

# Terms and Conditions

Before making your booking please make sure that you first read the **Term and Conditions** of the company for booking on any holidays. When you sign the booking form you (and any other person on whose behalf you book) agree to accept all of these conditions, you acknowledge that you have read the all booking conditions. You also warrant that the information given by you on the booking form is complete and true.

## **Late Bookings**

We make no charge for late bookings but will require full payment when you make your booking for the Tibet/Bhutan/India holiday.

## **Deposit Payments**

Your Booking Form must be accompanied with a 25% of trip cost per person. The deposit should be sent through Bank to Trekking Team Group Account. Balance money can be paid on arrival in Kathmandu prior to departure for trips, however for the trip to Bhutan, Tibet and India full money should be paid at least 4 weeks prior to departure by bank transfer.

## **Confirming your booking**

On receipt of your booking form, we will make any necessary flight reservations and then send you written confirmation of your booking by email.

## **Making changes to your booking**

If any of the information given on your booking form should change, e.g. passport number or contact details, it is important that you advise us immediately. Failure to do so may result in airlines or government authorities levying charges for which you would be liable. If you decide to transfer your booking to an alternative departure or holiday, an administration fee of US\$50 plus any further costs incurred will be charged. However, please note if you change this later than 3 weeks of departure then we are unable to transfer your booking to an alternative holiday.

## **Data Protection**

We take full responsibility for ensuring that proper security measures are in place to protect your information. When you make a booking, you consent to all the information you provide being passed on to our suppliers, wherever they may be based.

## **Spending Money**

Since many of our trekking holidays include most of the food and accommodation during trip US\$400-500 taken in cash should adequately cover your incidental costs. If some meals are not included in the trip price such as culture tours, you should take some extra money for that also. You can still bring your credit card along with you in case you like any special item to buy.

## **Baggage Allowances**

You should make every effort to restrict your personal clothing and equipment to a maximum of 15kg. While on the teahouse trek we provide 1 porter between 2 people so that your baggage for porter should not be more than 12 KG. If you want to take extra porter you have to pay USD 15-20 per Porter per day depend on trek. Many of our trips involve internal flights and 15kg is usually the maximum permitted allowance. On our mountain bike holidays, you should make every effort to ensure that your bike can be carried within the baggage allowance. But please be informed that you can leave your clothing at your hotel in Kathmandu without cost which you don't need on the way. Trekking Team Group is not responsible for excess baggage charges.

## **Equipment Buy and Hire in Kathmandu**

Most of the things are available in Kathmandu to buy and some to rent in cheap cost. Please let us know if you want to buy/rent in Kathmandu so that we can check it out and let you know if they are available during that period.

Health and Vaccinations Ultimately it is your responsibility to ensure that you are fit enough to join a Trekking Team Group's adventure holiday. For more information about health issue please look our [Staying Healthy](#) topic. You should also have a thorough medical and dental check-up before the holiday. You may need specific vaccinations when visiting some countries, Please take advice with your doctor.

## **Passports**

A full passport is required and this should be valid for at least six months after the completion of your trip. To secure your booking and avoid incurring additional charges, information, precisely as shown on your passport, must be given when you make booking.

## **Visas**

You will need to obtain a visa for many of our holidays. Country like Nepal, you can take your visa upon arrival in Kathmandu airport. For Tibet and Bhutan trip we will take care of your visa and for India you should take a visa from your home town. Please ask when you make a booking so that we can provide you latest information regarding it if anything has changed recently. We will use our best efforts to advise you of requirements, we cannot be held responsible for visa problems arising from; embassy mistakes, changes to regulations or actions by border officials that are beyond our control.

## **Passport size Photographs**

Please carry 6 pieces of Passport Size photographs with you for all the trips. You might not need all six pieces for the entire trip featured in this site but in case you needed them, then you don't have to run out to take them in Kathmandu.

## **Website information**

All information on this website is correct at the time of publication. Subsequently, this information can become outdated and inaccurate. We reserve the right, therefore, to change any of the information included on this website and this amended information will then form part of your booking contract with ourselves.

## **Your Financial Protection**

Trekking Team Group is a fully licensed and bonded trek/tour operator. We hold License from Office of Company Register (Ministry of Industry). Department of Tourism, (Ministry of Culture, Tourism and Civil Aviation) Tourism Industry Devison. Department of Tax (Ministry of Finance) regional office Babarmahal, Depart of Foreign Currency Exchange, National Bank of Nepal. We are proud to be a member of TAAN (Trekking Agents Association of Nepal), NMA (Nepal Mountaineering Association), KEEP (Kathmandu Environmental Educational Project).

Our registration and membership of this organization means that our accounts are subject to regular and stringent independent scrutiny, which, although it cannot prevent failure, certainly makes it less likely. You can book with TREKKING TEAM GROUP in complete confidence that all monies paid to us for trips are fully protected. If you make a booking through our Agent, worldwide, all monies that you pay to the Agent are at all times held by them on behalf of TREKKING TEAM GROUP. We are also among the 25 agents recommend by Lonely Planet from nearly 600 Agencies of Kathmandu.

## **Your Holiday Price**

On this website prices are correct at the time of publication. We reserve the right to change prices from time to time. Accordingly it is possible that when you book your holiday, the price may have gone up or down. If the price has gone up or down, we will confirm the correct price before you make your booking.

## **Force Majeure:**

We will not pay you compensation if we have to cancel or change your travel arrangements in any way because of war, riot, industrial dispute, terrorist activity, natural or nuclear disaster, fire, adverse weather conditions or other unforeseen circumstances that may amount to force majeure.

## **Payment:**

When you make your booking you must pay 25% of total amount as deposit per person. The balance of the Nepal trip can be paid upon arrival in Kathmandu prior to trip departure. For trip like Bhutan, Tibet and India- all money should be paid 4 weeks before of trip start. If the deposit and/or balance are not paid in time (if not specified) we shall cancel your travel arrangements.

## **If You Cancel Your Holiday**

If you want to cancel your holiday, cancellation charges as shown below will be applicable:

### ***Tibet/Bhutan/India***

#### **Mountaineering**

More than 56 days	Only deposit
3 weeks	50% of Holiday Cost
2 weeks	75% of Holiday Cost.
Less than 2 weeks	100% of Holiday Cost

#### **Other Activities**

More than 56 days	Only deposit
3 weeks	40% of Holiday Cost
2 weeks	60% of Holiday Cost
Less than 2 weeks	100% of Holiday Cost

### ***Nepal***

#### **Mountaineering**

More than 56 days	Only deposit
3 weeks	40% of Holiday Cost
2 weeks	60% of Holiday Cost
Less than 2 weeks	100% of Holiday Cost

#### **Other activities**

More than 2 weeks	Only deposit
8-14 days	40% of Holiday Cost
7 days and less	100% of Holiday Cost

## **Responsibility**

Your booking is accepted on the understanding that you realize and accept the risks and hazards potentially involved in adventure holidays and that you are mentally and physically capable of undertaking your chosen trip. You must tell us if you have an existing medical condition or disability that might affect your holiday before you book the holiday. If, in our reasonable opinion, your chosen holiday is not suitable for your medical condition or disability we reserve the right to refuse your booking. We reserve the right to cancel the contract if medical problems are discovered.

## **Travel and Cancellation Insurance**

To take part in one of our holidays you must be covered by adequate insurance for the complete duration of your trip. This insurance must include cover for; medical expenses, injury, death, cost of repatriation, helicopter evacuation and cancellation and curtailment. If, in the event of an emergency medical rescue or evacuation from a trip, either by foot, helicopter or otherwise the responsibility for the payment of such costs will lie with the client. It is imperative that the client ensures adequate insurance cover is in place before departure. We reserve the right to cancel your booking at any time before departure if we are not satisfied that adequate insurance for you is in place. All baggage and personal effects, including mountain bikes, are at all times at your own risk. We will not be responsible for any loss, damage or accident to any luggage and property, howsoever incurred. You are advised to check the limitations of your insurance policy in this respect.

## **If you have a complaint**

If you have a problem during your holiday, you must inform your tour leader who will endeavor to put things right. If your complaint is not resolved locally, please inform in our head office in Kathmandu before your departure from Kathmandu. It is strongly suggested that you communicate any complaint to your tour leader without delay. Most of the problem will be solved on the way with the leader and if there are some which are not solved. We will solve in Kathmandu.

## **Important warning**

This is ADVENTURE travel, and many of the trip destinations in this site are remote areas, within under-developed countries, where events are less predictable than is usually the case in. The unexpected is the norm in these areas and, despite painstaking planning and organization, our adventure trips can never be taken for granted like regular trips. Many of the places that we visit do not have the same quality of emergency health and safety services that you are used to in the developed world. Internal flights can be canceled, road transport is generally uncomfortable and unreliable, and hotels often do not approach the standards of the West.

**IF YOU ARE NOT PREPARED FOR THIS, YOU SHOULD NOT TRAVEL WITH US.** This unpredictability also means that the itineraries that we put forward for each of our trips should be seen as statements of intent, rather than as contractual obligations. A variety of factors, including weather, transport difficulties and political instability, might dictate that we change any itinerary. The trip leader will make any changes that are necessary, after consultation with the group. Only rarely will such changes be significant, and we will always do everything within our powers to minimize the effects of the enforced changes. We cannot be held responsible for the results of changes or delays, irrespective of how they are caused.