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General Conditions Bhutan

By signing the information sheet, you declare that you have read these general conditions and accept them.

These conditions apply only to travel in Tibet, Bhutan, and India.

1. **Passport and Visa** It is your responsibility to have a passport valid for at least 6 months after your trip.
 - **Bhutan Visa:** Handled by us
 - **Base Camp Trekking and Expedition** cannot be held responsible if you fail to obtain these documents in time.

 2. **Travel Insurance** You must take out repatriation travel insurance that covers repatriation costs, helicopter transport, and medical expenses in case of accident or illness (including acute mountain sickness).
 - **Coverage:** Medical expenses, search and rescue, repatriation, individual civil liability "Sports Accidents" by a Multisport Insurance contract, or similar.
 - **Example:** Insurance from "Au Vieux Campeur" for activities outside of competitions and professional activities, under the conditions defined in the contract and within the following limits:
 - No altitude limit
 - Transport/repatriation to home: actual costs
 - Complementary reimbursement of medical and hospitalization costs (abroad up to 35,000 euros)
 - Search and rescue costs (including helicopter): in the Himalaya regions up to 35,000 euros
 - **Important:** Most credit cards do not cover mountain rescue (including helicopters). We recommend taking out additional insurance (e.g., from "Vieux Campeur," "Club Alpin," etc.).
- Ensure you have coverage in case of cancellation. Your insurance details will be requested to finalize your booking.
3. **Reservation** We initiate reservations upon receiving your completed and signed registration form and a 50% deposit of the total trip cost. These two conditions serve as firm and final confirmation. If applicable, we commit to issuing your flights upon receipt of the first payment.
 - **Note:** For clients whose confirmation occurs within 60 days before the start of the trip, the full amount must be paid as a deposit.

 4. **Payment** Deposit and balance are to be made by bank transfer. The balance must be paid within 40 days before the arrival date.

- **Bank Transfer:** The same as for the deposit (several weeks before)
- Bank fees for the transaction, including those incurred by Base Camp Trekking and Expeditions, are your responsibility.
- **By Credit Card:** For additional service charges if necessary on-site.
- The transaction is in dollars, and we accept Visa, Gold, and MasterCard (4% bank fees to be added).
- In case of exchange rate fluctuations between USD (base currency) and euro (if invoiced in euros), we reserve the right to adjust the trip price when settling the balance.

5. **Cancellation (Land-Based) excluding COVID reasons**

- **A.** If canceled 40 days or more before the trip start, you will be refunded the land price minus bank fees and a 250€ administration fee per participant.
- **B.** If canceled less than 40 days before the arrival date:
 - Cancellation fees amount to 50% of the total amount.
 - The remaining participants' trip cost will be revised if the price scale is regressive. The difference may be covered by the canceling person to avoid increasing other participants' travel costs.
- **C.** If canceled 7 days or less before arrival, 100% cancellation fees apply.
- **D.** If Base Camp cancels the trip due to climatic, political, or other reasons, you will be fully refunded, minus bank fees and incurred costs (non-refundable train/flight tickets, permits, visas, etc.).
- **E.** If canceled due to COVID (flight cancellation or border closures, unavoidable quarantine), previous clauses A, B, C, and D do not apply, and you will be fully refunded minus bank transfer fees.
- **F.** Interruption or modification of the trip: Any trip interruption or modification independent of our will or by your choice (medical or other reasons) does not entitle you to a refund. Any modification incurring additional costs will be your responsibility.
- **Flight or Train Cancellation:** Flight or train ticket cancellation fees issued by us will be based on the airline's conditions.

6. **Contract** We strive to provide detailed custom itineraries, but there may be differences between the day-to-day description, the quoted estimate with the list of included/excluded services, and the final 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 the two parties.

7. **Luggage**

- During our tours, we offer private vehicle transportation, local vehicle conveying, animal portage, or human porters. Given the transport conditions, we recommend not having fragile or valuable items in the luggage entrusted to us. We disclaim any responsibility in case of loss, theft, or damage to your luggage during the trip. For domestic flights, watch your luggage until check-in where you will receive a tag necessary for any airline claim.

8. **Transport**

- Transport conditions in the Himalayas do not meet European driving and safety standards and may be perceived as dangerous in some cases. By registering and accepting these general conditions, the traveler acknowledges being informed and approves the trip with full knowledge, thus releasing the organizing agency from any responsibility regarding road conditions and hazards. Local authorities determine if a route is passable and authorized, and they may decide to close it. We commit to providing well-maintained vehicles and experienced drivers trained in safe driving under these conditions, respecting speed limits, visibility, and driving time.
- 8 A. We cannot guarantee the desired seat in the train (upper or lower berth) and the same cabin as it is beyond our control. Our agent in Xining can only guarantee 1st class seats.

9. **Responsibility**

- If the agency makes a program change without external justifications (weather, domestic flights, hotels, etc.) causing significant service modifications, Base Camp Trekking & Expedition must provide compensatory services or refund participants for non-provided services or those provided below the initial standard.
- In case of administrative rule changes, visa procedures, trekking & expedition permits, accommodation taxes, or logistics rental fees set by authorities, price changes can apply upward or downward until the balance payment.

The agency acts as an intermediary between you and service providers (airlines, hotels, transport operators...) and cannot be held responsible for any third-party failure and should not be confused with these various service providers, who retain their own responsibility. If these failures lead to a program revision, Base Camp Trekking and Expedition commits to finding an alternative to address it but cannot be held responsible for any additional costs incurred.

10. **Client Actions** Any action by you outside the agreed program cannot be attributed to Base Camp Trekking and Expedition, and the costs incurred are your responsibility. The same applies if program modifications arise due to your fault or negligence.

11. **Force Majeure** The occurrence of an external, unforeseeable, and unavoidable event constituting force majeure and causing a program modification does not engage the responsibility of Base Camp Trekking and Expedition.

- **Domestic Flights:** Base Camp Trekking and Expedition guarantees flight reservations. However, weather conditions may cause flight cancellations. Base Camp Trekking & Expedition commits to finding an alternative solution but does not cover the additional cost incurred (jeep rental, helicopter, etc.). In case of domestic flight cancellation, reimbursement will follow the airline's policy.
- In case of a simple delay of a domestic flight, and if you choose an alternative solution to make the trip, the flight will be refunded, but costs for any other transport means remain your responsibility.

Base Camp Trekking and Expedition commits to providing the best possible services and respecting the established program. If impossible, we strive to find an alternative and compromise to ensure your stay in the Himalayas is a success.

Note: Lodges, which designate accommodation during treks, are not hotels. They are improved homestays, often basic, with limited comfort, no private bathroom, and sometimes no hot shower.

IMPORTANT: For online Indian visa applications, note that the visa validity starts from the application date.