

REFUND & CANCELLATIONS POLICIES

Powered by **DharmikVibes** – A Brand of **DIVVIB LIFESTYLE PRIVATE LIMITED**

CIN: U79110HR2024PTC126911

GST: 06AALCD2862M1Z9

PAN: AALCD2862M

Registered under the Companies Act, 2013, Government of India

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1. INTRODUCTION

At **Dharmikvibes by DIVVIB LIFESTYLE PRIVATE LIMITED**, we strive to deliver spiritually enriching and seamless experiences. From flights and accommodations to sacred rituals and astrology, every service is curated with devotion and professionalism.

This **Refund & Cancellation Policy** outlines the terms applicable when you book or purchase services through our platform. The policy is designed to ensure fairness, transparency, and clarity for all stakeholders.

Refund and cancellation conditions vary depending on the service category, as detailed below.

1. Flights Booking

Flight bookings made via Dharmikvibes are subject to airline-specific cancellation and refund policies. As an aggregator, Dharmikvibes adheres strictly to the rules set forth by each airline.

Key Guidelines:

- Dharmikvibes charges a non-refundable service/convenience fee in addition to airline penalties.
- In case of airline-initiated cancellations (e.g., weather disruptions, operational issues), full refunds (excluding convenience fee) will be processed based on airline confirmation.
- For **non-refundable tickets**, no refund is applicable.
- Refunds will be processed in 7–21 working days depending on airline and payment gateway timelines.

REFUND & CANCELLATIONS POLICIES



Prominent Airlines Refund Policy Table

Airline	Refundable	Cancellation Fee	Time Limit for Free Cancellation	Refund Timeline
IndiGo	Depends on fare	₹3,000–₹3,500 or more	Within 24 hrs of booking (if 7+ days before travel)	7–15 working days
Air India	Varies	₹2,500–₹3,000	24 hrs of booking	10–21 working days
SpiceJet	Limited	₹3,000+ depending on route	None	10–15 working days
Vistara	Yes for Flexi	₹3,000–₹3,500	24 hrs of booking	7–10 working days
Go First	Often non-ref	₹3,000+	NA	15–21 working days
Akasa Air	Varies	₹2,500–₹3,500	Within 24 hrs (if 7+ days left)	7–10 working days

Note: These are indicative and subject to change by airlines. Please check fare rules at booking.

2. Hotels & Stay (Including Homestays, Dharamshalas, Sarais, Ashrams, etc.)

We partner with various accommodations, from modern hotels to traditional dharamshalas. The refund policy varies depending on the booking type.



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Refund Types

A. Non-Refundable Bookings

- If you opt for a **non-refundable** rate, **no cancellation or refund** is applicable under any circumstances, including no-shows or early checkouts.
- Non-refundable rates are clearly mentioned during booking.

B. Refundable Bookings

- **Free Cancellation:** Up to **72 hours before check-in**.
- **Partial Refund (50%):** For cancellations made between **24 to 72 hours** prior.
- **No Refund:** For cancellations **within 24 hours** or no-shows.
- **Refund Timeline:** Within **7 working days** after deduction of charges.

Note: For bookings during **festivals, peak pilgrimage dates, or VIP yatras**, the refund windows may be restricted or fully non-refundable. These will be mentioned during booking.

3. Transport & Cars

This includes local transport, intercity taxis, pilgrimage route rentals, and chauffeur-driven cars.

Cancellation & Refund Terms:

- **100% Refund:** Cancellations **48+ hours** before scheduled pickup.
- **50% Refund:** Cancellations **24–48 hours** prior.
- **No Refund:** Cancellations **within 24 hours**, no-shows, or delayed reporting beyond 30 minutes.
- **Refund Timeline:** **5–7 working days**.

Driver allocations, fuel booking, and parking passes may be arranged in advance, hence strict cancellation cut-offs apply.



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REFUND & CANCELLATIONS POLICIES

4. Dharmikguide (Spiritual Guides)

We offer certified **Dharmik guides** fluent in rituals, local culture, and temple customs.

- **Free Cancellation:** If done **48 hours prior** to the scheduled service.
- **50% Refund:** For cancellations within **24–48 hours**.
- **No Refund:** Within 24 hours or in case of **no-shows**.
- **Refund Timeline:** Processed within **5 business days**.

Please respect the guide's time and prior commitments in sacred regions.

5. Online Puja & Chadava

Services include remote puja offerings, online sankalpa, and temple chadava conducted by appointed priests.

- **Cancellation Allowed:** Only if done **24 hours prior** to scheduled puja.
- **No Refund:** If the puja/chadava has been performed or items purchased.
- **Refund Timeline:** **3 working days** (after verification with the priest team).

Once flowers, prasad, or samagri are arranged, cancellation is not possible.

6. Meet & Greet & Porter Services

Covers welcome services, luggage assistance, and elderly support at railway stations, airports, or bus depots.

- **100% Refund:** If canceled **24+ hours** prior.
- **No Refund:** Within 24 hours of service time or no-shows.
- **Refund Timeline:** 3–5 business days.

Service staff are assigned ahead of time and often travel to meet you; please cancel early if needed.



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7. VIP Darshan & Access

Includes fast-track access, temple escorting, and priority darshan with or without trust coordination.

- **Non-Cancellable / Non-Refundable:** These services involve slot blocking with temple trusts, which are final.
- **Refund Applicable:** Only in case of **failure from temple/trust side**, or if Dharmikvibes cancels due to scheduling issues.

For missed darshan due to **late arrival** or **personal delays**, no refund is possible.

8. Offline Puja, Yagya, Home Puja, etc.

We offer on-site puja, homam, pitru dosha nivaran, vastu shanti, and more, conducted by certified pandits.

- **80% Refund:** If canceled **48+ hours** in advance.
- **50% Refund:** If canceled **24–48 hours** prior.
- **No Refund:** Within 24 hours or after materials have been procured or travel initiated.
- **Refund Timeline:** 5 working days.

Cancellation may not be allowed for multi-day or high-ticket pujas.

9. Astrology Services (Online & Offline)

Book Vedic consultations, kundali matching, prashna kundali, or numerology sessions.

- **Full Refund:** If canceled **24+ hours before** scheduled session.
 - **50% Refund:** If canceled between **12–24 hours**.
 - **No Refund:** Within 12 hours or in case of no-show.
 - **Refund Timeline:** 5 working days.
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Sessions are time-bound; no refund is given once the astrologer has joined or the session has started.

10. In-Platform Content – Premium Subscriptions

Applies to premium content, learning modules, or spiritual journeys via the Dharmikvibes platform/app.

- **Non-Refundable:** For monthly and one-time-use subscriptions.
- **Annual Plans:** Can be canceled within **first 30 days** for a **prorated refund** (if unused).
- **Auto-renewal:** Can be turned off in settings before next billing date.

Downloaded or accessed content is considered “consumed” and is non-refundable.

11. Other Services / Custom Packages

Includes bundled yatras, group pilgrimages, personalized rituals, or spiritual retreats.

- Custom packages will have their own cancellation terms listed at the time of booking.
- Generally, **no refund** after confirmation unless mentioned otherwise.
- **Full refund** applies if Dharmikvibes cancels or vendor fails to deliver service.

12. General Terms

- **Refund Mode:** Same as original payment method (bank, UPI, wallet, etc.).
- **Timeline:** Most refunds processed within **5–10 business days**.
- **Force Majeure Clause:** No refund will be issued for events affected by natural disasters, political unrest, or government restrictions.
- **Abuse of Policy:** Repeated refund requests, misuse, or false claims may result in user account suspension.



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REFUND & CANCELLATIONS POLICIES

13. Key Terms & Conditions (Supplementary Clauses)

A. User Responsibilities

- It is the responsibility of the user to **provide accurate information** (e.g., name, date of birth, contact details) while booking any service.
- Users must **arrive on time** for offline services such as darshan, puja, or transport pickups. Delays caused by the user will not qualify for a refund.
- For astrology or live sessions, users are expected to have a **stable internet connection**. Missed sessions due to poor connectivity may not be rescheduled.

B. Booking Modifications / Rescheduling

- **Modification requests** (dates, times, names) are treated as cancellations and may **incur charges or be disallowed** depending on the service.
- Any rescheduling is **subject to availability** and may include **price differences**.

C. Partner & Vendor Terms

- Dharmikvibes partners with **third-party service providers** (temples, priests, hotels, airlines, drivers, etc.) and may be **subject to their rules**.
- Dharmikvibes is not liable for any **misconduct, delay, or service failure** by these independent vendors unless explicitly mentioned.

D. Service Denial / Breach of Policy

- Dharmikvibes reserves the right to **deny service or cancel bookings** without refund if the user:
 - Misbehaves with staff or partners
 - Violates local temple rules or sacred customs
 - Engages in fraud or suspicious activity on the platform



REFUND & CANCELLATIONS POLICIES

E. Force Majeure

- Refunds will **not be granted** in case of delays or cancellations due to events beyond control such as:
 - Natural disasters (flood, earthquake)
 - Political unrest, curfews, strikes
 - Pandemics and government lockdowns
 - Sudden temple closures or religious events

F. Payment Disputes

- All payments must be completed via the official Dharmikvibes platform (website or app). The company is not liable for transactions done outside these channels.
- **Chargebacks/disputes** raised fraudulently may lead to **legal action** or blacklisting from the platform.

G. Refund Reversal

- If a refund is granted but **service was actually delivered**, Dharmikvibes reserves the right to **reverse** the refund or deduct equivalent charges from future bookings.

H. Legal Jurisdiction

- All disputes will be subject to **courts of jurisdiction in [Gurugram, India]**.
- Users waive rights to class action or mass arbitration; all claims must be brought **individually**.

I. Policy Updates

- Dharmikvibes reserves the right to **update this policy** at any time without prior notice. The latest version will always be available on the official website.
- Continued use of the platform after changes implies **acceptance of the updated terms**.



REFUND & CANCELLATIONS POLICIES

14. Privacy & Data Use

- Dharmikvibes collects user data such as name, contact number, birth details (for astrology), address, etc., **only for service delivery purposes**.
- No user data will be sold or shared with unauthorized third parties.
- Temple-specific or spiritual booking data may be shared with affiliated priests/trusts **on a need-to-know basis** only.
- Dharmikvibes complies with applicable data protection laws, including **India's IT Act & Personal Data Protection Bill**.

15. Prohibited Usage

By using Dharmikvibes, you agree **not to**:

- Use the platform for unlawful or fraudulent activity.
- Impersonate someone else to make bookings.
- Resell services (especially puja/temple slots) commercially unless approved by Dharmikvibes.
- Post or transmit offensive, religiously disrespectful, or false content.
- Attempt to reverse engineer, extract, or misuse any platform content.

Violation may result in **account suspension, legal action**, and cancellation of all current/future bookings without refund.

16. Technical Failures & Access Interruptions

- While we ensure 99.99% uptime, **Dharmikvibes is not liable for platform outages** caused by hosting, technical errors, or cyberattacks.
 - In case of **platform failure during booking**, users are advised to contact support with screenshots or payment IDs.
 - Services disrupted by tech failure **will be rescheduled or refunded**, based on availability.
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17. Proof of Delivery / Service Completion

For each category, service completion is defined as:

Service Type	Proof of Completion
Flights	E-ticket issued by airline
Hotels	Check-in or confirmation by partner
Puja (Online/Offline)	Video, photos, pandit acknowledgment, or live link
Astrology	Session recording or screenshot (on request)
Transport	Driver logs and arrival confirmations
VIP Darshan	Temple/trust entry record or escort log
Digital Content	Access logs and download proof

Any dispute regarding non-delivery must be raised within **48 hours of scheduled completion**. Claims beyond that window **will not be entertained**.

18. Custom Bookings, Group Packages & Pilgrimage Tours

These bookings may include:

- Multi-destination yatras
- Seasonal temple tours
- Senior citizen group bookings
- Ritual + darshan + travel combinations

Custom booking terms will be shared in writing with the client and must be accepted via email or signature before confirmation. Refunds, cancellation, or rescheduling for these packages will be strictly as per the **custom agreement**.

19. Communication Consent

- By using Dharmikvibes, you consent to receive service-related communication via:
 - SMS, WhatsApp, Email, and/or Phone Calls.
- Communication may include:
 - Booking confirmations



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- Puja reminders or links
- OTPs, customer service follow-ups
- Offers & seasonal campaign messages (opt-out available)



20. Acceptance of Policy

- By completing any transaction on the Dharmikvibes platform (app or web), the user **acknowledges and accepts**:
 - The Refund & Cancellation Policy
 - Terms & Conditions
 - Privacy & Data Use clauses
- This acceptance is **binding** and equivalent to a digital signature under the **Indian Contract Act**.



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Final Notes

- Always verify service details, temple rules, refund eligibility, and booking conditions **before checkout**.
- Special requests (e.g., priest language, type of samagri, astrology preference) must be specified **before payment**.
- For any escalations or grievances, users may write to our **Grievance Redressal Officer**:
 -  hi@dharmikvibes.com
 -  Response time: Within 48-72 hours

Contact Us

For any refund or cancellation assistance, please reach out to:

-  hi@dharmikvibes.com
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🌟 Unique Spiritual Experiences 🌟



**Local Temple
Darshan**



Join Sacred Pujas



Satsang & Bhajans



**Festival
Celebrations**



**Authentic Satvik
Food**



**Spiritual
Workshops**

All Carefully Curated by Our Dedicated DharmikVibes Team

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