

Terms And Conditions

Introduction

Trip Booking Conditions 1. PRICES Alpine Asian Treks – We guarantee that once you have paid deposit for booking the price will not change however we reserve the right to increase price with the new introduction of new taxes rate or air fare or airport tax etc. We code our price (trek/ tour) thinking of our clients and the local partner (the locals) as the Cape Town declaration for responsible tourism. Prices are based on the costs for the year 2017. **2. RESERVATIONS/ BOOKING** with Alpine Asian Treks– You have to fill the booking form and it is required to assure that while you will arrive in destination all the services (hotel, vehicles, guide, or etc) are available as agreed with Alpine Asian Treks and Expedition P Ltd. Booking can be made transferring the money by 25% of the total cost and details (arrival date, passport details, flight numbers and itineraries). A contract will be exist when we issue our confirmation invoice. We understand that you have read our booking conditions carefully. **3. TRAVEL INSURANCE** It is strongly advise that travelers should have a comprehensive travel insurance and do not travel against medical advice. You have to inform us your insurance details (policy number, policy provider, and emergency contact) before start your trek tour. We have that facilities in Nepal but it would be always better to take that form your own country or working country so that you can claim with your time. **4. DATA PROTECTION** with Alpine Asian Treks- In order to process your booking and to ensure your travel arrangements run smoothly and meet your requirements, we need to use the information you provide such as name, address and other requirements. We take full responsibility for ensuring that proper security measures are in place to protect your information. We must pass the information on to the relevant suppliers of your travel arrangements, such as airlines, hotels etc. The information may also be provided to security or credit checking companies, if required by them, or as required by law. We will only pass information to persons responsible for part of your travel arrangements. In making your booking you consent to this information being passed on to the relevant persons. You are entitled to a copy of the personal information held by us. If you would like to see this please contact us. **5. DATE OF DEPARTURE & COLLECTION TIMINGS** These are subject to change or cancellation, should unforeseen circumstances occur. Please reconfirm at time of booking. **6. SEAT ROTATION** On extended tours seats cannot be booked but are rotated daily. **7. PASSPORTS & VISAS** A passport valid for six months is required for entry to Nepal. Nepal has arrival visa system or you can take from Nepal embassy/ consulates from your country. Please note that visa cost is not includes in our cost. Alpine Asian Treks will no responsibility for any delay or expense incurred through any irregularity in your documents. **8. EXTRA COST** The client is responsible for their portion of the extra cost due to unforeseen expenses that may arise due to the factors beyond our control like landslides, political unrest, personal illness, etc. **9. TRANSFER OF BOOKING** Alpine Asian Treks reserve the right to decide whether the tour is transferable or not. It will be under discussion of our administrative board after the written application is dropped. **10. BREAKING OF TOURS & TREKKING** Alpine Asian Treks will not consider any refund to any broken tour or trek due to client's sickness, accident, landslides or other factors beyond our control. **11. CANCELLATION** If you cancel the tour once booked then the following cancellation charge will apply: 1. 20% of the tour cost if notified 5 weeks before excluding cancellation charge required for air-tickets procured for the tour. 2. 30% of the tour cost if notified 3 week before excluding cancellation charge required for the air-tickets procured for the tour. 3. No refund thereafter.

12. ACCIDENT OR LOSS We have no liability for loss, damage, delay, inconvenience, or direct or consequential loss however caused unless due to our employees negligence, in which case our liability is limited (except for death or personal injury) to a maximum of the refund of the tour cost. We do not own or manage the vehicles, accommodation, and restaurants used and we have no liability for loss or damage caused by the proprietors or operators thereof. **13. Complaints** If you have a problem with our package please inform our operator at present who will endeavour to put things right quickly. If the complain is not resolved locally please make a written complain to our office at Kathmnadu as soon as possible. We will then endeavour to agree a reasonable level of compensation, if appropriate. **14. WHAT THE COST INCLUDES & EXCLUDES** This is specifically stated on each itinerary. If still you have any confusion please write us and our officials will clear that. **15. HELICOPTER RESCUE** If a client requires emergency evacuation or rescue, for whatever cause, the client must pay all costs associated with the rescue operation which may include: helicopter charter, medical treatment expenses, extra porter, etc. For remote evacuation a helicopter is normally required from Kathmandu. The client will be provided with receipts to claim these expenses with her/his insurance co. The company may ask the guest to sign a blank SALES SLIP of her/his CREDIT CARD to allow charter if a helicopter rescue is required. At the end of Trekking the signed SALES SLIP will be returned to her/him if no rescue is required. **16. IF ALPINE ASIAN TREKS HAVE TO CANCEL** have to cancel your tour/ trek before the departure you will have choice of alternative tour/ trek package or full amount of money will be refund. Cancellation can be made such as the following circumstances beyond our control, the consequences of which neither we nor our suppliers could avoid, examples of which are war or threat of war, riots, civil strife, terrorist activity, natural disaster, fire or adverse weather conditions, technical problems, level of water in rivers or other similar events beyond our control. **17. OUR LIABILITIES TO YOU** i. We accept responsibility for ensuring that the services which you book with us are supplied as agreed in our proposals and that services offered reach a reasonable standard. We make all reasonable efforts to ensure that the travel services we offer are properly arranged. Standards of, for example, safety, hygiene and quality vary throughout the transport and destinations that your holiday may involve. ii. We accept responsibility for the acts and/or omissions of our employees, agents and suppliers (provided they were at the time carrying out work authorized by us) except where they lead to death, injury or illness. Our maximum liability in all cases shall be limited **18 GENERAL CONDITIONS** We may, at our discretion, require any person to withdraw from any tour if we deem his acts or conduct is offensive or a nuisance to other clients, and we shall have no further liability. We reserve the right to cancel any tours due to lack of demand and also to use vehicles as dictated by demand. No employee or agent of ours can vary our conditions and any such purported variation shall be of no effect unless it has been signed by one of our Directors. We understand that you have read the conditions of booking carefully and you are agreed.

Trip Facts
