

Terms and Conditions – Into The GlaciersTour and Travels

These Terms and Conditions govern all bookings made with Into The GlaciersTour and Travels. By confirming your booking, you acknowledge that you have read, understood, and agreed to these terms.

1. Booking and Payment

A 50% deposit of the total package cost is required at the time of booking confirmation.

The remaining 50% must be paid at least 10 days before the trip start date.

If the final payment is not made by the due date, the booking will be automatically canceled, and the deposit will be non-refundable.

Payments can be made via bank transfer, UPI, credit/debit card, or any method approved by Into The GlaciersTour and Travels.

All prices are quoted in Indian Rupees (INR) unless stated otherwise and are subject to change due to currency fluctuations, government regulations, or external factors.

2. Cancellation and Refund Policy

All cancellation requests must be submitted in writing via email or an official document. Verbal cancellations will not be accepted.

Cancellation by the Client

Within 48 hours of booking: 100% refund of the total package cost.

After 48 hours but within 10 days of booking: 90% refund of the total package cost.

After 10 days but before 20 days of the trip start date: 50% refund of the total package cost.

Less than 7 days before the trip start date: No refund will be provided.

Exceptional Cases (Full Refund – 100%)

A full refund will be issued within 30 working days if the cancellation is due to:

Medical emergencies (valid medical documentation required).

Flight cancellations by airlines due to operational reasons (proof from the airline required).

Government-imposed travel restrictions that make the trip impossible.

Natural disasters (earthquakes, floods, etc.) leading to trip cancellation.

Verification Process: Into The GlaciersTour and Travels reserves the right to verify all claims before processing refunds. If any falsified or misleading information is detected, the request will be denied, and no refund will be issued.

3. Union Cabs and Chained Vehicles

Union Cabs

If union cabs are included in your package, Into The GlaciersTour and Travels will arrange them accordingly.

Union cabs are mandatory in certain areas such as Gulmarg and Pahalgam and are controlled by local taxi unions.

Union cabs do not include chained vehicles.

Chained Vehicles

In case of heavy snowfall, a chained vehicle (specially equipped for snow-covered roads) may be required.

Chained vehicles are not included in the package unless explicitly mentioned.

The cost of hiring a chained vehicle must be paid directly by the client.

Into The GlaciersTour and Travels can assist in coordinating a chained vehicle upon request.

4. Weather-Related Changes

Severe weather conditions (such as heavy snowfall or landslides) may require last-minute changes to the itinerary.

While we will make alternative arrangements, no refunds will be provided for missed services due to weather disruptions.

Additional expenses, including chained vehicles or alternative routes, must be covered by the client.

5. Rules and Regulations

Check-in and Check-out: Clients must adhere to the official check-in and check-out timings of the accommodations. Early check-in or late check-out may incur extra charges.

Behavior: Clients are expected to maintain respectful conduct toward fellow travelers, staff, and locals. Disruptive behavior may result in immediate termination of services without a refund.

Personal Belongings: Into The GlaciersTour and Travels is not responsible for any loss, theft, or damage to personal belongings. Clients must take care of their valuables.

Itinerary Modifications: Into The GlaciersTour and Travels reserves the right to modify the itinerary due to unforeseen circumstances such as strikes, political unrest, or natural disasters.

6. Refund Process

Refunds will be processed within 30 working days from the date of the official cancellation request.

No refunds will be provided for unused services (e.g., meals, accommodations, or activities) due to personal reasons, late arrivals, or early departures.

7. Modifications and Changes

By the Client

Any requested changes (such as date changes, accommodation upgrades, or activity modifications) must be made at least 14 days before the trip start date.

Any modifications may incur additional costs.

By Into The GlaciersTour and Travels

If changes are required due to external factors, alternative arrangements will be made.

No refunds will be issued for minor modifications in the itinerary.

8. Accommodation and Transportation

All accommodations will be as per the package details. Specific room requests will be subject to availability and cannot be guaranteed.

Transportation will be arranged as per the itinerary. However, delays due to traffic, weather, or unforeseen events may occur, and we are not responsible for missed services.

9. Activities and Excursions

All activities are subject to availability and weather conditions.

If an activity is canceled for safety reasons, no refund will be provided, but an alternative may be arranged.

Participation in activities is at the client's own risk, and Into The GlaciersTour and Travels is not liable for any injuries or accidents.

10. Force Majeure

Into The GlaciersTour and Travels will not be liable for any failure to provide services due to uncontrollable events, including but not limited to:

Natural disasters (earthquakes, floods, etc.)

Political unrest, strikes, or government-imposed restrictions

Pandemics or outbreaks that impact travel

In such cases, alternative arrangements will be made where possible, but refunds may not be available.

11. Liability and Insurance

Into The GlaciersTour and Travels is not responsible for any injury, loss, or damage experienced during the trip.

Clients are strongly advised to purchase comprehensive travel insurance covering trip cancellations, medical emergencies, and personal belongings.

12. Travel Documents

Clients must ensure they have valid identification, passports, visas, and permits as required for their trip.

Into The GlaciersTour and Travels is not responsible for any delays or refusals due to incomplete or incorrect documentation.

13. Complaints and Feedback

Any issues during the trip must be reported immediately to the trip coordinator for resolution.

Formal complaints can be submitted in writing within 7 days after the trip concludes.

14. Official Documentation Policy

No Verbal Agreements

Any verbal commitment, discussion, or assurance will not be considered valid. Only written agreements will be legally binding.

Official Confirmation Process

Any modifications, cancellations, or refunds must be:

Submitted in writing

Signed by both parties (Client & Company)

Stamped with the official company seal

Legally Binding Agreements

A document signed and stamped by Into The GlaciersTour and Travels will be considered final and legally binding.

Disputes will be resolved based on written agreements only.

15. Governing Law

These terms and conditions are governed by the laws of India, and any disputes will be settled in the courts of Kashmir.

By confirming your booking with Into The GlaciersTour and Travels, you agree to these terms and conditions.