

## **Cancellation & Refund policy**

1. If the cancellation is done before 48 hours of show time, 80% will be refunded and if it is done only before 24 hours of the show time, 70% will be refunded. No refund will be allowed if cancellation is requested within 24 hours of the show time.
2. Those who intend to cancel the online tickets are to come at the office with ID proof and request before 24 hours of show time or send an e-mail request for cancellation of ticket to [directorsstm@gmail.com](mailto:directorsstm@gmail.com) from the mail ID which was used for booking the online tickets.
3. All transactions on Internet are subject to the conditions stipulated by the Financial Gateway and subject to levy of charges, if any. The details of service charges for online booking through online banking/ credit card/debit cards, charges are given below:-

<b>Credit card</b>	<b>Debit cards</b>	<b>Net banking</b>	<b>Cash cards</b>	<b>JCB/AMEX</b>
1.00%	.75% < 2000 & 1% > 2001	ICICI& HDFC- Rs.10/- Rest of banks—Rs.5/-	3%	3%

4. The intimation regarding the refund for cancellation will be sent through e-mail.
5. The refund amount will be credited to the Bank Account No. as shown in the cancellation request within 15 working days of receipt of request.
6. In respect of refunds due to ticket not booked but amount debited from visitor's account. The amount will be credited to the concerned Debit card/Credit card / Internet banking account within 7 days from the date of transaction.
7. If refunds are delayed, customers may contact KSSTM officials at telephone numbers provided in the website.