

Frequently Asked Questions

Bookings, Reservations and Payments

How do I book?

To proceed with a booking please click on the red "CLICK HERE TO BOOK NOW" button at the bottom of your quote and submit a booking form. Once we receive this your request will be actioned.

Is it available?

Due to differing Hotel systems, live availability cannot always be checked at the time of quoting and the time lapse between your quote and booking request can mean a room may be sold. Your booking requests are automatically sent (24 hours a day) to the Hotel or Supplier for confirmation. Final Confirmations on booking requests are generally within 24 hours (up to 48 hours over weekends) Until you have received a confirmation of your booking, it is on a request basis and your payment will not be processed until final confirmations are received.

How can I contact you?

If you need assistance we are happy to help. You can either email the Travel Consultant on your Quote or you can phone our Reservations department on +91 797 766 50454 or if you are calling from outside India +91 810 810 0607 and ask for the Consultant handling your booking. Please have your Quote reference number ready. (it starts with QW....)

Our office hours are Monday to Friday 8.30am to 5.00pm (Indian Standard Time). Outside of these hours we have staff processing bookings who are contactable available via email at envocareinfo@gmail.com.

What if I don't hear from you after I have made the booking request?

We respond to all booking requests. It's possible our emails may be filtered out by some Spam programs, so please check your Junk folders just in case. If you do not receive a response from us please contact your Consultant by email or by phone **797 766 5045** or for urgent queries email envocareinfo@gmail.com.

Hotmail/Yahoo addresses: If you have a Hotmail or Yahoo email address, please check your junk mail folder as these providers often send emails/PDF's straight there and not to your inbox.

When will my credit card be charged?

Your card will only be charged if the booking has been confirmed exactly as quoted. If we are unable to confirm your booking as quoted, you will not be charged.

Do you charge Merchant Fees?

We charge Merchant Fees on deposit and final payments of 2.37% for Credit Card payments and 2.10% for PayPal payments. To avoid Merchant Fees on your final payments you can pay through BPay using your credit card, debit card, savings, cheque or transaction account. You can also pay using direct deposit to avoid the Merchant Fees.

What if I have special requests?

The booking form gives you the opportunity to let us know your special requests. All requests are passed onto the property and these will be accommodated by the property where ever possible.

Please be aware that room location & early check-in/late check-out requests cannot be guaranteed.

What does my quote include?

All inclusions are outlined in your quote. For example, unless breakfast is specifically mentioned, the quote is for room only. Please note that Package Prices promoted on our website often include items such as transfers and tours. These items need to be selected in your Quote.

The rule to remember is: If it's listed on your Quote, it's included in your package.

Items such as transfers and tours listed on Specials may not be complimentary. They form part of the total package price.

Is my quote per person or the total for my group?

The cost on your quote is for the total number of people travelling in your group.

I do not like entering my credit card details online

As secure delivery of your credit card information is essential, we use Secure Sockets Layer technology, and public-key security. During transmission of your credit card details, the encryption software will transfer your information from your browser to our server in an encrypted form that eliminates any possibility of the information being intercepted enroute over the internet. You may advise credit details by phone, however we do not recommend it.

We also offer PayPal as an alternative payment method, it is easy to checkout using PayPal.

What if I do not have a credit card?

Contact your consultant via email and you will be advised on other payment options. We offer multiple payment options such as PayPal and Direct Deposit.

What is a Stay/Pay?

A Stay/Pay deal is where you pay for a certain number of nights and receive some nights free of charge.

Example: Stay 4 Nights/Pay 3 Nights - The total stay is 4 nights but you only pay for 3 nights - 1 night is free.

Are there any specials?

All current specials are shown at the time of quoting. For all specials please refer to our [specials](#).

What if I need to cancel or amend my booking?

Please see our [Terms & Conditions](#) for full details.

General Travelers Information

What will the weather be like?

Obviously the weather can be variable no matter when or where your travel. Climate information can give you a good guide to average temperatures and rainfall data. We strongly recommend you research the climate of the destination you are travelling to and we also recommend you purchase Travel Insurance, just in case inclement weather impacts your travel plans.

India's Climate

India has an extremely varied climate, influenced by the country's diverse topography and geography. The country is known for its tropical climate, characterized by hot summers, monsoon rains and cool winters. The climate in India can be broadly divided into four main regions: the northern Himalayan region, the Indo-Gangetic Plain, the southern peninsula, and the coastal regions.

The northern **Himalayan region**, which includes the states of Jammu and Kashmir and Himachal Pradesh, has a subarctic climate with cold winters and mild summers. During the winter months, the region receives a lot of snowfall, and the average temperature ranges from 5°C to 25°C.

The **Indo-Gangetic Plain**, which includes Punjab, Haryana, Uttar Pradesh, and Bihar, has a humid subtropical climate. The region experiences hot summers with temperatures reaching 40°C and cool

winters with temperatures ranging from 5°C to 20°C. There is also a monsoon season here, which brings heavy rains from June to September.

The **southern peninsula** has a tropical humid and dry climate. The region experiences hot and humid weather throughout the year with temperatures ranging from 20°C to 40°C. The region also has two monsoon seasons: the southwest monsoon from June to September and the northeast monsoon from October to December.

The **coastal regions** of India have a tropical maritime climate with high humidity and frequent rainfall. Here it is hot and humid all year round with temperatures between 25°C and 35°C. The monsoon season with heavy rainfall is here from June to September.

Temperature Conversion:
For visitors more accustomed to using Fahrenheit for temperatures than Celsius, the simplest method for an approximate conversion is to double the Celsius temperature and add 32. Hence, 20 degrees Celsius = (2x20)+32 = 72 degrees Fahrenheit.

Capital city temperatures:

Greater regions in India

All figures per year. For detailed climate data click on the name of the region.

Greater region	Temperature max Ø day	Temperature min Ø night	Sunshine hours	Rainy days	Precipitation
Andaman and Nicobar Islands	30.6 °C	24.2 °C	1,971 h	158	3,113 l
Northern	31.5 °C	18.3 °C	2,555 h	44	672 l
North Eastern	30.6 °C	21.1 °C	1,971 h	130	2,194 l
Eastern	31.5 °C	21.1 °C	1,935 h	102	1,577 l
Southern	32.4 °C	21.9 °C	2,263 h	89	1,507 l
Western	32.4 °C	21.0 °C	2,592 h	71	1,223 l
Central	32.8 °C	19.9 °C	2,446 h	67	1,059 l

Wherever you go though, remember that the Indian sun is very powerful so sunscreen and a hat should be part of your everyday hand luggage.

Do I need an international drivers licence to hire a car?

All drivers must hold a current, non-probationary licence (with an English translation shown on the licence) from their country of residence, or an international drivers permit. Licences (and a valid passport) must be carried at all times when driving, and for rentals longer than three months, licence regulations should be checked with the motor registration authority on arrival in India.