

REFUND AND CANCELLATION POLICY

Mountains Wayward

Booking & Deposit

All bookings require a **non-refundable deposit** at the time of reservation. This deposit secures the Participant's booking and shall not be refunded under any circumstances.

Cancellation by Participant

If a Participant cancels their booking, the following charges shall apply:

- **More than 60 days before the Activity:**
Refund after deduction of the non-refundable deposit.
- **60 to 30 days before the Activity:**
50% of the total cost shall be charged as cancellation fee.
- **30 to 20 days before the Activity:**
75% of the total cost shall be charged as cancellation fee.
- **20 days or less before the Activity:**
100% of the total cost shall be charged (no refund).

No refund shall be provided in the following cases:

- Failure to report, Voluntary withdrawal after commencement of the Activity, Removal due to misconduct or violation of rules, Late arrival or failure to join the Activity.

Medical or Personal Emergencies

In case of illness, injury, or personal emergencies before or during the Activity:

- No refund shall be guaranteed
- Any medical, evacuation, or related expenses shall be borne solely by the Participant
- At the sole discretion of Mountains Wayward, a credit note or adjustment for a future Activity may be offered.

Cancellation by Organizer

If an Activity is cancelled by Mountains Wayward due to weather conditions, safety concerns, or operational reasons:

- A rescheduled date shall be offered
- If the Participant is unable to join the rescheduled date:
A full refund (including deposit) shall be provided.

Force Majeure

In the event of any circumstances beyond control, including but not limited to weather conditions, natural disasters, government restrictions, road closures, or strikes, whether occurring before or during the Activity, Mountains Wayward shall not be liable for any cancellation, delay, or modification.

In such cases, no refund shall be guaranteed. Rescheduling or credit may be offered at the sole discretion of Mountains Wayward.

Rescheduling by Participant

Requests for rescheduling must be made in advance and are subject to availability and approval. Additional charges may apply.

Transfer of Booking

A Participant may request to transfer their booking to another individual or to a future Activity, subject to prior approval and availability.

Such requests must be made within a reasonable time before the Activity. Mountains Wayward reserves the right to accept or reject such requests at its sole discretion. Any additional costs or differences in pricing shall be borne by the Participant.

Communication of Cancellation

All cancellation or rescheduling requests must be communicated in writing via email or official communication channels (such as WhatsApp).

Requests shall be considered effective only upon confirmation by Mountains Wayward.

Refund Processing

Any applicable refunds shall be processed within **7–14 working days** and through the original mode of payment, subject to applicable deductions (if any).

No Liability for Indirect Expenses

Mountains Wayward shall not be liable for any indirect, incidental, or consequential losses or expenses, including but not limited to:

- flight tickets, train or bus bookings
- accommodation
- any other travel or personal arrangements

Participants are advised to make such arrangements at their own risk.