



Gandhi Research Foundation

Gandhi Teerth, Jain Hills, Jalgaon - 425001.
Maharashtra, India

CANCELLATION AND REFUND POLICY

1. Museum Virtual Tour current booking does not have cancellation provision.
2. Museum Virtual Tour advance booking can be cancelled or postponed, if the user sends cancellation request twenty four hours before the date of visit. 15 per cent of the fee will be deducted for service charge and the remaining 85 per cent will be paid back to your bank account through which payment was originally made.
3. Museum Physical Tour advance booking can be cancelled or postponed, if the visitor sends cancellation request 48 hours before the date of visit. 15 per cent of the fee will be deducted for service charge and the remaining 85 per cent will be paid back to your bank account through which payment was made.
4. Cancellation of purchase order can be entertained if the cancellation request is received one day prior to the scheduled execution of the purchase (before dispatching it from our side)
5. We wish to inform you that in case of a transaction for donation, cancellation of order is not possible.
6. The information provided to us during a payment is secure to highest possible level, However, in the event the user chooses to cancel the transaction in middle of the process, our system stores the details in the database. A transaction of record is then generated by mentioning that the user has interfered in middle of transaction and cancelled the transaction. Certain technical glitches are beyond our control, it might be possible in certain circumstances that server might have already completed transaction despite cancelling the transaction and the report of transaction might have been issued late. In such cases:
7. In case of a transition for services or purchase of product the, user has to follow the procedure for cancellation of order mentioned on the website. The user for cancelling any transaction of services or products has to enter the user id and password and log into the account. In the account the user will have to select the order which he wishes to be cancelled. Please note that the order cannot be cancelled in case the services have been availed or the transaction is complete. (for example book is already sent or services are already enjoyed)