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## General Conditions Tibet

By signing the information sheet, you declare that you have read and accepted these general conditions.

These conditions only apply to trips to Tibet.

**1. Passport and Visa** It is your responsibility to have a passport valid for at least 6 months after your trip. Tibet Visa: arranged by us in Kathmandu. Base Camp Trekking and Expedition cannot be held responsible if you are unable to obtain these documents in a timely manner.

**2. Travel Insurance** You must purchase repatriation travel insurance that covers repatriation costs, medical, and hospitalization expenses.

Note: Most credit cards include repatriation insurance but rarely cancellation insurance. Ensure you have the necessary coverage for cancellation. The details of your insurance will be required to finalize your reservation.

**3. Reservations** We start reservations upon receipt of your completed and signed registration form and a deposit of 50% of the total cost of the trip. These two conditions constitute a firm and definitive confirmation. If necessary, we commit to issuing your flights upon receipt of the first payment.

NB: For clients confirming within 60 days before the start of the trip, the total amount must be paid as a deposit.

**4. Payment** Deposit and balance are made by bank transfer. The balance must be paid no later than 40 days (for Kailash trips) or 30 days (for classic Central Tibet itineraries) before the arrival date.

- Bank transfer, as for the deposit (a few weeks before)
- Bank fees for the transaction, including those incurred by Base Camp Trekking and Expeditions, are at your expense.
- By credit card
  - The transaction is made in dollars, and we accept Visa, Gold, and MasterCard. (4% bank fees to be added)
- In cash (if necessary to pay for the China visa on-site in Kathmandu)
  - Payment can be made in dollars or euros, but we can only accept 50 or 100 bills except for change.

In case of changes in the US dollar (USD being the base currency)/euro exchange rate (if we have invoiced your trip in euros), we reserve the right to adjust the trip price when settling the balance.

## 5. Cancellation (Terrestrial) outside of Covid reasons

A. In case of cancellation 40 days (for Kailash trips)/30 days (other Tibet circuits) or more before the start of the trip, you will be refunded the land fee minus bank fees with a deduction of 250€ per participant for administrative costs.

B. In case of cancellation by you less than 40 days (for Kailash trip)/30 days (for other trips in Tibet) before the arrival date:

- The cancellation fee is 50% of the total amount.
- The trip cost for the remaining participants will be revised if the trip scale is degressive. The difference can be covered by the person who canceled, as they wish, to avoid increasing the travel costs for the other participants.

C. In case of cancellation 7 days or less before your arrival, there is a 100% cancellation fee.

D. In case of trip cancellation by Base Camp for climatic, political, or other reasons, you will be fully refunded the amounts paid, excluding bank fees and incurred costs (non-refundable train/flight tickets, permits, and visas, etc.).

E. If cancellation is due to Covid (flight cancellation or border closures, unavoidable quarantine), the previous cancellation clauses A, B, C, and D will not apply, and you will be fully refunded, excluding bank transfer fees.

F. Interruption or modification of the trip: any trip interruption or modification beyond our control or by your choice (for medical or other reasons) will not be refunded. Any modification resulting in additional costs will be at your expense.

Flight or train cancellation: The cancellation fees for flights or train tickets issued by us will depend on the airline's conditions.

**6. Contract** We strive to provide detailed custom itineraries, but there may be differences between the day-by-day description, the quoted estimate with the list of included/excluded services, and the summary sent before your arrival (hotel status). In case of contradiction, the quote and the list of services serve as the reference and contract between the two parties.

**7. Baggage** During our circuits, we offer transportation services in private vehicles, local vehicle convoys, and portage by pack animals or porters. Given the transport conditions, we recommend not having fragile or valuable items in the baggage you entrust to us. We decline all responsibility in case of loss, theft, or damage to your baggage during the trip. During domestic flights, monitor your baggage until check-in, where you will receive a tag necessary for any claims with the airline.

**8. Transportation** Transportation conditions in the Himalayas (Nepal, Tibet, Bhutan) do not meet European driving and safety standards and can sometimes be perceived as dangerous. By registering and accepting these general conditions, the traveler acknowledges being informed and validates their trip in full knowledge, thus releasing the organizing agency from any responsibility concerning road conditions and uncertainties. Local authorities determine whether a route is passable and may decide to close it. We commit to providing well-maintained vehicles and experienced drivers trained to drive prudently under these conditions, respecting speed limits, visibility, and driving time.

8A. We can never guarantee the desired seat on the train (upper or lower berth) and in the same cabin, as this does not depend on us. Our agent in Xining can only guarantee first-class seats.

**9. Responsibility** In the event of a program change made by the agency, without external justifications (climate, domestic flights, hotels, etc.), and causing significant service modifications, Base Camp Trekking & Expedition must provide compensatory services or reimburse participants for services not provided or provided at a lower standard than initially planned.

In case of changes in administrative rules, visa procedures, trekking & expedition permits, accommodation taxes, logistics rental taxes, site and national park entry fees set by authorities, price adjustments can be applied upwards or downwards until the balance is settled.

The agency operates as an intermediary between you and various service providers (airlines, hotels, transport operators, etc.). It can never be held responsible in case of failure by any third party and cannot be confused with these various service providers, who, in any case, retain their own responsibility. If such failures lead to a program revision, Base Camp Trekking and Expedition commits to finding an alternative but cannot be held responsible for any additional costs incurred.

**10. Client's Actions** Any action on your part outside the framework of the validated program cannot, under any circumstances, be attributed to Base Camp Trekking and Expedition, and the costs incurred are your responsibility. The same applies if a program modification occurs due to your fault or lack of diligence.

**11. Force Majeure** The occurrence of an external, unforeseeable, and insurmountable event constituting a case of force majeure and leading to a program modification cannot, under any circumstances, engage the responsibility of Base Camp Trekking and Expedition.

Regarding domestic flights, Base Camp Trekking and Expedition guarantees flight reservations. However, weather conditions can cause flight cancellations. Base Camp Trekking & Expedition commits to doing its best to find an alternative solution but does not cover any additional costs incurred (jeep rental, helicopter, etc.). In case of a domestic flight cancellation, the refund will follow the airline's policy.

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

Base Camp Trekking and Expedition commits to providing the best possible services and respecting the established program. In case of impossibility, we do our utmost to find an alternative solution and try to find a compromise that satisfies both parties, ensuring your stay in the Himalayas is a real success.

NB: The lodges, which designate the accommodation mode during treks, are not hotels. They are improved homestays, often basic, with minimal comfort, without private bathrooms, and sometimes without hot showers.

**IMPORTANT:** People who have stayed more than two weeks in the following countries - Pakistan, Iraq, Iran, Turkey, Afghanistan, and Syria - cannot currently obtain a visa for Tibet.

**IMPORTANT:** Train from China to Lhasa: train sales from China to Lhasa open 60 days before departure. Later, it will be difficult to secure seats for you.

**IMPORTANT:** For the online Indian Visa application, please be very careful as the visa validity starts from the date of application.

