



NOVUS



A TRAVEL COMPANY

## **NOVUS Terms and Conditions**

Welcome to Novus your reliable partner for all your travel needs. Before you book your travel with us, please take the time to read our Terms and Conditions carefully. These terms apply to all services provided by Novus and are binding upon confirmation of your booking.

### **Booking and Payments**

To secure a booking, the customer must provide all necessary information and make a payment as required by Novus.

Full payment must be received by the specified deadline. Failure to pay on time may result in the cancellation of your booking without refund.

Prices are subject to change due to factors outside the control of Novus such as currency fluctuations, fuel prices, and changes in taxes or fees. You will be notified of these changes as soon as possible.

### **Cancellations and Refunds**

Cancellations must be made in writing and will take effect on the day they are received by Novus.

Depending on the timing of the cancellation, certain fees may be non-refundable. Detailed information about cancellation fees and deadlines is available above or website.

In the event of a cancellation by Novus due to unforeseeable circumstances, a full refund will be given, but we accept no further liability.

### **Travel Documentation**

It is the responsibility of the customer to ensure they possess all necessary travel documents, such as passports, visas, and vaccination certificates.

Novus can provide general information about these requirements but is not responsible for any customer's failure to comply with necessary travel documentation.

### **Travel Insurance**

Novus strongly recommends that all travelers obtain comprehensive travel insurance. It is the traveler's responsibility to ensure that the insurance covers all their activities, personal belongings, and travel emergencies.

### **Liability**

Novus will not be liable for any direct, indirect, incidental, consequential, or exemplary damages arising from the use of our services.

This limitation of liability also applies in the case of travel disruptions, including but not limited to cancelled flights, illness, natural disasters, or political instability.

### **Special Requirements**

Any special requirements must be disclosed at the time of booking. Novus will make every effort to accommodate special requests but cannot guarantee that they will be met.

### **Complaints**

If you have any complaints during your travel, please inform Novus as soon as possible to allow us the opportunity to address them promptly.

### **Governing Law**

These Terms and Conditions shall be governed by and construed in accordance with the laws of Srinagar/Jammu and Kashmir Amendments

Novus reserves the right to update or alter these Terms and Conditions at any time, and any such changes will be effective immediately upon posting to our website.

Check-In Time 12:00 Hours (Noon) | Check-out time 12:00 Hours at all the properties

Company will not bear any cost for flight cancelled or delayed due to Bad weather or any other

Reason given by the airline. Cost for accommodation and transport in such cases will have to be bear by passenger.

There would be no refund for the road blocks at Jammu Srinagar Highway due to natural calamity.

The alternate accommodation Cost at Jammu, Katra, Patni top, Kargil or Leh due to the same should be paid by the passenger directly.

No Refund or Compensation for any unused services or transport in any kind of circumstance.

No changes in the date of travel once booked.

Room allotment will be as per availability at the time of check in, floor or view preferences are not Guaranteed.

Food menu as per availability of vegetables based on Buffet | Fixed menus

Any dispute will be subject to Srinagar jurisdiction

Cost of Child between 5 to 11 Years. (Without Bed only) & for extra Bed kindly consider the cost of Extra Bed

Child below 5 Years of age will be complimentary

Maximum 6 Passenger can be accommodated in one SUV vehicle (Innova or Similar)

Any addition in Tax or Fuel charge done by Airlines / Transport Company etc. Will be chargeable to Group members.

The above rates are applicable Indian National only

Prepaid SIM cards of other districts of India will not work in J&K.

Take woolen cloths with you for the winter months.

As Per the Government directive, you are requested to produce guest (Indian Nationality) their photo identity document such as Driving License/Pan Card/Voter ID Card/Passport's photocopy etc. and For Foreign Nationality original Passport and Visa at the point of check in at the hotel.

Kindly note that names of hotels / Resorts / Houseboats mentioned above only indicate that our rates have been based on usage of these hotels and it is not to be construed that accommodation is confirmed at these hotels until and unless we convey such confirmation to you. In the event of accommodation not becoming available at any of the above mentioned hotels we shall book alternate accommodation at a similar or next best available hotel and shall pass on the difference of rates (supplement / reduction whatever applicable) to you.

Our offer is based on usage of base category rooms at the mentioned hotels (unless specified otherwise) and if this category of rooms is not available we shall try to confirm accommodation in next available higher category of rooms and shall advise supplementary cost involved while conveying the status.

We shall not be responsible for any change in the itinerary due to landslides, flight cancellations, weather conditions or any unforeseen circumstances. The additional cost incurred will be in addition to the cost

During the month of January to March most of the hotels | guest houses | Resorts won't be operational due to heavy snowfall at Sonmarg and road blockade and off season in various locations of Sonmarg and Pahalgam etc. (So in that scenario best alternate accommodation will be provided with prior information to the guests at the time of booking).

## ⚠ Important Terms & Conditions (Jammu & Kashmir Region)

### **Vehicle Permits & Inner Routes:**

- Private cabs are not allowed beyond specific points in Gulmarg, Sonmarg & Pahalgam.
- Local union cabs must be hired separately for Aru Valley, Betaab Valley, Chandanwari (Pahalgam), Thajiwas Glacier (Sonmarg), and Zero Point (Sonmarg).

### **Road Conditions & Delays:**

- Roads in J&K are subject to sudden closures due to landslides, snowfall, or security reasons. Novus is not responsible for delays or changes in itinerary due to roadblocks or bad weather.

### **Vehicle Usage Policy:**

- Daily vehicle usage is limited to 8-10 hours per day. Additional hours will be chargeable. Vehicles will not operate after sunset in hilly areas for safety reasons.
- Night stay of the driver will be charged extra if the vehicle is used late at night.

### **Airport & Railway Station Transfers:**

- Delays exceeding 1 hour from the scheduled pickup time may result in additional charges. For early morning or late-night pickups, a surcharge may apply.

### **Booking & Cancellation Policy:**

- 30% advance payment is required to confirm the booking. Balance payment to be made on arrival.

### **Cancellation charges:**

- 15+ days before the trip – Full refund minus processing fees
- 7-14 days before the trip – 50% refund
- Less than 7 days – No refund

### **Driver & Guest Cooperation:**

- The driver will follow the itinerary provided by Novus. Any additional requests will be chargeable. Misbehavior with the driver or violation of traffic rules may lead to termination of services without a refund.

### **Snowfall & Winter Travel:**

- Chain vehicle charges (if required during heavy snowfall) will be extra.
- In case of road closures or non-allowance of vehicle due to snow or any reason, Novus is not responsible.

### **Luggage & Passenger Limitations:**

- Passengers must adhere to maximum seating capacity of the vehicle. Extra luggage may require a separate vehicle at additional cost.

# Travel Agency Terms & Conditions – Kashmir

## **1. Booking Policy**

Bookings are confirmed only after receiving an advance payment or full payment as per the package selected.

Clients must provide accurate personal details and travel documents.

Prices quoted are subject to change based on availability, seasonal variations, or third-party vendor changes (hotels, transport, etc.).

## **2. Payment Terms**

A minimum advance (as specified in the package) is required to secure the booking.

The remaining balance must be paid before or on the first day of travel.

Payments are accepted via bank transfer, UPI, or other approved methods.

## **3. Cancellation & Refund Policy**

All packages are non-refundable once confirmed. No refunds will be issued for cancellations due to personal reasons, weather conditions, political disturbances, natural calamities, or health emergencies.

No refunds for unused services (e.g., early check-out, missed sightseeing, skipped meals, etc.).

Refunds (if applicable in rare cases) will be processed only after deducting applicable service and cancellation charges.

## **4. Changes & Modifications**

Any modification to the itinerary after booking is subject to availability and additional costs.

The agency reserves the right to make changes to the itinerary in case of unavoidable circumstances (weather, strikes, security issues, etc.).

## **5. Liability & Responsibility**

The agency acts as an intermediary between the client and service providers (hotels, transport, guides, etc.) and is not liable for any injury, loss, delay, or damage caused by third-party vendors.

The agency shall not be responsible for any loss or damage to personal belongings or property during the tour.

The client is responsible for complying with local laws, hotel policies, and safety guidelines.

## **6. Emergencies & Force Majeure**

The agency shall not be held liable for failure or delay in performing obligations due to events beyond control, including but not limited to natural disasters, political unrest, strikes, curfews, or transport disruptions.

No refund or alternative service shall be provided under such conditions.

In such events, the client shall bear all additional expenses, such as extended hotel stays, alternative transport, or any emergency arrangements required.

## **7. Accommodation & Transport**

Hotels are booked based on availability and as per category mentioned. In case of unavailability, similar category accommodation will be provided.

Transport provided is as per package and meant for point-to-point services only. Any extra usage may attract additional charges.

## **8. Travel Insurance**

Travel insurance is not included in the package unless mentioned. Clients are advised to purchase travel insurance for coverage against theft, accident, medical issues, and unforeseen events.

## **9. Behavior & Conduct**

Any unlawful activity, abusive behavior, or violation of local customs or safety guidelines by the client may lead to termination of the tour without refund.

## **10. Jurisdiction**

All disputes shall be subject to the jurisdiction of courts located in Srinagar, Jammu & Kashmir only.

## **11. Acceptance of Terms**

By confirming the booking, the client acknowledges and agrees to all the above terms and conditions.



EVENT MANAGEMENT

FLIGHT BOOKINGS

HOTEL BOOKINGS

TOUR PACKAGES

UMRAH PACKAGES

VISA SERVICE

CAB SERVICE

 +91 - 9541644766

  NOVUSTRAVELS

 WWW.NOVUSTRAVELS.IN

 INFO@NOVUSTRAVELS.IN

 NOVUSTRAVELS.IN@GMAIL.COM

J&K, INDIA | +91 9541 644 766

CALIFORNIA, USA | +1 951 389 4554

DUBAI, UAE | +971 56 324 7699