



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.

1. Booking and Payments

- 1.1 To secure a booking, the customer must provide all necessary information and make a payment as required by Novus.
- 1.2 Full payment must be received by the specified deadline. Failure to pay on time may result in the cancellation of your booking without refund.
- 1.3 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.

2. Cancellations and Refunds

- 2.1 Cancellations must be made in writing and will take effect on the day they are received by Novus.
- 2.2 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.
- 2.3 In the event of a cancellation by Novus due to unforeseeable circumstances, a full refund will be given, but we accept no further liability.

3. Travel Documentation

- 3.1 It is the responsibility of the customer to ensure they possess all necessary travel documents, such as passports, visas, and vaccination certificates.
- 3.2 Novus can provide general information about these requirements but is not responsible for any customer's failure to comply with necessary travel documentation.

4. Travel Insurance

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

5. Liability

- 5.1 Novus will not be liable for any direct, indirect, incidental, consequential, or exemplary damages arising from the use of our services.
- 5.2 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.

6. Special Requirements

- 6.1 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.

7. Complaints

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

8. Governing Law

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

9. Amendments

- 9.1 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, Patnitop, 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.
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- 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.
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- 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.
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- 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).**

EVENT MANAGEMENT

FLIGHT BOOKINGS


HOTEL BOOKINGS

TOUR PACKAGES

UMRAH PACKAGES

VISA SERVICE

CAB SERVICE

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