BANK,**
2. Bank Address: **COMMERCE HOUSE, 7, RACE COURSE ROAD, INDORE 452001**
3. Name of the Beneficiary: **MP Incoming**
4. Address of the Beneficiary: **Shop No. 149, Arcade Silver 56, 1st Floor, New Palasia (Near Chappan Dukan), Indore-452001**
5. Contact of the Beneficiary: **+91 731 4066990**
6. Email of the Beneficiary: [business@mpincoming.com](mailto:business@mpincoming.com) with a copy to [accounts@mpincoming.com](mailto:accounts@mpincoming.com)
7. Account No : **50200031453063**
8. Account Type : **CURRENT ACCOUNT**
9. IFSC CODE: **HDFC0001240**
10. Company PAN : **AWLPS7160C**

- After depositing the payments please send a scan copy of the pay-in-slips on [business@mpincoming.com](mailto:business@mpincoming.com) with a copy to [accounts@mpincoming.com](mailto:accounts@mpincoming.com) . Further please note in case you have deposited the payment & have not acknowledged on the above ID's, the concerned / provider will Auto Release the accommodation booked on Time Limit on its expiry. In such a situation we will not hold ourselves responsible for the happening.
- All payments are subjected to realization. On realization we will acknowledge you and the cutoff date for the deposit of balance payment in full.
- For those who have made part deposits will have to make the full payment before the expiry of the final cut off date into the Bank as per the details mentioned above.
- Kindly be informed that, MP incoming does not have a policy of dealing in credit. For availing the service, full & final payment has to be released into the account before the arrival of the guest.
- Further please note in case the Full payment is not realized into our account **10 Days** prior to arrival; the booking will be cancelled without any intimation / notice. Refund after charging cancellation, arising due to such happening will be returned through cheque / bank deposits in 7 working days.

- On realization of final & full payment we will acknowledge with final confirmation over email. The receipt & Invoice will be sent to you through mail after completion of the tour / departure of the client.
  - In case you have deducted **TDS** (Tax Deducted at Source), we will request you to send us the **Form 16A** issued & favouring **MP Incoming**, PAN-**ABIFM3102E**, **GST Number: 23ABIFM3102E1ZX** address - **Shop No. 149, Arcade Silver 56, 1st Floor, New Palasia (Near Chappan Dukan), Indore-452001, India**, contact Phone - **+91 731 4066990**, E-mail - [business@mpincoming.com](mailto:business@mpincoming.com) with a copy to [accounts@mpincoming.com](mailto:accounts@mpincoming.com)
  - On receipt of our final confirmation email, you are requested to issue, your service vouchers and send to us
1. MP incoming Emergency number for operations & Client reference are - [Ajay Saha +919826188081](tel:+919826188081), [Santosh Sen: +918989515292](tel:+918989515292) & [Atul Singh +919893055665](tel:+919893055665)

## **AMENDMENT**

Any amendment on a booked tour will be treated as cancellation. However, minor amendments can be made on the payment of an amendment fee of INR 2500.00 plus the actual incurred due to the amendment, which will vary from case to case.

## **CANCELLATION**

All cancellations are to be communicated in writing. *Cancellation policy will be applicable ON FULL TOUR PRICE (transport, hotels & other services), in spite of any Flight / Train cancellation has affected the operation of the Tours.*

### **Cancellation policy**

(Applicable only when cancellation is sent by email)

- 7 days and less- 100% cancellation.
- 8 days to 21 days- 60% cancellation.
- 21 days to 45 days- 40% cancellation.
- 45 days and above- 20% cancellation.
- Minimum 20% cancellation will be applicable on all bookings.
- Cancellation amount is calculated as per total booking amount and not as per advance deposited.

## **REFUND**

Refunds against Amendment and Cancellations will be paid directly to the source through whom the tour is booked. It would take at least 15 days to process such Refund. However, there is NO REFUND for any unutilized services example – meals, entrance fee, optional, hotel, sightseeing, transportation (surface / air). All refunds made will be in INR (Indian Rupees).

## **NOTE**

Normal rates are not applicable in any Festive period or long weekends like Dushehra, Diwali, Christmas, and New Year & during exhibitions/ big events in the city.

Room category in all packages are the base category rooms

In case we are not able to provide the same hotels / room category as mentioned, then we shall provide similar alternate hotels / room category, change in the cost if any will be advised.