

## Refund process of Online Booking of DDA's Sites from 30.05.2019

### **In case of all functions**

Security amount will be automatically refunded after 15 days from the date of function. During the 15 days, if any damage, claim amount is entered by the SE, DDA of concerned zone. The balance amount after the deduction of damage amount from the security amount will be refunded to the applicant.

### **Refund of cancellation amount:**

#### **Cancellation by SE (Deficiency of documents)**

If SE of the concerned zone Cancels the Booking after checking the documents uploaded by applicant, Rs. 500/- + GST i.e. Rs. 590/- will be deducted from the booking amount and refund will be initiated automatically.

#### **Cancellation after confirmation:**

If applicant wishes to cancel the confirmed booking, he/she will have to login with their Id and password. Click on "Cancel Confirmed Booking" link. If the reason of cancellation is Other than "Death", the applicant can cancel the booking online and refund will be initiated as per policy. If Reason for cancellation selected is "death", then applicant has to upload "death Certificate". The certificate will be verified by SE of the concerned zone and the refund will be initiated automatically.

<b>NO. OF DAYS BEFORE FUNCTION DATE FOR CANCELLATION REQUEST</b>	<b>CANCELLED AMOUNT of booking Charges</b>
30 days or more	20%
15 days or more but less than 30 days	50%
Less than 15 days	100%

In case the booking is cancelled due to death case within the blood relatives of boy or girl, no deduction shall be made except the taxes, and the same shall be refunded only at the level by SE(HQ) upon producing the concerned death certificate.