

# Rental Gears T&C

## **Cancellation and Refund Policy for Rental Gear:**

1. **Cancellation up to 7 Days Before Booking Window Closes:**  
Receive a full refund minus a 4% transaction fee, credited back to your payment method.
2. **Cancellation within 7 Days of Booking Window Closing:** Receive a 50% refund, credited back to your payment method.
3. **No Size Changes at Basecamp:** No refunds will be provided for cancellations due to size issues at the basecamp.
4. **No Gear or Rental Amount Changes at Basecamp:** The gear or rental amount cannot be exchanged or used for other items at the basecamp.
5. **Mid-Trek Cancellation:** No refunds will be provided if you return from the trek due to ill health, disciplinary reasons, or personal reasons.
6. **Trek Cancellation by Hike2Heaven Before Start:** Receive a full refund, credited back to your payment method.
7. **Trek Cancellation by Hike2Heaven After Start:** Receive a refund for the remaining days of the trek, credited back to your payment method.
8. **Damaged Returned Gear:** An appropriate fine will be charged based on the extent of the damage, as determined by the Store Incharge. If the deposit amount is insufficient, you will be required to pay the remaining cost.
9. **Lost Rental Gear:** A fine equivalent to the value of the lost gear will be charged. If the deposit amount is insufficient, you will be required to pay the remaining cost.