



Sukoon – Travel Passion is on

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ABN: 49680009198

Booking & Cancellation Policy (Hotels, Sightseeing, Rental Car & Attractions)

Timeline	Cancellation Charges
No Show	100% of the tour price
1–30 days before departure	50% of the tour price
30–90 days before departure	30% of the tour price
90+ days before departure	No charge

Cancellation Policy – Flights

Refunds will be processed as per the respective airline's policy after deducting **5% of the ticket price** as service charges.

Note: *Cancellations due to medical emergencies (with valid supporting documents) may be considered for special relaxation.*

Itinerary Changes

The itinerary is subject to change depending on confirmed flights, road and weather conditions, or hotel availability. Final decisions will be made by the Sukoon team in the best interest of travellers.

Booking Process

1. Review the itinerary carefully and discuss with Sukoon's travel expert to ensure it meets your expectations.
2. Confirm your booking via **email or text** after finalizing the tour package.
3. Provide **flight schedule** (if booked separately) and **passport photos** of all guests.
4. Upon confirmation, Sukoon will issue an invoice:
 - **30% deposit** required to reserve slots
 - **100% of flight cost** (if included in package) due upfront
 - **50% balance** due one month before the trip
 - **Final 20%** due five days before departure
5. A **WhatsApp group** will be created for all guests one month before the trip to share the final itinerary, packing checklist, and important travel guidelines.