

## Terms & Conditions

1. Please read carefully these terms and conditions of contract. In completing the booking form, you agree to be bound by these conditions which constitute the agreement between **Community Treks & Expedition Pvt. Ltd.** and you. No purported variation of these conditions will be effective unless in writing and signed by a person so authorized by **Community Treks & Expedition Pvt. Ltd.**
2. To reserve your place on one of the trips, you should complete the Trip Booking Form, along with 25% deposit of total trip cost. 10% of total trip cost will be charged on cancellation. If cancellation takes place after trip departure date, your deposit will not be refunded.
3. The prices quoted in our any printed material or any electronic media (**www.communitytrek.com**) are subjected to change. For payment we accept Cash, Credit Card (subjected to charge certain percent decided by authority).
4. You must be in good health and prepared mentally and physically. If you suffer from severe muscular, chest, heart or bronchial disorders or if you are a severe asthmatic, or have high blood pressure, you are strongly advised against participation.
5. Trip takes place in remote areas where there are no accesses to normal medical services or hospital facilities for serious problems. Medical and evacuation expenses will be your responsibility. **Community Treks & Expedition Pvt. Ltd.** reserves the right in its absolute discretion to refuse a participant in a Trip on medical or fitness grounds.
6. The company nominates leaders to take their responsibilities seriously. For any reason during a trip the nominated leader considers, you shouldn't participate further due to committing an illegal act or your behavior is causing dislike dangerous, distress or annoyance to other you must follow the nominated leader's instructions.
7. In the absolute discretion of **Community Treks & Expedition Ltd.**, it is necessary to do due to inclement weather, snow conditions or likely to be dangerous due to political, military or terrorist, there are likelihood of any such event occurring which may impact upon the safety of the participants . You acknowledge that you will have no right of refund (whether in whole or in part) and no right to claim compensation for any injury, loss or damage or other additional expenses incurred by virtue of the change, modification, cancellation postponement or delay.
8. **Community Treks & Expedition Pvt. Ltd.** also reserves, in its absolute discretion, the right

to cancel any trip due to any government travel warning or advice. Such event, condition (2) applies as if you had cancelled the trip due to the governmental travel warning or advice.

**9.** You must provide evidence to **Community Treks & Expedition Pvt. Ltd.** that you have obtained personal travel insurance. You must ensure that your travel insurance covers all of the activities that you expect to participate.

**10.** It is your responsibility to obtain proper identification, proof of citizenship as required by the authorities of the destination, where are you travelling? You will not be entitled to refund if you are denied boarding or entry on any basis.

### **Booking and Payment method for all our Trips**

**1.** To process a Booking you must send us a completed booking form with 25% non-refundable deposit for all Nepal Trips while 50% for all Bhutan & Tibet trips. We require you to e-mail a copy of your passport at [communitytreks@gmail.com](mailto:communitytreks@gmail.com). After receiving a copy of your passport and the completed booking form with your non-refundable deposit we will send you final confirmation receipt.

**2.** All deposits required are per person per trip. We will email you regarding direct deposit details. A bank service charge may apply and should be paid at the time of deposit.

**3.** The Condition for clearing the remaining balance as per the trip booked is as follow:

**4.** The remaining balance for all Nepal Trips can be cleared upon your arrival.

**5.** The remaining balance for Bhutan, Tibet and all multi-country tours needs to be cleared 35 days prior to your departure date.

Community Trek reserves the right to cancel your trip if the full amount is not paid on time.

Where possible we will accept your last minute booking 10 days prior to tour departure date for all the trips and in this case full payment is required.

### **NEPAL CANCELLATION & BOOKING CHANGES**

Cancellation notice is required, minimum of 20 days prior to trip departure and must be made in written form, such notice commences from the day your cancellation note is received.

Cancellation shall be valid with approval from the company after receiving documentation. The Trip shall then be termed as cancelled and the cancellation charge of 25% of the trip amount would be deducted from the advance paid.

There will be no refund to clients that provide less than 20 days' notice, before trip departure and if a passenger leaves a trip for any reason whatsoever, either voluntarily, involuntarily or if you commit any unlawful act after the trip has commenced. We will make no refunds for any meals, accommodation or services not used.

Should you require other changes to your original tour, the person that booked the tour must submit a written document with changes required. While every effort will be made, changes cannot be guaranteed.

If you are prevented from travelling on the tour by genuine circumstances, for example (without restriction) because of death, injury or serious illness of the passenger, close relative or friend, redundancy or jury service, you may postpone or transfer your booking to another person, provided they meet all the requirements relating to that tour. You must provide proof of why you are unable to travel at the time you change your booking. A fee of \$100 US per person is required if you postpone or transfer this tour no less than two weeks prior to trip departure. There will be no options available 14 days before trip departure.

### **NEPAL PASSPORT & VISAS**

All clients must have a valid passport with at least 6 months validity from return date. Nepalese visas can be obtained from the Nepalese Consulate in your country or upon arrival in Kathmandu Airport. Nepalese visas costs are the sole responsibility of clients.

### **BHUTAN CANCELLATION & BOOKING CHANGES**

Cancellation notice is required minimum 30 days prior to trip departure and must be made in written form, such notice commences from the day the note is received. Cancellation shall be valid with approval from the company after receiving the documentation. The Trip shall then be termed as cancelled and a cancellation charge of 50% of the trip amount would be deducted from the advance paid.

There will be no refunds if a passenger cancels the trip or leaves a trip for any reason whatsoever, either voluntarily, involuntarily or if you commit any unlawful act after the trip has commenced. We will make no refunds for any meals, accommodation or services not used.

Should you require other changes to your original tour, the person that booked the tour must submit a written document with changes you require While every effort will be made, changes cannot be guaranteed.

If you are prevented from travelling on the tour, unfortunately there is no refund, transfer or postponing options available as the Bhutanese government has strict Tourism policies.

### **BHUTAN PASSPORT & VISAS**

All clients must have a valid passport with at least 6 months validity from return date. As you are

unable to obtain visas to Bhutan you need to send your passport details to Community Trek for visa applications at least 45 days prior to the departure date.

### **TIBET CANCELLATION & BOOKING CHANGES**

Cancellation notice is required minimum 30 days prior to trip departure and must be made in written form, such notice commences from the day the note is received. Cancellation shall be valid with approval from the company after receiving documentation. The Trip shall then be termed as cancelled and a cancellation charge of 50% of the trip amount would be deducted from the advance paid.

There will be no refund to clients that provide less than 20 days' notice, before trip departure and if a passenger leaves a trip for any reason whatsoever, either voluntarily, involuntarily or if you commit any unlawful act after the trip has commenced. We will make no refunds for any meals, accommodation or services not used.

Should you require other changes to your original tour, the person that booked the tour must submit a written document with changes required. While every effort will be made, changes cannot be guaranteed.

If you are prevented from travelling on the tour by genuine circumstances, for example (without restriction) because of death, injury or serious illness of the passenger, close relative or friend, redundancy or jury service, you may postpone transfer your booking to another person, provided they meet all the requirements relating to that tour. You must provide proof of why you are unable to travel at the time you transfer your booking. A fee of \$100.00US per person is required if you postpone or transfer this tour no less than four weeks prior to trip departure, if less than 30 days before arrival there is no refund available.

### **TIBET PASSPORT & VISAS**

All clients must have a valid passport with at least 6 months validity from return date. As you are unable to obtain visas to Tibet you need to send your passport details to Community Trek for visa applications to this country, we require this information at least 20 days prior to departure.

### **HEALTH & FITNESS**

All our tours and treks require a level of fitness, therefore you should always check with your local GP regarding your health and fitness before you travel. It's the client's responsibility to notify Community Trek of any pre-existing medical condition and/or disability that might reasonably be expected to increase the risk of you requiring medical attention, that may affect your ability to travel.

## **CHILDREN**

A legal guardian must accompany all travellers under the age of sixteen. If you have a question regarding age and suitability, please contact us for further information.

## **PUBLICITY**

You agree that Community trek may use images of you taken during the trip without recourse to you and without compensation to you, for publicity and promotion purposes only through whatever medium it chooses.

## **CHANGES TO YOUR HOLIDAY AND PRICING**

Travelling with Community Trek requires a degree of flexibility, good humor and an understanding that modes of transport, accommodation and itineraries may change, even after the tour has commenced, without prior notice due to local circumstances such as flight delay, cancellation or postponement due to notorious weather in the Himalayan regions or other unpredictable circumstances such as land-slides, road blockage, flood, snow, political unrest or delay arrival etc. Community Trek is unable to refund any monies under the above circumstances due to prior supplier arrangements. If possible we will always endeavor to provide you an alternative or substitute trip of same category.

Our holidays, tour / trek packages, are based on twin share accommodation. Thus, single room supplement charge will be imposed to clients who do not have another tour participant to share accommodation with.

We reserve the right to revise pricing rates posted in our marketing material, under any circumstances, or on the pressure of various external factors that are further than our control, for instance changes in exchange rate, government action etc.

## **PRIVACY**

In order to collect information from you to making a booking through Community Trek we ask many questions to obtain the necessary permits etc. No private or personal information that you supply to us when making a booking will be disclosed for any other purposes.

## **RISK & LIABILITIES**

We are committed to providing the best services which will give you a once in a life time journey in this connection, we perform our duties honestly & seriously to make your journey very smooth & pleasant. However, the entire program is conducted strictly under the rules and regulation of theirs' own policies.

Therefore Community Trek and its related organizations shall not be responsible for any changes in the itinerary due to unavoidable circumstance such as govt. restriction, Land slide, road blockage, flood, snow political unrest, cancellation of flight, delay, sickness or accident, Any extra cost incurring there of shall be borne by the clients on the spots.

### **OUR RESPONSIBLE TOURISM POLICY**

Community Trek are re-inventing tourism for the benefit of local people, tourists, environment and the tourism industry at large. We ask that you read our Responsible Travel and Environment policy in detail before you book your holiday with us, as we expect that you will adhere to our policy and guidelines while travelling with us.

### **COMPLAINTS**

Should you have a complaint about the trip or tour you must make it known to a tour leader or guide at the earliest opportunity who will take the appropriate action.

- See more at: <http://www.communitytrek.com>