

Kapsons Holiday Voucher (VacPac)

Terms & Conditions

1. Offer Overview

The "VacPac" Holiday Voucher ("Voucher") entitles the holder to a 2 Nights / 3 Days hotel stay for two adults and up to two children below 8 years of age, at any of the listed destinations, subject to the Terms & Conditions.

This promotional offer ("Offer") titled "Shop for Rs. 31,989/- or above and get a Complementary Holiday Voucher" is launched by Kapsons International Pvt. Ltd ("Kapsons") and managed through its authorized marketing agencies including Travelport and RewardPort Corporate Solutions Pvt. Ltd. ("RewardPort").

2. Offer Validity

- The Offer is valid from **15th March 2026 to 15th June 2026** ("Offer Period"),
- The Offer shall remain valid until these holiday vouchers are exhausted or the campaign end date is reached, whichever is earlier.

3. Utility Charges

- A mandatory utility charge of ₹1,499 per night is applicable, which is borne by the customer & payable in advance to Rewardport
- Booking confirmation is subject to payment of the applicable utility charges.
- A secured payment link will be shared after availability is confirmed.
- Payment must be completed within 48 hours, failing which the link will expire and the voucher will be deemed used and closed.

4. Booking & Advance Notice

- A minimum of 21 working days' advance notice is required to process any booking request.
- Customers must provide 2 alternate dates (With a gap of at least 7 days) and 2 destinations at the time of request.
- All bookings are strictly subject to availability and prior reservations.

5. Booking Confirmation

- All confirmations will be issued by TravelPort in the form of a confirmation voucher.
- The customer must carry the confirmation voucher to the hotel at the time of check-in.
- Once a confirmation is issued, no amendments, changes, or cancellations will be permitted.

6. Blackout & Peak Periods

The voucher is not valid during the following periods:

- Diwali, Christmas & New Year : 18th December to 15th January
- Summer Holidays (Hill Stations only) : 25th May to 10th July

7. Redemption Method

- Voucher redemption is permitted only through the official redemption website : www.holidaywithkapsons.rewardzpromo.com
- Direct bookings or walk-ins at hotels using the voucher will be considered invalid.

8. Voucher Usage & Restrictions

- The voucher is non-refundable, non-cashable, non-extendable, non-transferable and non-negotiable.
- Each voucher can be redeemed only once.
- Vouchers cannot be clubbed and only one voucher can be used per booking.

9. Hotel Charges & Extras

- The voucher covers accommodation only, as specified.
- Any additional expenses including extra beds, meals, laundry, room service, heating, telephone, leisure activities, or incidental charges must be paid directly to the hotel by the customer.
- Applicable taxes, if any, are to be paid at the hotel.

10. Meals

- Complimentary breakfast will be provided as per the individual hotel's policy.
- No claim shall arise where breakfast is not included due to any reason/s.

11. Transfer & Identity

- The voucher is non-transferable and must be used by the person to whom it is issued.
- The voucher holder must be the primary guest during the stay.
- Hotels reserve the right to verify identity and may request valid government ID proof.

12. City of Residence Restriction

- Customers are not permitted to book hotels in their city of residence.
- Aadhar card and a valid purchase invoice (Original) may be required for verification purposes & both are mandatory to be uploaded while registration

13. Hotel Substitution

- **TravelPort reserves the right to substitute listed hotels with an alternative hotel of the same category at the same destination, if required.**

14. Voucher Validity

- **The voucher is valid for 3 months from the date of registration (Last date of registration is 15th June 2026).**
- **The last date of registration will be as communicated at the time of issuance.**

15. Unavailability Clause

- **In rare cases, where a booking cannot be processed due to unavoidable reasons, the voucher and utility payment will be retained for future usage within the validity period.**

16. Limitation of Liability

- **Kapsons, RewardPort, and TravelPort shall not be responsible for hotel services, facilities, staff conduct, or any issues arising during the stay.**
- **RewardPort acts solely as a campaign and booking facilitation agency.**

17. Loss & Damage

- **The company shall not be liable for lost, stolen, damaged, misdirected, or illegible vouchers or booking forms.**

18. Employee Exclusion

This offer is strictly for the retail customers only and is not applicable to employees, retailers, dealers, distributors, or associates of Kapsons or RewardPort.

19. Modification Rights

Kapsons reserves the right to modify, extend, suspend, extend or discontinue the Offer or its Terms & Conditions without prior notice. Updates will be communicated via official channels.

20. Customer Support

To know more about the offer, Call/Whatsapp on 9872998402 (Kapsons) or email on rewards@kapsons.com

For booking related queries or redemption assistance :

- **Phone : 08433999050 (CC) or 9082849551 (Whatsapp)**

Email: kapsons@rewardport.in

- **Support Hours: Monday to Friday, 10:30 AM – 5:30 PM (Excluding public holidays)**

21. Governing Law & Jurisdiction

All disputes arising from this Offer shall be subject to the exclusive jurisdiction of courts in Mumbai, India.