

Cancellation Policy & Refunds

Classic Escapes provides a 7-day change of mind guarantee for our hotels, packages, and **Luxury Tours**, allowing guests to cancel for a full refund, provided that the cancellation is made no less than 45 days prior to the check-in date. Some of our exclusive luxury brand collections are subject to individual terms and conditions dependent on the rate you have purchased. Outside of this guarantee and non-refundable rates offered at the time of booking, our packages are non-refundable. Some of our exclusive luxury brand collections are subject to individual terms and conditions dependent on the rate you have purchased. Flights are subjected to the airline's terms and conditions immediately after booking.

Cancellations made after 7 days; from the date of booking, will incur a loss of deposit of 15% of the total holiday cost.

You can check your cancellation policy at the time of booking and the same will appear in the confirmation email sent to you after we receive the booking deposit.

Refunds

Classic Escapes customers eligible for refunds will receive the refund amount within 90 working days from the date of cancellation or when the supplier(s) processes the refund, whichever is later. For refunds related to on-trip cancellations, customers will receive the refund amount within 90 working days from the date of their return or when the supplier(s) processes the refund, whichever is later. For queries/clarifications, please reach out to

The Refund amount depicted is subjected to change based on international exchange rates, refunds received from suppliers and payments received from customers till date. Any change in refund amount will be communicated to customers by their respective account owners.

Flights

- On cancelling flights marked as “Non-Refundable” on the final travel vouchers, customers will be eligible for a zero refund.
- For Flights marked as “Refundable” on the final travel vouchers, customers will receive a refund as per the details mentioned under the “Cancellation Policy” section of the product and also in the final itinerary shared over the email.
- The total refunds for flights may include components which vary as per the international exchange rates.
- Classic Escapes will not be responsible for grounded/cancelled/delayed flights. Any cancellation requests for these flights will have to be placed with the respective airlines. Realization of refunds would be subject to processing by the respective airline carrier.
- The onus is on the customer to ensure that his/her passport has a minimum of 1-year validity and is in good condition. Classic Escapes is not liable to refund a customer who is not allowed to board the flight because of invalid passports (validity expired, damaged passports).
- Customers are expected to reach the airport ahead of their boarding time (at least 2 hours prior to boarding time). Classic Escapes is not responsible to refund customers (for cases wherein airport transfers are not planned by us) who miss their flights owing to delayed arrival at the airport.

- For cases wherein airport transfers are planned by Classic Escapes, flight cancellations due to delayed transfers owing to unforeseen circumstances specific to a region will not be borne by Classic Escapes.
- Details about baggage limitations (cabin and check-in) will be furnished as part of the final travel vouchers. Additional costs owing to breached baggage limits will have to be paid by the customer at the time of check-in.
- Certain flight carriers (LCC like Easyjet, Air Asia, Indigo etc.) have a mandatory web check-in policy. Failure to comply with this could result in an additional cost to be paid at the airport. Classic Escapes is not liable to refund customers in such circumstances.
- Classic Escapes will set meal preferences for customers with airline carriers upon request. However, Classic Escapes has no control over the availability and quality of meals served on the flight. This will be controlled completely by the airline carrier.

Hotels

- On cancelling hotels which have been marked as “Non-Refundable” on the final travel vouchers, the customer will be eligible for a zero refund.
- For hotels which have been marked as “Refundable” on the final travel vouchers, refunds and their timelines will be applicable as mentioned under the “Cancellation Policy” section of the product and in the final itinerary shared over email.
- The total refunds for hotels may include components which vary with international exchange rates.
- While Classic Escapes strives to provide the best hotels with world-class amenities, we cannot be held responsible for factors such as hotel staff behavior, cleanliness and quality of accommodation. Additional costs owing to on-trip room upgrades and additional amenities will be borne by the customer. All hotels changed on-trip (Hotels booked per itinerary cancelled and new hotels booked) will entail a 100% cancellation fee.
- Entertaining early check-in or late check-out requests is solely based on the discretion of the hotel. Classic Escapes will not be able to process cancellation requests owing to non-availability of these requests.

Activities

- On cancelling activities marked as “Non-Refundable” on the final travel vouchers, the customer will be eligible for a zero refund.
- For activities, which have been marked as “Refundable” on the final travel vouchers, refunds and their timelines will be applicable as mentioned under the “Cancellation Policy” section of the product and in the final itinerary shared over email.
- The total refund for activities may include components which vary with international exchange rates.

Transfers

- For all transfers, refunds and their timelines will be applicable as mentioned under the “Cancellation Policy” section of the product and in the final itinerary shared over email.
- The total refunds for transfers may include components which vary with international exchange rates.

Visa & Insurance

- Classic Escapes acts as a facilitator for processing Visa applications. We will guide customers on Visa formalities & Visa documentation for specific destinations. The discretion to grant/reject Visa rests solely with the concerned embassy and Classic Escapes will

not be responsible for rejection of any applications. The visa fee is non-refundable in case of rejected visa applications.

- While we strive to provide a seamless Visa experience to the customers, The Luxury Travel Company will not be held responsible for unforeseen changes to Visa formalities levied by the embassy during the document submission and processing phase.
- Insurance once applied is subject to 100% cancellation fee and is non-refundable.