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## Terms and conditions for Tibet, India and Bhutan

By signing the information sheet, you declare that you have read and accepted these terms and conditions. These conditions apply only for travel to Tibet, Bhutan and India.

### 1. Passport and Visa.

It is your responsibility to be in possession of a passport valid for at least 6 months after your trip.

Visa for Tibet and Bhutan : made by us in Kathmandu.

Base Camp Trekking and Expeditions can not be held responsible if you have not been able to obtain these documents on time.

### 2. Travel insurance.

You must purchase repatriation travel insurance which covers the cost of repatriation, helicopter transportation & medical expenses and hospitalization.

Note: most credit cards include repatriation insurance but rarely a cancellation insurance. Be sure to make the necessary arrangements to be covered in case of cancellation.

The contact details of your insurance will be required to finalize your reservation.

### 3. Porterage.

Porterage is the traditional carriage in the Himalayas. By default, we have one porter for 2 people. In tourism, ethics charter limits their load to 30 kg during treks in bivouac and 25kg during treks in lodge. The maximum load to be left with them is therefore 15kg (bivouac), or 12-13kg (lodge) per person. If your luggage exceeds these limitations, we will be forced to count an additional porter that will be your responsibility (price depending on the duration and the region of the trek).

### 4. Reservation.

We launch reservations upon the receipt of your completed registration form and the payment of a deposit of 50% of the total price of the stay. These two conditions fulfilled serve as a firm and definitive confirmation. We will issue your flights upon receipt of the first payment.

NB: For customers whose confirmation occurs within **60 days before** the start of the stay, the full amount must be paid as a deposit.

### 5. Contract

We try to take the greatest care in the drafting of custom itineraries however there may be differences between the day-by-day description, the quote with the list of services included / not included and the summary sent before your arrival (hotel status). In case of contradiction, it is always the quote and the list of services that serves as a reference and contract between the two parties.

### 6. Payment.

Deposit and balance are made by bank transfer. The balance must be paid **45 days before** the arrival date or possibly, for exceptional cases, on site by credit card.

Bank charges for the transaction are your responsibility, including those on Base Camp Trekking and Expeditions.

*In the event of a change in the euro exchange rate (if we have charged your trip in euros), we reserve the right to change the price of the trip, up to 45 days before your departure.*

In case of cancellation 41 days or more before the trip, you will be reimbursed on the land rate excluding bank fees, with a deduction of 100 € per person (administration fees).

If you cancel less than 31 days before the date of arrival on site:

- the cancellation fee is 50% of the total amount.

-The total travel cost of the remaining participants will then be revised if the scale of the trip is degressive. The difference may be borne by the person who has canceled at his convenience so as not to penalize the travel expenses of other participants.

**In case of cancellation, 7 days or less before your arrival on site there is a 100% cancellation fee**

In case of cancellation of the stay by Base Camp, for climatic, political or other reasons, you will be fully refunded the sums paid, excluding bank charges.

### **Air Cancellation:**

Flight cancellation fees issued by us will be based on the conditions of the airline.

### **7. Luggage**

During our tours, we offer transport services in private vehicles, local vehicle conveyance, portage by pack animals or porters. Given the conditions of transport in Nepal, we recommend that you do not have fragile or valuable items in the luggage that you left with us. We do not accept any liability for loss, theft or damage to your luggage during the stay. When using domestic flights, watch your luggage until check-in, you will receive a tag necessary for any claim against the airlines

### **8. Transport**

**Transport conditions in the Himalayas (Nepal, Tibet, and Bhutan) do not meet European standards of driving and safety and may be perceived as dangerous in some cases. By your registration, subject to the acceptance of these general conditions herein, the traveller ensures to have been informed and validates his journey in full knowledge and therefore relieves the organizing agency of any responsibility in relation to the conditions and hazards of roads and paths. It is the local authorities who determine whether traffic is possible and authorized on a route that they may decide to close. We are committed to providing vehicles in good state and experienced drivers trained in safe driving in these conditions, respecting speed limits, visibility and driving time.**

### **9. Responsibility**

In the case of a program change operated by the agency, without external justifications (climates, domestic flights, hotels, etc.) and causing significant changes in services, Base Camp Trekking & Expeditions will have to provide compensatory services or refund participants for services not provided or for services provided under a standard lower than originally planned.

It is understood that the agency operates as an intermediary between you and the various service providers (airlines, hotels, transport operators ...). It can not under any circumstances be held responsible for the failure of one of the third parties and can not be confused with these various service providers, who in any case retain their own responsibility.

In the event that these failures lead to a program review, Base Camp Trekking and Expeditions undertakes to find an alternative to overcome this problem, but can not be held responsible for any additional costs involved.

### **Because of the client.**

It is accepted that any action on your part that falls outside the scope of the program validated by both parties may under no circumstances be subject to the responsibility of Base Camp Trekking &

Expeditions and that the costs incurred are at your expense. The same applies if a modification of the program occurs due to fault or lack of diligence on your part.

### **Force majeure.**

The occurrence of an external element, unpredictable and insurmountable constituting a case of force majeure and causing a modification of the established program, can in no case engage the responsibility of Base Camp Trekking and Expeditions.

For domestic flights, Base Camp Trekking and Expeditions guarantees the booking of flights.

However, weather conditions can lead to flight cancellations. Base camp Trekking & Expeditions undertakes to do its utmost to find an alternative solution but does not support the additional cost possibly generated (rental of jeep, helicopter, etc.). In case of cancellation of a domestic flight, you will be refunded the price of this flight.

In case of a simple delay of a domestic flight, and if you choose an alternative solution to make the trip, the flight will be refunded, but the costs incurred for any other means of transport remain your responsibility.

Base Camp Trekking and Expeditions is committed to providing the best possible services and meeting the established schedule. In case of impossibility, we strive to find an alternative and try to find a compromise that satisfies both parties for your stay in the Himalayas is a real success.

*N.B: Lodges, which refers to the type of accommodation during treks, are not hotels. They are improved homestays. They are often basic, with succinct comfort, without private bathroom and sometimes without hot shower.*

**IMPORTANT:** People who have stayed more than two weeks in the following countries - Pakistan, Iraq, Iran, Turkey, Afghanistan and Syria - can no longer obtain a visa for Tibet.

**IMPORTANT:** China train to Lhasa: China-Lhasa train ticket sales open 60 days before departure. Later, it will be difficult to secure seats.

**IMPORTANT :** For online visa application for India, please be careful as the validity of visa starts from the day of application.