

**Shree Giriraj Dharan Maheshwari Seva Trust, Govardhan**  
**Cancellation / Refund policy**  
**Effective Date: 20/11/2019**

**1. On successful transaction of payment:** In case of successful transaction of payment for donation, services the user will inform accordingly. The details will also be informed via sms (if proper mobile number provided at the time of booking. If SMS can't reach due to technical reason then the same can be queried on website). The amount will be deducted from user's respective bank and credited in the account of Shree Giriraj Dharan Maheshwari Seva Trust, Govardhan, account. The user will get necessary entry in their passbook or bank statement directly from their bank. If payment is for donation, user will get income tax exemption certificate (in India only). The certificate will be provided in the form of donation slip (online) and user has to get it printed. If users want it physical receipt then it will be delivered to his contact address within two months from the date of payment online

**2. On cancel of transaction of payment (Refund):**

If user cancels the transaction in middle of the process, the details are stored in the database and transaction of record generated mentioning that user has interfered in middle of transaction and cancels the transaction. In case of cancellation of transaction, it is possible that server might have already completed transaction and user may get the report of transaction late. In that case: If transaction is for donation cancel of order is not possible If transaction is for services than user has to enter cancellation of order procedure through website but cancellation is not possible for the services already availed.

**2.1** Shree Giriraj Dharan Maheshwari Seva Trust, Govardhan reserves the right to cancel/deny the room reservation.

**2.2** if a service is taken for reservation and its cancelled then an amount of 90% of the advance amount (security amount) will be refunded before 30 days of check in date and 75% will be refunded before 3 days of check in date and 0% will be refunded within 3 days of check in date. (The days will be calculated from the date of Check in Date of Room Reservation).

3. Shree Giriraj Dharan Maheshwari Seva Trust, Govardhan, may change the refund policy without any prior intimation to anybody and that is applicable to all with immediate effect.

For any query you may contact at :  
Shree Giriraj Dharan Maheshwari Seva Trust  
Maheshwari Bhavan, , Govardhan (U.P)