TravelThrillz – Refund & Cancellation Policy

Effective Date: 8 September 2026

At **TravelThrillz**, we understand that travel plans can sometimes change unexpectedly. We aim to provide a fair and transparent refund process while also protecting our customers and complying with the cancellation and refund conditions of our service providers.

By making a booking through TravelThrillz, you acknowledge and agree to the terms outlined below.

1. General Refund Policy

Refund eligibility depends on the type of service purchased and the cancellation conditions applicable to that booking.

Where a supplier permits a refund, TravelThrillz will process the eligible refund after deducting any applicable:

- Supplier cancellation charges
- Hotel cancellation charges
- Service or administration fees
- Non-refundable booking fees
- Payment processing or transaction charges, where applicable
- Other charges imposed by the relevant service provider

If the supplier does not permit a refund, TravelThrillz may be unable to provide a refund for that particular service.

2. Hotel Bookings

Hotel bookings are subject to the cancellation conditions provided at the time of booking.

- Bookings cancelled within the permitted free-cancellation period may qualify for a refund.
- Bookings cancelled after the free-cancellation deadline may be subject to cancellation charges.
- Non-refundable hotel bookings are generally not eligible for a refund.
- No-shows may be treated as non-refundable depending on the hotel's terms.
- Any refund will be subject to the hotel's applicable cancellation policy.

3. Tours, Activities & Airport Transfers

Refunds for tours, activities, excursions, airport transfers, and other travel services depend on the cancellation policy of the respective service provider.

Where cancellation is made within the permitted cancellation period, the applicable refundable amount will be processed.

Late cancellations or no-shows may result in partial or full forfeiture of the amount paid.

4. F1 & Event Tickets

Tickets for Formula 1 races, sporting events, concerts, attractions, and other events are subject to the terms and conditions of the respective event organizer or ticket supplier.

Event tickets may be **non-refundable and non-transferable** unless the event organizer or ticket supplier specifically permits cancellation, refund, resale, or transfer.

TravelThrillz cannot guarantee a refund where the ticket supplier or event organizer does not provide one.

5. Visa Services

Visa application fees paid to embassies, consulates, immigration authorities, or visa processing centers are generally **non-refundable**, regardless of whether the application is approved, refused, withdrawn, or delayed.

TravelThrillz service fees may also be non-refundable once visa processing or related services have commenced.

TravelThrillz does not guarantee visa approval, as the final decision rests solely with the relevant government or immigration authority.

6. Travel Packages

Travel packages may contain multiple services, including accommodation, transfers, tours, activities, event tickets, and other travel-related services.

Each component may have its own cancellation and refund conditions.

Cancellation of one component does not automatically make the entire package refundable.

Where possible, TravelThrillz will clearly communicate the applicable cancellation conditions before confirming the booking.

7. Customer-Initiated Cancellations

Customers wishing to cancel a booking should contact TravelThrillz as soon as possible.

The refundable amount, if any, will generally be calculated as:

Amount Paid – Supplier Charges – Applicable TravelThrillz Fees = Refund Amount

Customers will be informed of applicable cancellation charges before the refund is finalized whenever reasonably possible.

8. TravelThrillz Service & Administration Fees

TravelThrillz may charge reasonable service, booking, administration, or processing fees for services provided.

Unless specifically stated otherwise, such fees may be **non-refundable once the service or booking process has commenced**.

This may include fees relating to bookings, cancellations, amendments, visa assistance, hotel arrangements, package arrangements, event tickets, and other travel-related services.

9. Refund Processing Time

Once TravelThrillz receives the refundable amount from the relevant hotel, supplier, event organizer, or service provider, we will process the customer's eligible refund.

Refunds may take approximately **7–30 business days** depending on the supplier, bank, payment method, or payment provider.

TravelThrillz is not responsible for delays caused by third-party suppliers, banks, payment gateways, or other external service providers.

10. Changes to Bookings

Changes to confirmed bookings may be subject to supplier penalties and TravelThrillz service charges.

Any additional costs resulting from changes to a booking will be payable by the customer.

Changes are subject to availability and the terms of the relevant service provider.

11. No-Show Policy

If a customer fails to attend or use a booked hotel, tour, activity, transfer, event, or other service without prior cancellation, the booking may be treated as a **no-show**.

No-show bookings may be completely non-refundable depending on the applicable supplier terms.

12. Special Circumstances

TravelThrillz may review exceptional refund requests on a **case-by-case basis**.

Any exception or goodwill refund will depend on the circumstances and, where applicable, the approval of the relevant supplier.

Providing an exception in one situation does not create an obligation to provide the same exception in the future.

13. Refund Method

Where possible, refunds will be made to the **original payment method** used for the booking.

TravelThrillz may request reasonable information required to verify the booking and process the refund securely.

14. Third-Party Supplier Conditions

TravelThrillz works with hotels, tour operators, event organizers, transfer providers, visa-related service providers, and other third-party suppliers.

Where a refund depends on a third-party supplier, TravelThrillz can only refund amounts that are actually recoverable from that supplier, after applicable deductions.

TravelThrillz will make reasonable efforts to assist customers and obtain the maximum eligible refund available under the applicable booking conditions.

15. Refund Requests

Refund requests should be submitted to TravelThrillz with the customer's booking reference and relevant booking details.

Each request will be reviewed according to the applicable booking and supplier terms.

Customers will be informed of the outcome and any applicable deductions before the refund is processed, where reasonably possible.

16. Policy Updates

TravelThrillz reserves the right to update or amend this Refund & Cancellation Policy when necessary.

The policy applicable at the time of booking will generally apply to that booking, subject to changes required by suppliers, applicable law, or regulatory requirements.