
Cancellations, Modifications, & Refunds Policy

1. A refund will be issued when cancelled at least 3 weeks before the date of departure. In these cases, a refund for the paid amount minus any operator charges that are irrecoverable (with flight operators, train operators, etc.) will be settled.
2. It will not be the responsibility of The Great Outdoors to ensure that refunds from operators are processed, and if they are processed fully or partially.
3. The Great Outdoors takes no responsibility in the cancellation policies of the operators it uses for travel planning, and all cancellation/modification charges will be borne by the customer if such charges are as a result of modification or cancellation initiated by the customer.
4. In case a cancellation happens, within 3 weeks to 1 week of date of departure, then it is the customer's responsibility to find a suitable replacement for the said plan, failing which a refund will be processed after deducting an amount of 40% of the total event fee for the services provided by The Great Outdoors with regards to planning of the trip.
5. In case a customer is able to find a suitable replacement for any cancellation as per clause 4, then he shall get a full refund from The Great Outdoors when the replacement customer makes the full payment for the trip. This refund will be deducted with the charges required for modification of tickets with operators, e.g. airlines, hotels, etc. if applicable.
6. It is not the responsibility of The Great Outdoors to find a replacement for a cancelling customer, however, we will make efforts in doing so.
7. In case of cancellations happening only a week ahead of the date of departure, no refunds will be possible, irrespective of replacements.

Prithvi Dheeraj Reddy Kurella

FOR THE GREAT OUTDOORS

MANAGING PARTNER

Authorised Signatory
Managing Partner, The Great Outdoors