

FREQUENTLY ASKED QUESTIONS

1. Q. I had a trek booking between April, 2020-June, 2020, what happens to my booking?

A. Whatever the last cancellation date was, all the participants who have cancelled their trek on 20 March onward or have not cancelled their trek till the date YHAI called off the programmes of April & May 2020 have three options:

- a. Avail the voucher and book the same trek for the next year at the same cost.
- b. Avail the voucher and book one or more treks, other than the one you had booked.
- c. Seek 80% refund.

2. Q. What is the cost of the voucher?

A. 100% trek fee paid by you at the time of booking.

3. Q. Until when can I use the voucher?

A. You can redeem the voucher any time before 31st December, 2021.

4. Q. Do I have to utilize the full voucher in a single Programme?

A. You can use the voucher for maximum two Programmes i.e. surplus in the voucher can be used to book another Programme.

5. Q. Can I claim a refund of a partly utilized voucher?

A. Yes. After partially utilizing the voucher, you can claim refund of the surplus i.e. balance amount. You shall be entitled to 80% of the balance amount. A fee of 20% on the refund amount shall be deducted towards processing / administrative charges.

OR

You can use the balance of the voucher to book some other program till Dec. 2021.

6. Q. Can I seek refund against the voucher?

A. Yes. In case you do not wish to avail the voucher for booking of any National Programme, you can seek a monetary refund. You shall be entitled to 80% of the refund. A fee of 20% on the refund amount shall be deducted towards processing / administrative charges.

7. Q. Can I transfer the Credit Voucher?

A. Although YHAI doesn't permit transfer of booking, as a special case due to Pandemic affect only, you shall be permitted to transfer/gift the voucher to your family member/friend. The voucher is transferable only once, to be availed in full.

8. Q. Which Programmes can I book with the voucher?

A. You can book all National Programmes through the voucher, including those that are organised by YHAI State Branches.

9. Q. Can I use the voucher to book stay at YHAI Hostels?

A. You can use the voucher to book stay only at the YHAI owned hostels viz. International Youth Hostel, New Delhi, International Youth Hostel, Darjeeling, West Bengal, International Youth Hostel, Mysuru, Karnataka and International Youth Hostel leh in Ladakh.

10. Q. Can I book the same programme for the next year?

A. Yes. If you utilize the voucher to book the same programme for the year 2021, you will not be required to pay the revised charges of the next year i.e. you can participate in the same programme at the same cost next year. We intend to increase the programme fees later this year.

11. Q. Can I book a programme of higher value than the voucher amount?

A. Yes. If you choose to book a programme of higher value than the voucher cost, you will be required to pay the difference in cost.

12. Q. Will I be charged additionally towards online booking charges?

A. No. If you utilize your voucher to book another programme, your online booking charges of 5% of programme fee shall be waived off.

13. Q. What is the procedure to avail the voucher for transfer to another trek-cum-training programme?

A. You will be required to address an e-mail to trekking@yhaindia.org stating your voucher number and the shift in programme that you desire together with the desired reporting date. Note that shift would be only provided on first cum first serve basis and against availability.

14. Q. What would be the best time to book a trekking-cum-training programme?

A. You can plan your trekking-cum-training programme post June. We have some fabulous treks in July from which you can choose like Great Lakes of Kashmir, Hampta Trek, Valley of Flowers and several others organised by our State Branches.

Should you have any more Questions / Enquiry please feel free to mail or call our helpline numbers-7827999000, 011-45999015

Don't Cancel

Postpone

With regards,

Rupesh K. Pandey
Chief Executive Officer
Youth Hostels Association of India

Manoj Joshi
Chairman-Adventure Promotion Committee
Youth Hostels Association of India