

General Terms and Conditions

Base Camp Trekking & Expeditions

(For trips to Nepal only)

1. Passport and Visa

- Passport: Must be valid for at least 6 months after the end of the trip.
- Nepal Visa:
 - Can be obtained either at the embassy or upon arrival at Kathmandu airport.
 - Must be valid for the entire duration of your stay.
- The agency is not responsible if the documents are not obtained on time

2. Travel Insurance

Repatriation insurance covering:

- Repatriation and air rescue (helicopter evacuation)
- Medical costs in case of accident or illness (including acute mountain sickness)
- Search and rescue expenses
- Individual civil liability "Sports Accident"

Examples of suitable insurance policies: Multirisque Chapka, AXA, Club Alpin, etc.

Please note that not all bank card insurance policies cover certain mountain helicopter rescues. It is therefore essential to verify this carefully and send us your insurance certificate.

In the absence of valid insurance, we will not be able to advance the costs incurred for helicopter evacuation without a guarantee of reimbursement.

If necessary, we suggest subscribing to a comprehensive travel insurance policy with our partner CHAPKA ASSURANCE at the following link: <https://www.chapkadirect.fr/> or with AXA – Personal Travel Insurance.

It is important to check that the policy includes:

A sufficient altitude limit (5,000 m, except for expeditions)

Adequate coverage for helicopter rescue expenses (minimum 6500 US \$)

3. Porterage / Luggage Transport

- 1 porter for 2 people (maximum load: 30 kg for camping trek / 25 kg for Tea-house trekking)
- Maximum load per client:
 - **15 kg** on a camping trek
 - **12-13 kg** in a teahouse
- An additional porter may be charged if the weight limit is exceeded

4. Booking / Reservations

Your booking will be confirmed once we receive:

- A copy of your **passport**
- The completed and signed **registration form**
- A copy of your **international flight ticket**

5. Privacy Protection (General Data Protection Regulation – GDPR)

- Data Collected: Email, identity documents, travel documents, photos.
- Use: Strictly for providing travel services.
- Sharing: Never shared with third parties without your consent.
- Rights: You can request access, correction, or deletion of your data by contacting our customer service.
- Retention: Data is kept for operational purposes and internal marketing only.

6. Contract / Agreement

If there's a conflict between:

- The day-by-day itinerary,
- The price quote,
- The summary provided before arrival

➔ **The price quote and the list of included services take priority.**

7. Baggage / Luggage

- Transport risks in Nepal – avoid carrying fragile or valuable items.
- The agency is not responsible for loss, theft, or damage.
- For domestic flights: keep an eye on your luggage until check-in and retain your baggage tags..

8. Payment

Deposit: 50% at the time of booking

Balance due: 45 days / 1 month before departure

Payment methods:

- **Bank transfer** (fees borne by the client)
- **Bank Card** Visa / Gold / Mastercard (4% fees)
- **Cash:** USD or EUR (notes ≥ 50)

Exchange rate changes: Prices may be adjusted up to 30 days before departure

Fraud Alert:

- Payments are only accepted via credit card in France or bank transfer in Nepal.
- Contact the agency via **WhatsApp** if in doubt.
- Base Camp is not responsible for any identity theft or fraudulent payments.

9. Cancellation – Ground Services

A. More than 25 days before departure

→ Refund of land services minus €150 per person handling fee (excluding bank charges)

B. Less than 25 days before departure

→ Fee = 50% of the total amount

→ Price adjustment for remaining participants (sliding scale)

C. Day before or day of arrival

→ Full charge / no refund

D. Cancellation by the agency (weather, politics, etc.)

→ Full refund excluding bank fees

E. Cancellation due to unforeseen circumstances (e.g., COVID, political situation, etc.)

→ Full refund excluding bank fees

F. Interruption or modification of the trip

→ No refund

→ Any additional costs are the client's responsibility

G. Failed ascent (weather, health, etc.)

→ No refund for related costs

→ Extension for a new attempt outside the planned schedule is at the client's expense

10. Flight Cancellation

- By the traveler: Fees applied according to the airline's conditions.
- By the airline: Full refund.
- If a flight is replaced by a helicopter transfer:
→ Surcoûts éventuels à la charge du client

11. Responsibilities

- If the agency makes changes to the program without a good reason :
 - we'll provide alternative services or refund what wasn't delivered
- The agency works as a **middleman** → we're not responsible if other service providers fail.
- Any extra costs caused by these issues are the traveler's responsibility.

12. Transportation

- All airlines and helicopters in Nepal are on **European Union (EU) blacklist**.
- By signing our registration form, the client acknowledges and accepts this.
- Transport conditions in the Himalayas do not meet European standards.
- Local authorities decide when roads are open or closed.

The agency provides well-maintained vehicles and experienced drivers.

13. Client's Responsibility

- Any activity outside the approved program is entirely the client's responsibility.
- Any changes caused by the client's actions are at their own expense.

14. Force Majeure / Unforeseeable Events

- The agency is not liable in case of:
 - Unpredictable, external, or unavoidable events
 - Changes in administrative rules
 - Changes in the cost of permits, taxes, entry fees, etc.
- **Domestic Flights:**
 - If the flight is canceled → Refund limited to the flight cost only
 - If delayed: Any extra costs for an alternative flight chosen by the client are their responsibility

15. Important Notes

- Lodges are not hotels: basic comfort, sometimes limited (e.g., no hot shower).
 - Walking times are approximate.
- The guide may change the itinerary for the safety of the group.

I have read and agree to the terms and conditions

Full Name:

Date :

Signature: mandatory / Possible to sign electronic



Please save or download the file and send it to: info@basecamp trek.com