



Kathmandu, Népal  
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## General Conditions

By signing the information sheet, you declare that you have read and accept these general conditions. These conditions apply only to trips to Nepal.

1. **Passport and Visa.** It is your responsibility to have a passport valid for at least 6 months after your trip. Nepal Visa: You can obtain it at the Nepal embassy or upon arrival at Kathmandu airport. It must be valid for the entire duration of your stay. Base Camp Trekking and Expeditions cannot be held responsible if you fail to obtain these documents on time.
2. **Travel Insurance.** You must purchase repatriation travel insurance that covers repatriation, helicopter evacuation, and medical expenses in case of accident or illness (including acute mountain sickness). The insurance should cover medical search and rescue costs, repatriation, personal liability for sports accidents through a comprehensive sports insurance policy, or similar, such as the Au Vieux Campeur card insurance, for activities insured outside of competitions and professional activities, under the conditions defined in the contract and within the following limits:
  - o No altitude limit
  - o Transport/repatriation to home: actual costs
  - o Additional reimbursement of medical and hospitalization expenses (abroad up to 35,000 euros)
  - o Search and rescue costs (including helicopter): in the Himalayas up to 35,000 euros The guarantees are acquired during and on the occasion of the private practice of the following activities, excluding any other: camping, canoeing, canyoning, running, climbing, kayaking, and hiking/trekking & expeditions (excluding mandatory civil liability insurance for vehicles) and all types of bicycles and motorcycles.

**IMPORTANT:** Most credit cards do not cover mountain search (including helicopters). Therefore, we suggest you take out additional insurance (e.g., Vieux Campeur, Alpine Club, etc.).

Please take the necessary steps to be covered in case of cancellation. Your insurance details will be requested to finalize your booking.

3. **Portage.** By default, we count one porter for every 2 people. Traditional means of portage in the Himalayas. Ethical tourism charters limit their load to 30 kg during bivouac treks and 25 kg during lodge treks. The maximum load per person is therefore either 15 kg (bivouac) or 12-13 kg (lodge). If your luggage exceeds these limits, we will have to count an additional porter at your expense (variable according to the duration and region of the trek).

4. **Booking.** We start bookings upon receipt of a copy of your passport, the completed and signed registration form, and a copy of your international flight. These conditions constitute firm and definitive confirmation.
  
5. **Contract.** We strive to carefully draft custom itineraries, but there may be differences between the day-by-day description, the priced quote with the list of included/excluded services, and the summary sent before your arrival (hotel status). In case of contradiction, the quote and the list of services serve as the reference and contract between both parties.
  
6. **Luggage.** During our tours, we offer transportation services by private vehicle, local vehicle, animal portage, or porters. Given the transportation conditions in Nepal, we recommend not having fragile or valuable items in the luggage you entrust to us. We decline all responsibility in case of loss, theft, or damage to your luggage during the stay. When using domestic flights, monitor your luggage until check-in, where you will receive a tag necessary for any claim with the airlines.
  
7. **Payment.** Deposits of 30% or 50% of the total invoice are made by bank transfer or payment link at the time of booking, with the balance due a few weeks before the trip.
  - Bank transfer for the deposit (a few weeks before)
  - Bank transaction fees, including those incurred by Base Camp Trekking and Expeditions, are at your expense.
  - By credit card: the transaction is in dollars, and we accept Visa, Gold, and MasterCard (4% bank fees to be added).
  - In cash: payment is made in dollars or euros, but we can only accept bills of 50 or more except for small change.

In case of exchange rate fluctuations of the euro (if we have invoiced your trip in euros), we reserve the right to modify the travel rate up to 30 days before your departure.

8. **Cancellation. (Land-based) except for COVID reasons**
  - A. If canceled 25 days or more before the start of the trip, you will be refunded the land rate minus banking fees, with a deduction of 100€ per person for administrative fees.
  
  - B. If you cancel less than 25 days before the arrival date:
    - Cancellation fees amount to 50% of the total amount.
    - The travel amount for the remaining participants will then be revised if the travel scale is degressive. The difference can be borne by the person who canceled to avoid penalizing the travel expenses of the other participants.
  
  - C. If canceled the day before or the day of your arrival, there are 100% cancellation fees.
  
  - D. If Base Camp cancels the stay for climatic, political, or other reasons, you will be fully refunded the amounts paid, excluding bank fees.

E. If canceled due to COVID (flight cancellation or border closure on either side, unavoidable quarantine), the previous cancellation clauses A, B, C, and D will not be considered, and you will be fully refunded excluding bank transfer fees.

F. Interruption or modification of stay: any interruption or modification of stay independent of our will or on your part (for medical or other reasons) cannot give rise to a refund. Any modification resulting in additional costs will be at your expense.

9. **Flight cancellation:** The cancellation fees for flights issued by us will depend on the airline's conditions.
10. **Responsibility** If the agency changes the program without external justifications (climate, domestic flights, hotels, etc.) and significant service modifications occur, Base Camp Trekking & Expeditions must provide compensatory services or reimburse participants for non-provided services or those provided at a lower standard than initially planned. The agency operates as an intermediary between you and various service providers (airlines, hotels, transport operators...). It cannot be held responsible for the failure of any third parties and should not be confused with these service providers, who retain their own responsibility. If such failures result in a program revision, Base Camp Trekking and Expeditions commits to finding an alternative but cannot be held responsible for any additional costs incurred.
11. **Transport** Transportation conditions in the Himalayas (Nepal, Tibet, Bhutan) do not meet European driving and safety standards and can be perceived as dangerous in some cases. By registering and accepting these general conditions, the traveler acknowledges being informed and validates their trip with full knowledge, thereby absolving the organizing agency of any responsibility regarding the conditions and hazards of passable or impassable roads. Local authorities determine if a route is possible and authorized, and they can decide to close it. We commit to providing vehicles in good condition and experienced drivers trained in careful driving under these conditions, respecting speed limits, visibility, and driving time.
12. **Client responsibility.** Any action on your part outside the validated program cannot be attributed to Base Camp Trekking & Expeditions, and the costs incurred are your responsibility. The same applies if a program modification occurs due to your fault or lack of diligence.
13. **Force majeure.** The occurrence of an external, unforeseeable, and insurmountable event constituting a case of force majeure and leading to a program modification cannot engage the responsibility of Base Camp Trekking and Expeditions. In case of changes in administrative rules, visa procedures, trekking & expedition permits, stay taxes, site entries, and national parks set by the authorities, tariff modifications can be applied upwards or downwards until the balance is due. Regarding domestic flights, Base Camp Trekking and Expedition guarantees flight reservations. However, weather conditions can lead to flight cancellations. Base Camp Trekking & Expeditions commits to finding an alternative solution but does not cover the additional cost (jeep rental, helicopter, etc.). In case of domestic flight cancellation, you will be refunded the flight price. In case of a simple domestic flight delay, and if you choose an alternative solution for the journey, the flight will be refunded, but the costs incurred for any other means of transport remain at your expense. Base Camp Trekking and Expeditions commits to providing the best possible services and respecting the established program. If impossible, we will make every effort to find an alternative solution and try to find a compromise that satisfies both parties for a successful stay in the Himalayas.

**N.B.:** The lodges, which refer to the accommodation mode during treks, are not hotels. They are improved homestays. They are often basic, with limited comfort, no private bathrooms, and sometimes no hot showers.

**Notes:**

- Walking times are approximate as they depend on groups, photos, and stops. The elevations are also general indications and not GPS records.
- Depending on weather and operational conditions, the guide reserves the right to modify this itinerary.