

# **Cancellation Policy**

KGLTrek.com | Rajbagh, Srinagar- J&K |190008  
[booking@kgltrek.com](mailto:booking@kgltrek.com) | +91-9650179451

## Terms & Conditions & Cancellation Policy for Booking 2024 – Kashmir Great Lakes Trekking Packages through KGLTrek.com

**Using this website means you agree with our terms & conditions.**

Please read our terms & conditions carefully before booking with us. If you have already booked, you can request a copy of the same 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 trek.
- **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

1. **Extra Days Charge:** Additional days will be charged on a pro-rata basis.

2. **Itinerary Changes:** The itinerary may change based on conditions.
3. **Late Arrivals:** If you arrive after 2 pm, no sightseeing will be arranged for that day.
4. **Non-Availment of Services:** No refunds or adjustments for services not availed for any reason.
5. **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.
6. **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.
7. **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.
8. **Helicopter Package Recommendations:** Short duration packages (2-3 days) are not recommended due to weather unpredictability.
9. **Helicopter Refunds:** If helicopters do not fly, get your ticket stamped for a credit note valid for 365 days. No stamp, no refund.
10. **Package Duration:** The transporter will wait until 2:00 pm on the last day. Extra transportation charges will apply for delays.

## Special Conditions

1. **Helicopter Services:** We guarantee helicopter tickets for a specific day but not the timing.
2. **Service Provider Rules:** Helicopter operators follow strict rules; we cannot influence their schedules.

3. **Luxury Services:** Trekking is not a luxury tour. If you seek luxury, consider other options.
4. **Hotel and Tent Services:** 5-star hotel bookings do not guarantee luxury services during the trek. AC availability is subject to conditions.
5. **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@kgltrek.com](mailto:booking@kgltrek.com).

## Distance Chart

## From Srinagar:

- **Shitkadi (Sonamarg) to Nichnai:** 12 km
- **Nichnai to Vishansar Lake:** 12 km
- **Vishansar Lake to Kishansar Lake:** 1 km
- **Kishansar Lake to Gadsar Lake:** 10 km
- **Gadsar Lake to Satsar Lake:** 12 km
- **Satsar Lake to Gangbal Lake:** 9 km
- **Gangbal Lake to Naranag:** 11 km
- **Srinagar to Sonamarg:** 80 km
- **Srinagar to Naranag:** 50 km

## From Sonamarg:

- **Shitkadi (Sonamarg) to Nichnai:** 12 km
- **Nichnai to Vishansar Lake:** 12 km
- **Vishansar Lake to Kishansar Lake:** 1 km
- **Kishansar Lake to Gadsar Lake:** 10 km
- **Gadsar Lake to Satsar Lake:** 12 km
- **Satsar Lake to Gangbal Lake:** 9 km
- **Gangbal Lake to Naranag:** 11 km

## 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.