



Green Valley Nepal Treks & Research Hub (P) Ltd

Thamel, Kathmandu, Nepal, Phone: +977-1-4437205

info@greenvalleynepaltreks.com

Term & Conditions:

We make all our bookings under Green Valley Nepal Treks & Research Hub P. LTD. The registered company number is 71671/2010/2011. Our office is located at Thamel Marg, Thamel, Kathmandu, Nepal. A Booking Form should be filled and sent to the Company along with deposits and the premium for your insurance (where necessary) to book a package.

1. DEPOSIT REQUIREMENT:

For all Trips, you will have to make a non-refundable deposit of 30% of trip cost at the time of booking the trip. You can pay the remaining amount upon your arrival in Kathmandu and before the trip departure.

The non-refundable deposit should be sent to the Company or its Agent. The Company's Tailor Made trips may require a higher deposit or full payment at the time of booking. If deposit is different from that outlined in this clause, you will be advised by the company at the time of booking.

Payment Methods:

Booking deposit can be made by bank transfer or by Credit Card (Visa or MasterCard). Please follow the information provided on the booking form.

(a) Payment by Credit Card (MasterCard or Visa Only)

Please complete the necessary details in the form including your credit card details, signature (same as in your passport & Credit Card). E-mail the filled form to Green Valley Nepal Treks & Research Hub. Your credit card will be charged by Alpine Travel Service (Credit Card Division) on behalf of Green Valley Nepal Treks & Research Hub P. Ltd.

Please also send copy of your passport & card (Both side) copy along with the filled form.

Note: There is 4% surcharge when you make the payment with a credit card.

(b) Payment via Wire/Bank Transfer

Our Bank Details for wire Transfer:

Beneficiary: GREEN VALLEY NEPAL TREKS & RESEARCH HUB PVT.

Account number: 019 043 175 20018

Bank name: Himalayan Bank Ltd .

BIC (Swift): HIMANPKA

Routing number (ABA):

Bank address: KSK Building, Tridevi Marg, Thamel Kath

Bank city: Kathmandu

Country of bank: Nepal

Intermediary bank: CITI Bank NA, New York

Please note that we are not legally responsible of any delay or loss during the transfer process. If in case due to use of mediator bank or any other reasons if the money received by us is less than the amount sent, you are requested upon arrival to pay accordingly so that the total is equivalent to the product cost.

E-mail us the bank reference number or remittance slips after you initiate the transfer. Sometimes bank forwards the money with different name; if we have reference number/remittance slips and sander details, it will be easy for us to check.

2. Cancellation by the client:

Any cancellation by a Client must be made in writing and acknowledged by the Company. The date on which the request to cancel is received by the Company or its Agents will determine the cancellation charge applicable.

If you would like to cancel the trip once you conformed you will loss the 30% deposit. After you will start the trip if you would like to cancel with any reason you will loss full trip amount. We don't have any policy to refund after you started the trip.

The Client is strongly advised to take out cancellation insurance at the time of making the booking.

3. Cancellation by us

The Company receives regular travel advice from the Nepal, Tibet and Bhutan Foreign Office (FO) and will not knowingly operate trips in contravention of such advice. In the event of civil unrest in a particular region, the Company undertakes to inform clients of the situation as soon as it has knowledge of it.

A trip may be cancelled if FO advice effectively puts the destination country or significant parts of the country out-of-bounds such as to make the principal objective unachievable. If the principal objective remains achievable in observance of FO advice, the itinerary will be altered and the trip will not be cancelled. For example, the FO may advise that it is unsafe to traverse an area which lies on the published approach route (whether by trek or vehicle), or to visit a specified town. In such circumstances, if the objective can be reached by using an alternative route, that will be done and the trip will not be cancelled.

4. Medical and welfare

The aim of medical screening is to enable participation and ensure that all risks have been evaluated and understood as far as practicable. If you have any medical issue or disability, you are required to inform the Company before you complete your booking form. You will be advised of the suitability of the trip, health and safety considerations, if any, along with suggestions for reasonable adjustments. In any event, you must notify the Company of any medical problem or disability through a medical declaration. If any medical problems or disabilities are suffered or arise between the medical declaration being submitted and the Departure Date, please notify the Company immediately. The Company reserves the right to decline or cancel a booking without having to pay any compensation if medical problem or disability is disclosed on the medical declaration form; any medical problem or disability is disclosed after the medical declaration form is submitted but before the Departure Date; or any medical problem or disability is not disclosed; provided that in the Companies belief such medical problem or disability is likely to endanger your health and safety and/ or the health and safety of anyone else participating in the trip.

The Company may require you to obtain confirmation that you are fit to travel and participate in the trip from a medical professional. The Company has a duty to you and to the other participants and, as such, if the Company reasonably believes that you are not sufficiently fit to take part in the trip, may decline or cancel the booking at any time at their complete discretion.

Where you come into contact with any infectious disease, you must notify the Company immediately. Where the Departure Date falls within the accepted quarantine period for transmission of the disease, the Company reserves the rights to cancel the booking as set out above; this shall be deemed to be cancellation arising from an event of Force Majeure pursuant to these terms and conditions and no compensation shall be payable to you.

4. Updating of Terms & Conditions:

The Company reserves the right to update and amend these terms and conditions at anytime. It is the responsibility of the Client to keep updated with any changes. The current version of terms and conditions will always be found on the website www.greenvalleynepaltreks.com/ and will be the terms referred to in any dispute.

www.greenvalleynepaltreks.com