



## Cancellation Policy

Humming Wheels Private Limited believes in helping its customers as far as possible, and has therefore a liberal cancellation policy. Under this policy:

- Cancellations are strictly subjected to cancellation policies of respective service providers of your bookings and they will be considered only if the request is made before 24 hours of your travel or boarding.
- There is no cancellation of bookings under the Same Day Travel Bookings category.
- No cancellations are entertained for those bookings that the Humming Wheels Pvt. Ltd., marketing team has obtained on special occasions like Pongal, Diwali, Valentine's Day etc. These are limited occasion offers and therefore cancellations are not possible.
- Humming Wheels Pvt. Ltd., does not accept cancellation requests for perishable items like flowers, eatables etc. However, refund/replacement can be made if the customer establishes that the quality of product delivered is not good.
- In case of receipt of falls bookings and errors in your booking details etc, please report the same to our Customer Service team at [care@hummingwheels.com](mailto:care@hummingwheels.com) within 24 hours of your booking. The request will, however, be entertained once the team has checked the details that you have given during your bookings.
- In case you feel that the Billing Details of your bookings are not in proper order as conveyed to you by our Sales Team, you must bring it to the notice of our customer service within 24 hours of receiving the billing details. The Customer Service Team after looking into your complaint will take an appropriate decision.



## Refund Policy

When you avail our (Humming Wheels Pvt. Ltd.) services for your Travel, Ticket Bookings, Hotel bookings and Holiday Planning, your bookings and cancellations are subjected to the terms and conditions of the respective service providers. All the refunds are subjected to deduction of a cancellation fee of the service provider along with service fees of Rs. 30. Your refund process will start automatically once you cancel your bookings and the refunds are being processed within fifteen (15) days period. By any chance if you have not received any confirmation mail about your refund status within seven (7) days of your cancellation, please kindly contact us at [accounts@hummingwheels.com](mailto:accounts@hummingwheels.com) with your booking and cancellation details within thirty (30) days of your cancellation to process your refund at the earliest.