

## **Refund And Cancellation Policy**

At Gauchar Mela, we are dedicated to providing a seamless and transparent application process for securing shop/stall spaces. We understand that there may be instances where applications are rejected. This policy outlines the procedures and options available in such cases:

### **1. Application Rejection:**

**1.1.** If your application is rejected by the Meladhikari (Sub District Magistrate), a reason for rejection will be recorded.

**1.2.** You will be promptly notified of the rejection via SMS, and your application will be marked as rejected.

### **2. Shop/Stall Blocking:**

**2.1.** Following the rejection, your shop/stall will remain blocked for a period of 24 hours from the time of rejection.

**2.2.** During this 24-hour window, you have the opportunity to address and rectify the reason for rejection.

### **3. Reapplication:**

**3.1.** If you are unable to address and rectify the rejection reason within the 24-hour period, your shop/stall will be made available for selection by other applicants.

**3.2.** You have the option to reapply against the same application within 24 hours after the rejection, and the shop fee will be required for submission.

### **4. Refund of Fees:**

**4.1.** In the event that you cannot secure the shop/stall upon reapplication, we will refund the shop fee, excluding the application fee.

**4.2.** The application fee is non-refundable, as it covers the administrative costs associated with processing your application.

## **5. Policy Changes:**

**5.1.** We reserve the right to update or amend this refund policy at any time. Any changes will be communicated to you through our website or by email.

## **6. Contact Us:**

If you have any questions or concerns about our refund policy, please contact our customer support team **gaucharmela@gmail.com**.

We aim to provide a fair and efficient process for securing shop/stall spaces, and this policy is designed to ensure transparency and flexibility in case of rejection.

Office Gauchar Mela Adhikari  
Gauchar, Karanprayag, Uttarakhand, 246444  
gaucharmela@gmail.com