

TERMS & CONDITIONS

1. Booking your Trip

- a) Your contract in respect of your trip is made with Wanderlust Himalaya Adventures Pvt. Ltd.('the Company'), registered in Nepal and all bookings are subject to these terms and conditions.
- b) All communications by the Company in relation to your trip will be sent to the address stated on the booking form.
- c) Receipt of the booking form by the Company does not guarantee the confirmation of booking. But after receiving the deposit company sends you the information of confirmation of the bookings. The Company reserves the right to refuse a booking without giving any reason and shall in that event return any deposit received.
- d) All bookings must be made through an authorized representative of the Company. At the time of booking the Company booking form must be completed and submitted together with a deposit of 25% of the total cost of the booking.
- e) Your trip/tour must be paid in full at least 30 days before the departure date. If payment is not received in due date, company holds the right to cancel your booking and retain the deposit. No reminders will be sent. If you are booking within 30 days then to confirm the booking you must pay full during the booking.
- f) All special requests, such as health issues, dietary requirements, should be noted on the booking form.
- g) The company will provide the service as per the confirmed itinerary and in writing.

2. Price Policy

- a) The company is not in obligation to provide you the trip cost breakdown.
- b) The Company reserves the right to inform you of any increase/changes in price before the acceptance of the booking. During special cases such as strike, flight cancellation, national calamities, personal accidents, fuel surcharge and any transportation cost increments or any cases more than of included features as per itinerary company will not bear the extra costs but coordinates for the arrangements. This will apply even after confirmation of the bookings.

c) If surcharges are increased more than 10% you can cancel your booking within 14 days without any cancellation fees. The company will refund trip payment that you have paid before deducting the banking surcharges.

3. Cancellation and Changes by the Company

a) Occasionally it may be deemed necessary to make changes to your holiday and the Company reserves the right to do so at any time, and you will be notified of any changes at the earliest possible opportunity. If a major change to your tour is necessary, providing it does not arise from circumstances beyond the Company's control, you may choose (i) to accept the change of arrangements (ii) to purchase another holiday from us or (iii) to cancel your holiday. Compensation may be payable in cases of major change as detailed below.

b) No compensation will be payable for minor changes. Minor changes include minimal changes to departure and arrival times, changes to the type of aircraft used and restaurant and accommodation changes to a comparable or superior standard.

c) Major changes include cancellation, delays in departure or return by more than 12 hours and accommodation changes to an inferior standard of accommodation.

d) Compensation will not be paid for changes or cancellations caused by Acts of God (Forced measure), war, threat of war, riot, civil strike, industrial dispute, terrorist activity, natural or man-made disaster, fire, technical problems to transport, closure or congestion of airports, strikes or other industrial action, adverse weather conditions or any other event beyond the Company's control. It is recommended that you have your travel insurance.

e) The Company reserves the right to cancel your holiday at any time before the date of departure, even after a confirmation notice has been sent. If your holiday is cancelled the Company will refund in full the money you have already paid. No compensation will be payable.

f) Transportation is subject to the conditions of carriage of the carrier, some of which may limit or exclude liability. These conditions are often the subject of international agreement between countries and copies of the conditions, which apply to your holiday journey, will normally be found on the carrier's tickets.

g) If you fail to pay the balance of the holiday price at least 30 days before departure, the Company will treat the booking as cancelled and levy the cancellation charges set out below

h) The company also has the right to refuse any person as a member of the tour, if in their opinion that person could endanger the health, safety and enjoyment of others on the tour. In any of the events mentioned above, the company's sole liability and the client's sole

remedy will be limited to a refund of any monies paid, less the amount for services already utilised plus administrative fees.

4. Cancellation and Changes by You

a) You may cancel your holiday at any time providing you notify the Company in writing. The following charges will be levied on any cancellation:

30 days or more 60% of Deposit

15 – 30 days 100% of Deposit

3 – 15 days 80% of Tour Cost

1 – 3 days 100% of Tour Cost

b) After the itinerary is confirmed, the client is permitted free of administration charges one set of amendments, though will be liable for any added cost this may add to the tour, including airline charges, hotels etc. Any further modifications, which are instigated by the client, will incur a charge of US\$100 due to communication and administration expenses that may have incurred.