

# EnchantedKashmirEscapes.com

Rajbagh, Srinagar, Jammu & Kashmir- 190008.

Mobile- +91-9650179451 | +91-9650179446

Email- [booking@enchantedkashmirescapes.com](mailto:booking@enchantedkashmirescapes.com) | [enchantedkashmirescapes.com](http://enchantedkashmirescapes.com)

---

## Cancellation Policy

### Enchanted Kashmir Escapes.Com – Cancellation Policy

#### Cancellation Policy for EnchantedKashmirEscapes.com

At EnchantedKashmirEscapes.com, we offer a variety of tour packages including Kashmir Tour Package, Gulmarg Tour Package, Sonamarg Tour Package, and Pahalgam Tour Package. By using our website, you agree to our terms and conditions. Please read these terms carefully before booking. If you have already booked, you can request a copy of our Terms & Conditions PDF. Using this website means you agree with our terms & conditions.

#### Cancellation Policy:

##### No Refund:

- There will be no refund for cancellations made within 90 days of the commencement of the tour.

##### Refund Policy:

- **91 days to 365 days:** 50% of the package cost, provided you pay the full amount of the total package cost plus total GST. The minimum cancellation charge is 50% as you deposit the token amount.

#### Important Points of Our Terms & Conditions:

##### Extra Days Charge:

- Additional days will be charged on a pro-rata basis.

##### Itinerary Changes:

- The itinerary may change based on conditions.

**Late Arrivals:**

- If you arrive after 2 pm, no sightseeing will be arranged for that day.

**Non-Availment of Services:**

- No refunds or adjustments for services not availed for any reason.

**Sightseeing Rules:**

- **Pahalgam & Gulmarg:** Local vehicles must be hired for Chandanwari, Betaab Valley, Aru Valley, and other specific sites.
- **Gulmarg, Sonamarg & Patnitop:** Pony rides for local sightseeing are available at extra charges. Our vehicles will drop you at the location or parking due to local union rules.

**Weather Delays:**

- If you miss your stay or transport due to weather or any other reason, no refund will be provided. Additional stays will incur extra charges.

**Transport Timing:**

- Vehicle movement is restricted after 2:30 pm in certain areas. If delayed, you must arrange your own stay or pay extra for new arrangements.

**Helicopter Package Recommendations:**

- Short duration packages (2-3 days) are not recommended due to weather unpredictability.

**Helicopter Refunds:**

- If helicopters do not fly, get your ticket stamped for a credit note valid for 365 days. No stamp, no refund.

**Package Duration:**

- The transporter will wait until 2:00 pm on the last day. Extra transportation charges will apply for delays.

**Special Conditions:****Helicopter Services:**

- We guarantee helicopter tickets for a specific day but not the timing.

**Service Provider Rules:**

- Helicopter operators follow strict rules; we cannot influence their schedules.

**Luxury Services:**

- Adventure tours are not luxury tours. If you seek luxury, consider other options.

**Hotel and Tent Services:**

- 5-star hotel bookings do not guarantee luxury services during the tour. AC availability is subject to conditions.

**Helicopter Price Increase:**

- You must pay the difference if helicopter prices increase.

**Cancellation Requests:**

- All requests must be made in writing via email. No cancellations via phone or WhatsApp.
- **Weather-related Cancellations:** If your tour is canceled due to weather or other force majeure, a 25% administrative charge applies. The amount will be adjusted for the next year's tour in credit note. If last-minute canceled due to force majeure 0-30 days, then no refund.

**Liability and Responsibility:**

- We are not responsible for losses due to natural disasters, transport delays, or other unforeseen events.
- Itinerary changes or cancellations can occur without prior notice.

**Contact Information:** For cancellations or queries, contact us at [booking@enchantedkashmirescapes.com](mailto:booking@enchantedkashmirescapes.com).

**Terms & Conditions:**

- **Extra Points:** May be added without prior notice.
- **Service Limitations:** We are not responsible for missed services due to any reason.
- **Refunds:** No refund for no-shows or partially used services.
- **Standard Policies:** Apply for holiday/tour operator/travel agency.
- **Legal Jurisdiction:** All disputes are subject to Delhi/Srinagar jurisdiction only.

By booking or making payment with us, you agree to all terms and conditions outlined above.