

## Canceling and Refund policy

This cancellation policy applies to only online booking counter booking will have other terms and conditions.

To confirm your booking, we require full payment So that one slot and seat can be reserved for the booking customer.

### Type of cancellation

1. Flying got cancel for the day in that case customer will have below options:

- Our officials will connect with you via provided preferred communication means. They will give you below options:
  - Full refund in the original payment method with our apology.
  - In case of Full refund with 5-7 working days, customers will have their refund in their original payment method.
- Reschedule it to the next available slot.
  - Customers will be asked for preferred slots and then the operator will book the slot behalf of customers. New Booking information will be shared via email, even the new boarding passes will be allocated to customers before flying in hand.

Under these cases customers must pay absolutely nothing. This is our responsibility to safeguard our customer's right to choose from the best available options.

2. In Case of Customer canceling the booking from their end then below options they can availed:

- If by mistake made the booking and informed the WesternBird officials on our contact number or via mail within 24 hours. Then Full refund will be issued but might get some deduction in the form of Handling changes, which will be a minimal amount.
- In case of cancellation happening after 24 hours then below chart will be followed:

Within 24h	After 24h but before 72h of booking.	before 72h of Flying.	24h before the day of flying.	On the day of flying
<p>Almost full refund – just with deduction of handling changes which will be minimalistic around 200/- per person</p> <p>*This is for individual booking cancellation may vary in case of Group bookings. So, our customer is being advised to pay attention during the booking. During this process its customer can connect to our operator for further query.</p>	<p>60% of the total bill amount can be refunded if a customer cancels the booking.</p> <p>*Rescheduling is always an option but as per availability of slots with the airline but will apply additional operational cost that will be confirmed by our operator.</p>	<p>40% of Total bill amount will be refunded no further change request will be entertained</p> <p>*Rescheduling is always an option but as per availability of slots with the airline but will apply additional operational cost that will be confirmed by our operator.</p>	<p>Only convenes charges will be refunded.</p> <p>*No Rescheduling option can</p>	<p>No Refund will be issued to the customer.</p>