

# **Cancellation - Rescheduling and Refund Policy (w.e.f 1-may-2024)**

## **1. Cancellation and refund policy for (In patient/guests staying at Meera Vanam/Maharaja/Sri Kovilakam)**

### **• Booking for Stay with treatments:**

- 100% payment is needed in advance for room booking confirmation.
- Guest has to pay 75% of the estimated treatment (as prescribed by the doctor) cost in advance after check in.
- Every guest staying at Meera Vanam will need to mandatorily undertake Nadipariksha / General consultation and a suitable\* relaxation /Panchakarma treatments (\*Suitable means the therapy recommended by the doctor)
- Please note NO refunds will be given for cancellations for normal days bookings. Instead, 1 year credit notes are issued for re booking.
- **NO REFUNDS/CREDIT NOTE will be entertained for bookings made during Navratri, Shivaratri, International Women's Conference and Gurudev's birthday.**

## **2. Cancellation / rescheduling policy for OP & IP guests for Panchakarma/Netra tejas / Relaxation Treatments.**

- Treatments will be confirmed only after payment is made at reception or via an online payment link.
- A rescheduling request will be entertained 48 hrs. prior to the appointment. Subject to availability.
- If a guest puts in a rescheduling request 24 hrs. of treatment time, then 30% of the treatment cost will be levied. Rescheduling will be subject to availability.
- If a cancellation request is placed 48 hours prior to the appointment, a credit note of the equivalent amount paid will be issued. Validity of the credit note will be for 3 months from the date of the appointment.
- A clear 48-hour gap is necessary for cancellation. Otherwise, no credit note will be issued.
- Please note that under any circumstances no refund will be given once payment is made.

## **3. Cancellation/rescheduling policy for OP & IP guests for Nadipariksha / Netra tejas / Online / General Consultations.**

- Consultation will be confirmed only after payment is made at reception or online.
- Subject to availability, a guest can reschedule her/his appointment 48 hours prior to consultation.
- A rescheduling request will not be entertained after 48 hours or after the consultation time has elapsed.
- If a guest puts in a rescheduling request 24 hrs. of consultation time, then 30% of the treatment cost will be levied. Rescheduling will be subject to availability.
- If a cancellation request is placed 48 hours prior to the consultation time, a credit note of the equivalent amount paid will be issued. The validity of the credit note will be for 1 month from the date of the consultation.
- Please note that under any circumstances no refund will be given once payment is made.