



## OUR REFUND POLICY

### Refund Policy

This Refund Policy governs all luxury train bookings made through *The Luxury Trains of India (A Venture of Adventure World India Pvt. Ltd)*, acting as the official Preferred Sales Agent and/or Marketing Partner for the following trains operated under various State Tourism Boards and Indian Railways: Maharajas' Express, Palace on Wheels, Deccan Odyssey, Golden Chariot, and Buddha Express.

### General Disclaimer

The Luxury Trains of India (A Venture of Adventure World India Pvt. Ltd) facilitates train bookings and provides pre-sales and post-sales support. However, LTI is not the train operator and does not hold any authority over the refund process or refund decisions. All financial transactions, including refunds (if any), are subject to the rules, regulations, and discretion of the respective train's operating authority and/or State Tourism Corporation.

### Eligibility for Refunds

Refunds are only considered under the following exceptional circumstances:

- Train Cancellation: If the train is cancelled due to technical, safety, political, operational, or force majeure conditions by the operator.
- Journey Curtailment: If the journey is officially curtailed by the operator for unavoidable reasons.
- Service Downgrade or Major Deviation: If there is a verified and significant downgrade of booked services (e.g., change in accommodation class) or major deviation from the original itinerary.

*Note: Refund eligibility is solely determined by the respective train authority and not by LTI.*

### Refund Process

- Refund requests must be submitted with:
  - Original booking voucher/ticket
  - Valid government-issued ID
  - Supporting documents, if applicable
- Refunds will be processed through the original payment channel to the original payer only.
- Processing timelines may vary between 30 to 60 business days or more, depending on the decision of the concerned train authority.
- LTI has no role in approval timelines or decision-making of refunds.

### Non-Refundable Situations

No refund or adjustment will be provided in the following cases:

- No-Show: Failure to board the train at the appointed time/location.
- Voluntary Disembarkation: Leaving the journey mid-way due to personal reasons.

- Partial Usage: Availing only part of the journey or services.
- Force Majeure: Includes but not limited to natural disasters, epidemics, political unrest, strikes, war, or any external events beyond operator's control.
- Visa Refusal: Refunds will not be granted due to denial of visa or invalid/incomplete travel documentation.
- Tour Termination by Guest: If the guest discontinues the journey midway, no portion of the unused service will be refunded.
- Death or Medical Emergencies: Any request due to serious illness or death will be considered only at the sole discretion of the train authority and not LTI.
- No Adjustment for Ancillary Services: LTI or associated entities shall not be held liable for consequential losses, including air tickets, hotel bookings, visa fees, or any related expenses.

### **Limitation of Liability**

LTI, its directors, officers, employees, affiliates, and agents shall not be liable under any circumstances for:

- Denial or delay of refund by the train operator.
- Personal injury, accident, loss, or death during the journey.
- Any indirect, incidental, or consequential damages arising from travel disruptions.

### **Indemnification**

The customer agrees to indemnify, defend, and hold harmless LTI and its representatives against any and all liabilities, damages, claims, or expenses arising from:

- Breach of booking terms
- Non-compliance with visa/travel regulations
- Misuse of services or violation of tour operator rules
- Any loss caused by the customer's negligence or failure to follow itinerary/rules

### **Force Majeure Clause**

Neither LTI nor the train operators shall be held liable for failure to deliver promised services in events including, but not limited to:

Acts of God, terrorism, war, riots, government actions, pandemics, transportation failures, natural disasters, or any unforeseen emergency beyond reasonable control.

### **Governing Authority**

All refund claims are subject to final review and approval by the respective train operating authority. LTI has no influence over such decisions, and the guest expressly agrees to abide by the final outcome.

### **Acceptance of Terms**

By booking a journey through The Luxury Trains of India (LTI), the guest acknowledges and agrees to all terms outlined in this Refund Policy and confirms understanding that LTI is not financially or operationally liable for any refund outcome.

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