



## EKANK TECHNOLOGIES PRIVATE LIMITED

### Refund and Cancellation Policy for Heritage Experiences

Last Updated: 2023-09-27

Thank you for choosing ThisDay Experiences by Ekank Technologies Private Limited ("Company") for your heritage adventure. We are committed to providing you with an exceptional experience that immerses you in the rich history and culture of our heritage sites.

To ensure clarity and transparency in our refund policy, please review the following guidelines:

#### Refund Eligibility:

- Full or partial refunds may be granted in certain circumstances as described below.

#### Cancellation by Company:

- In the event that we must cancel a heritage experience for any reason, you will be entitled to a full refund of the booking fee paid.

#### Cancellation by the Participant:

- If you need to cancel your reservation, the following refund policy applies:
  - Cancellation made 24 [twenty-four] or more hours prior to the scheduled heritage experience: 100% refund of the booking fee.
  - Cancellation made within 24 [twenty-four] hours of the scheduled heritage experience: No refund will be provided.

#### Refund Process:

- To request a refund, please contact our customer support team at [experiences@thisday.app](mailto:experiences@thisday.app) or 0091-9205050361 with your booking details.
- Refunds will be processed within 7 [seven] business days from the date of your request.

#### No-Show Policy:

- If you fail to show up for the heritage experience without prior notice, no refund will be issued.

#### Weather-Related Cancellations:

- Some heritage experiences may be subject to weather conditions. In the event that we need to cancel a heritage experience due to adverse weather, you will be offered the option to reschedule or receive a full refund.

#### Modification of Bookings:

- We understand that plans can change. If you wish to modify your booking, please contact us as soon as possible. Modifications are subject to availability and may incur additional charges.

#### Gift Certificates and Vouchers:

- Gift certificates and vouchers are non-refundable and cannot be redeemed for cash.

Regd. Office: H4/8 2nd Floor Bengali Colony Block H Mahavir Enclave Part 1, Delhi, South West Delhi, India 110045  
CIN: U72900DL2020PTC371010 | Email: [summit@ekank.com](mailto:summit@ekank.com)





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### Force Majeure:

- Company will not be liable for any failure or delay in performing our obligations under this policy due to causes beyond our reasonable control, including but not limited to acts of nature, government restrictions, strikes, and unforeseen circumstances.

### Policy Changes:

- Company reserves the right to update or modify this refund policy at any time. The most current version of the policy will be posted on our website.

Please read and understand this refund policy before booking a heritage experience with us. By making a reservation, you acknowledge that you have reviewed and agree to these terms and conditions.

If you have any questions or require further clarification regarding our refund policy, please do not hesitate to contact us.

Thank you for choosing ThisDay Experiences by Ekank Technologies Private Limited, and we look forward to providing you with an unforgettable heritage experience.

### **ThisDay by Ekank Technologies Private Limited**

Innov8 Old Fort, Saket District Center, New Delhi - 110017

experiences@thisday.app

0091-9205050361

<https://www.thisday.app>

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