

Frequently Asked Questions (FAQ)

General Questions

1. What is Klearpathtravels.com?

Klearpathtravels.com is a comprehensive online travel and tourism portal based in Bangalore, India. We currently offer cab services in and around Bangalore and are expanding to provide flights, hotels, medical tourism packages, travel accessories, and other travel-related services—all in one convenient platform.

2. How can I contact customer support?

You can reach our customer support team:

- **Email:** support@Klearpathtravels.com
- **Phone:** [[+91 8660883897](tel:+918660883897)]
- **Live Chat:** Available on our website during business hours

3. Is Klearpathtravels.com a registered company?

Yes, we are a legally registered Private Limited company in Bangalore, Karnataka, India.

Account & Registration

4. How do I create an account?

Click on the "Sign Up" button on the top right corner of our homepage. You can register using your email address or mobile number. You'll need to verify your account via OTP to complete registration.

5. I forgot my password. What should I do?

Click on "Forgot Password" on the login page. Enter your registered email address, and we'll send you a password reset link.

6. Can I book services without creating an account?

For cab services, you can book as a guest. However, creating an account allows you to track your bookings, access special offers, and enjoy faster checkout for all services including medical tourism packages.

Cab Services

7. What areas do you currently serve for cab bookings?

We currently provide cab services in and around Bangalore city. We're continuously expanding our service areas.

8. What types of cabs are available?

We offer various categories including Hatchback, Sedan, SUV, and Luxury vehicles. The availability depends on your location and time of booking.

9. How are cab fares calculated?

Fares are calculated based on distance, time, vehicle type, and local taxes. You'll see the estimated fare before confirming your booking.

10. Can I book a cab for multiple days or outstation trips?

Yes, we offer both hourly rentals and outstation packages. Select the "Rental" or "Outstation" option when booking.

Future Services (Medical Tourism, Flights, Hotels, Packages)

Medical Tourism Services

11. What is medical tourism through [Klearpathtravels.com](https://klearpathtravels.com)?

We facilitate access to accredited hospitals and medical institutions in India and other countries for international patients. The portal helps with hospital selection, treatment packages, medical visas, travel arrangements, and stay coordination—all through our integrated platform.

12. Are you a hospital or healthcare provider?

No. [Klearpathtravels.com](https://klearpathtravels.com) is a facilitator and aggregator. We connect patients with accredited hospitals and doctors. We do not provide medical advice, diagnosis, or treatment. All medical services are rendered by the partner hospitals and their medical professionals.

13. How do you select partner hospitals?

We partner only with hospitals accredited by JCI (Joint Commission International), NABH (National Accreditation Board for Hospitals & Healthcare Providers), or equivalent

international accreditation bodies. We conduct thorough due diligence before onboarding any medical institution.

14. What is the process for booking a medical tourism package?

1. **Hospital Shortlisting:** We suggest suitable hospitals based on your needs.
2. **Free Consultation:** Connect with the selected hospital and book a consultation.
3. **Submit Medical History:** Complete our medical questionnaire and upload relevant reports.
4. **Treatment Plan & Quote:** Listed Hospitals provide detailed treatment plans and cost estimates.
5. **Visa Assistance:** Hospitals provide detailed information and required support / documentation to obtain medical visa. The portal facilitates obtaining medical visas through our partner agents.
6. **Travel & Stay Booking:** The portal provides facility to arrange flights, accommodation, and local transfers.
7. **Treatment & Follow-up:** Your dedicated case manager from the selected Hospital coordinates everything during your stay

15. What if I need to cancel my medical treatment?

Our medical tourism cancellation policy is strict due to the nature of medical services. Please refer to our detailed **Return and Refund Policy** for specifics. Generally:

- The [Klearpathtravels.com](https://www.klearpathtravels.com) facilitation fee is non-refundable
- Hospital advance payments are subject to the hospital's cancellation policy (typically 50-80% non-refundable if cancelled before arrival)
- Travel components follow respective airline/hotel policies

16. Do you guarantee medical outcomes?

No. We do not guarantee, warrant, or promise any specific medical outcome. Medical results vary based on individual conditions, and all treatments carry inherent risks. Your treating doctor will explain these during consultation.

17. What about post-treatment care?

You are requested to coordinate with hospitals to ensure proper discharge instructions and can help arrange follow-up consultations. However, long-term aftercare is the responsibility of the patient and their local healthcare provider.

Flights, Hotels & Travel Packages

18. When will you start offering flight and hotel bookings?

We are actively working on expanding our services. Please subscribe to our newsletter or follow us on social media to receive updates about new service launches. Alternatively, keep checking the portal for announcements of the launch of new services from time to time.

19. Will I be able to book complete travel packages?

Yes! Our ultimate goal is to offer complete travel packages including flights, hotels, local transportation, and activities for various destinations including cruises, houseboats, and adventure tours.

Payments & Pricing

20. What payment methods do you accept?

We accept all major payment methods:

- Credit/Debit Cards (Visa, MasterCard, RuPay)
- Net Banking
- UPI (Google Pay, PhonePe, etc.)
- Digital Wallets
- EMI options (where available)

21. Are there any hidden charges?

No. All applicable charges including taxes are displayed before payment confirmation. For medical tourism packages, the hospital may adjust final costs based on the actual treatment plan, which will be communicated transparently.

22. Is my payment information secure?

Yes. We use industry-standard SSL encryption and partner with PCI-DSS compliant payment gateways. We do not store your complete payment details on our servers.

Cancellations & Refunds

23. What is your cancellation policy for cab bookings?

- **Free cancellation** up to 1 hour before scheduled pickup
- **50% cancellation charge** within 1 hour of pickup
- **No refund** for no-shows

24. How long do refunds take to process?

- **Cab refunds:** 5-10 business days to reflect in your account
- **Medical tourism refunds:** 15-30 business days, subject to hospital processing times
- **Product returns:** 7-10 business days after we receive the returned item

25. How can I track my refund status?

Contact us at refunds@Klearpathtravels.com with your booking ID.

Privacy & Security

26. How do you protect my medical data?

We treat medical information as Sensitive Personal Data with the highest level of security. We share it with hospitals only with your explicit consent, using encrypted channels. Our partner hospitals are contractually bound to maintain confidentiality.

27. Will you share my data with third parties?

We only share necessary information with service providers (hospitals, cab drivers, hotels) to fulfill your bookings. We never sell your personal data. Details are in our **Privacy Policy**.

28. How can I delete my account and data?

Contact our Grievance Officer at grievance.officer@klearpathtravels.com with your request. Note that we may retain certain information as required by law.

Technical Issues

29. The website/app isn't working properly. What should I do?

- Clear your browser cache and cookies
- Try using a different browser or update your current one
- Ensure you have a stable internet connection
- If problems persist, contact support@klearpathtravels.com with screenshots and details of the issue

30. Can I book through WhatsApp or phone?

Yes! You can message us on [+91 8660883897](tel:+918660883897) or contact our customer support at support@klearpathtravels.com for assisted bookings. However, online booking is recommended for real-time availability and instant confirmation.

Still have questions?

Reach out to us anytime at support@klearpathtravels.com. Our average response time is 2-4 hours during business hours.

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