

GENERAL TERMS AND CONDITIONS



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Upon acceptance and confirmation of your reservation by AlpineTrav Treks & Expeditions, members are considered customers/participants of the trip/program, subject to all of the following terms and conditions:

1. AlpineTrav Treks & Expeditions reserves the right to refuse or cancel trips/programs to any individual at any time based on any factor.
2. AlpineTrav Treks & Expeditions requires clients to be physically, mentally and technically prepared for a specific trip.
3. Clients/participants must provide true, complete, and accurate information on the personal registration form (including information regarding training and prior trekking/mountaineering experience for arrival), clients' medical information (for arrival only), doctor's certificate (for arrival only), and any other written or oral communication.
4. AlpineTrav Treks & Expeditions reserves the right to modify, alter or cancel the itinerary if deemed necessary for the proper and safe operation of the program in its sole discretion.
5. Clients/Participants acknowledge that travel plans may change based on many factors, including but not limited to foreign governments, weather, terrain, currency fluctuations, political issues and many other factors, and that we have the sole discretion to implement any changes to plans to accommodate these or other factors, including increases in program fees, changes in program schedules or itinerary, changes in guides or personnel, and changes in any means of transportation as necessary or advisable, without notice and without refund allowance and any increased program fees, if any, will be the sole responsibility of each client.

TRIPS FEES & PAYMENTS

1. The program fees will be communicated to AlpineTrav Treks & Expeditions and clients/participants via email or website www.alpinetrav.com/
2. AlpineTrav Treks & Expeditions does not accept a portion of the tour fee at the end of your trip. All tour fees are required to be paid in full before your trip begins.
3. The client must pay AlpineTrav Treks & Expeditions a down payment of 20 percent of the total price in advance for domestic flight tickets, hotel bookings and permit processing. Required to be sent.
4. Advance payment is made by wire transfer, Western Union, Money Gram. Please note that we discourage payment by credit card as it incurs additional service charges that we do not include in the cost of your tour. Therefore, use any method of transfer as per your convenience. However, please include the wire charges charged by your bank or their correspondent bank(s). Wire information will be provided upon request.
5. The remaining amount of the tour fee is required to be paid upon your arrival in Kathmandu. We accept Nepali Rupees or any foreign currency as per the current bank rate.
6. Late payment without notice will result in cancellation of the program/tour or no booking will be guaranteed.

POLICY REGARDING CANCELLATION / NO SHOW / EARLY DEPARTURE

1. AlpineTrav Treks & Expeditions reserves the right to cancel a tour for any reason prior to departure.
2. You must be informed in writing if tour services are cancelled for any unavoidable/inevitable reason.
3. 7 days before arrival - 25% of the tour cost (excluding taxes, transportation, permits and other fixed fees). 48 hours before arrival - 30% of the tour cost (excluding taxes, transportation, permits and other fixed fees) and less than 48 hours or in case of no program - non-refundable.
4. Amounts paid for trekking i.e. any activities or other days due to the client's own problems are non-refundable and non-transferable. We do not bear any responsibility for refunds for unused hotel accommodation, chartered transportation and missed meals etc.
5. If clients wish to do additional days; trekking i.e. any activities or itinerary, they can pay per day after returning from the tour but must seek permission from the tour guide/leader or AlpineTrav Treks & Expeditions.

REFUND

1. Refunds for unused services (which are prepaid and cancelled) will be determined based on the cancellation policy as described above.
2. The person who paid us will be refunded accordingly. Please note that due to banking procedures, the refund process may take 2-3 weeks.
3. If the refund is made to a bank account, bank charges will be debited from the refund amount.

OTHER COSTS AND EXPENSES

1. Clients acknowledge that personal equipment (as communication) is not included in the trip cost.
2. During camping or climbing or expeditions, Clients acknowledge that all team or group supplies and equipment are the sole property of AlpineTrav Treks & Expeditions.
3. (For Expeditions Only) - During climbing or expeditions Clients agree to reimburse AlpineTrav Treks & Expeditions for any satellite communications charges incurred by Clients (if satellite is used) while participating in the program.
4. Clients are required to carry approved travel insurance that includes medical evacuation, repatriation and medical expenses for the duration of their trip.
5. Clients agree that the cost of any search and rescue undertaken on their behalf will be their financial responsibility.
6. (For Expeditions Only) - Clients/Participants acknowledge that during the program, certain events may occur which may necessitate certain additional costs not contemplated at this time, including but not limited to the cost of evacuation, medical treatment, body recovery and/or repatriation, and other related matters during any part of the program. Customers agree that these additional costs are not the responsibility of AlpineTrav Treks & Expeditions and that the customer is responsible for payment of these costs.

LIABILITIES & LIMITATIONS

1. AlpineTrav Treks & Expeditions acts solely as an agent for hotels, airlines, transporters and other service providers and all exchange orders, receipts, agreements and tickets issued by us are subject to the terms and conditions of the services provided by these parties.

2. All itineraries are sample itineraries, intended to give you a general idea of a possible itinerary. Many factors such as weather, road conditions, physical abilities of participants, etc. may change the itinerary before or during the tour. We reserve the right to make any changes to the itinerary in the interest of the safety, comfort and general well-being of tour participants.
3. Our rates are based on prevailing rates as negotiated by us with hotels, airlines etc. Hotels and airlines reserve the right to revise rates without notice (except for package tours). In the event of such changes, the rates quoted prior to the revision may be changed by us as per the revision by the hotel or airline. All hotel bookings are based on the normal check-in and check-out times of the hotels unless otherwise indicated in the itinerary.
4. The AlpineTrav Treks & Expeditions will not be responsible for any delay or change in the itinerary or any expenses incurred directly or indirectly due to natural disasters, flight cancellations, accidents, breakdown of machinery or equipment, transport breakdowns, weather, illness, landslides, political shutdowns or any untoward incident.
5. AlpineTrav Treks & Expeditions shall not be liable for any loss, injury or damage to any person, property, or accommodation, transportation or other services, whether directly or indirectly caused by any act of God, peril, fire, accident, breakdown of machinery or equipment, breakdown of transportation, war, civil commotion, strike, riot, theft, burglary, epidemic, medical or customs regulations, defaults, or any other cause beyond our control.
6. AlpineTrav Treks & Expeditions does not have any insurance policy covering expenses incurred due to accident, illness, theft, or any other cause. Visitors are advised to seek such insurance arrangements in their home country. All luggage and personal property/s are at the risk of the client at all times.
7. Clients/participants authorize and release AlpineTrav Treks & Expeditions to use their image in any photo or video recording for any lawful purpose of AlpineTrav Treks & Expeditions.
8. Clients/Participants understand that no guarantees are made regarding the purpose of the program.
9. If you are in a group, prices are based on double occupancy. If you prefer single private accommodation, a single supplement option is available for some trips.

AGREEMENT

I, _____(Client write full name), of my own, assigns and this document and have had full opportunity to review it and I acknowledge that I have read, understood and agree to the general terms and conditions contained herein.

I have also read the package details (such as fee inclusions/exclusions, itinerary, personal equipment checklist etc.). I understand and agree to the information, terms and conditions contained therein. The forms mentioned above are enclosed herewith.

Signature: _____ Date _____

If under 18 years of age, the guardian must also sign:

Signature: _____ Date _____

Parent please write full name, contact number and passport details:

Name _____ P.P. No. _____

Contact telephone number _____