

Complaint and Refund Policy

- Jaunt Planners provides travel-related advisory and facilitation services including visa application assistance, itinerary planning, hotel booking guidance, flight booking support, and related travel consultancy. By purchasing any service from Jaunt Planners, customers acknowledge and agree to the terms outlined in this Complaint and Refund Policy.
- Customers are encouraged to carefully review service descriptions before making payments. Many travel services involve third-party providers such as airlines, hotels, visa processing authorities, and local operators. Jaunt Planners acts as a facilitator and advisor and does not control the decisions, pricing changes, availability, or policies of such third parties.
- In the event that a customer is dissatisfied with a service, a formal complaint must be submitted in writing via email or the official contact form on the website within 30 days from the date of service delivery or booking confirmation. Complaints raised after this period may not be eligible for review.
- All complaints must clearly include booking details, date of purchase, description of the issue, and any supporting documents or evidence. Incomplete complaints may delay or prevent the review process.
- Jaunt Planners will review complaints on a case-by-case basis and respond within a reasonable period. The company reserves the right to request additional information or clarification before making a final determination.
- For visa assistance services, Jaunt Planners provides documentation guidance and application support only. Visa approvals or rejections are solely determined by the respective embassy or immigration authority. Visa rejection, processing delays, or requests for additional documents by authorities do not qualify for a refund.
- For flight bookings, customers are bound by the fare rules and cancellation policies of the respective airline. Jaunt Planners is not responsible for airline schedule changes, cancellations, rescheduling, strikes, or operational disruptions. Refunds for flight tickets are strictly subject to airline policies and may involve cancellation fees imposed by the airline.
- For hotel reservations, refunds and cancellations depend on the policies of the respective hotel or accommodation provider. Non-refundable bookings or late cancellations may not be eligible for any refund from Jaunt Planners.
- For itinerary planning services, the company provides customized travel research, recommendations, and planning based on client requirements. Once an itinerary or consultation has been delivered, the service is considered fulfilled and is generally non-refundable.
- In cases where Jaunt Planners arranges bookings or services through third-party vendors, any dispute relating to service quality, cancellations, or changes may require coordination with the respective vendor. Jaunt Planners will assist in communication but cannot guarantee outcomes controlled by third parties.
- Refund requests will only be considered in exceptional circumstances where a service was demonstrably not delivered as agreed or where a material error occurred on the part of Jaunt Planners.
- In such exceptional and verified cases, any approved refund will be limited to a maximum of 50% of the amount paid for the specific service in question. This limitation is designed to account for research time, administrative work, transaction costs, and third-party charges already incurred.

- No refunds will be issued for circumstances beyond the company's control, including but not limited to visa refusal, travel restrictions, airline cancellations, personal emergencies, medical issues, changes in travel plans, or force majeure events.
- Administrative charges, consultation fees, research fees, payment gateway charges, and taxes paid to third parties are non-refundable under all circumstances.
- If a refund is approved, the refund will be processed using the original mode of payment within a reasonable timeframe after the decision is communicated to the customer.
- Jaunt Planners reserves the right to refuse refund requests that appear fraudulent, abusive, or inconsistent with the terms outlined in this policy.
- The company also reserves the right to modify or update this Complaint and Refund Policy at any time without prior notice. The most current version available on the website will apply to all services.
- By purchasing any service offered through Jaunt Planners, the customer confirms that they have read, understood, and accepted this Complaint and Refund Policy in full.