

Booking Policy – Darjeeling Sikkim Taxi

1. How to Book a Service

You can book our services via website, WhatsApp, phone call, email, or through travel partners. Required details include full name, contact number, pickup & drop location, date & time, selected service, and payment information.

2. Booking Confirmation

Bookings are subject to availability. A booking becomes confirmed only after required payment is received and a confirmation message/email with Booking ID is issued.

3. Advance Payment & Deposit

Some bookings require full payment, while others require a non-refundable deposit. Advance payments secure vehicle availability, driver assignment, and permits if applicable.

4. Pickup Time Policy

Drivers may arrive within a 30-minute window before or after the scheduled pickup time due to local traffic or weather conditions.

5. Changes to Booking

Changes to date, time, or route must be requested at least 48 hours prior and are subject to availability. Price differences due to season or vehicle change must be paid by the customer.

6. Traveler Identification

Valid government-issued photo ID may be required before journey start. Incorrect details may result in service refusal without refund.

7. Special Requests

Child seats, extra luggage, additional stops, or special pickup requests must be informed at the time of booking. Accommodation is subject to availability.

8. Group Bookings

Group bookings may require higher advance payment. One lead traveler must provide passenger details.

9. Cancellations & Refunds

Cancellations are governed by our Cancellation Policy. Company-initiated cancellations will result in full refund or free rescheduling.

10. Important Conditions

All services are subject to weather, road, permit, and regulatory conditions. No refund is allowed once service has commenced.