

Privacy Policy

We, at **Gandak Gandak Tours and Trek** (hereinafter referred to as “the Company”), highly recommend you to carefully go through all the information in the terms and conditions provided below. Upon agreeing to these conditions, the client will be legally bounded to the Company’s contract that clarifies all the ideas, information, permissions, and deals established between the client and the company.

The agreement covers the issues and procedures that are taken by the client and the Company, including Booking Confirmation, Payment, Refund, Cancellation, and other charges levied as per policy and the Company’s Privacy Policy.

The Contract

Gandak Gandak Tours and Trek is a reliable and a fully licensed firm that is legally registered under various departments of the Government of Nepal (Registration Number, Company Registration Number.....). The Chief of the Company is Mr. Sanam Gurung who has been working in this sector for over a decade. The Company is in Pokhara, Nepal. We aim to offer quality services to people (the customer or client) from all over the world.

Travel Insurance:

Gandak Gandak Tours and Trek recommends you have a travel insurance package. The insurance must include medical coverage, air ambulance, and helicopter rescue services. We also strongly recommend our clients to get cancellation insurance to be on the safe side. Kindly ensure that the insurance policies provide all the protection and cover most of the traveling activity that you take up.

We will require a copy of your insurance paper for proof prior to the trip. By any reason, if you are unable to provide us with the insurance certificate, you will be asked to make a suitable policy/agreement then and there itself. However, if you are unable to do that due to circumstantial issues, you will be forbidden to continue your trip. Also, you will not be entitled to any refund for the services not provided.

Booking

Clients must go through various procedures with Gandak Gandak Tours and trek to book the trips. To book a trip with Gandak Gandak Tours and trek you will have to fill up the Booking Application Form and send it to us. Furthermore, to confirm your booking, 20% of the total trip cost must be paid prior to the trip as a non-refundable deposit. You will have to pay the rest of the 80% balance due on arrival in Kathmandu before the start of the trip.

Payment Options and Method

The company offers two feasible and safe options for payment i.e., Bank Transfer and Debit/Credit Cards (Master/Visa/American Express/Union Pay/JCB/SCT Card). The client must clearly mention the mode of payment and provide the Company with all the required details about the Debit/Credit Card while filling the Booking Application Form.

Cancellation:

The company holds no responsibility for voluntary withdrawal or cancellation of the trip by the customer themselves, hence the amount paid to the company will not be refunded after the trip has begun. If during the trip, any services such as accommodation, sightseeing, meals, transportation, etc. included in the itinerary/trip are not used by the customer, no refunds or reuse will be provided to whatever portion remains unused on the trip. The company will use their discretion in setting the conditions for the refunds, therefore, few of the conditions mentioned are subject to change. The company holds every right to cancel the trips booked by the customers before it is guaranteed to run, or an official agreement is signed. A trip is guaranteed to run once it has two fully paid travellers unless minimum numbers state otherwise.

Unfortunate circumstances such as unforeseen natural disaster, cancelled flights, strike, industrial action, wars, riots, quarantine, government intervention, weather, the deteriorating health condition of a group member, etc. could lead to cancellation of trips. In such cases, the customer can either ask to get back the 80% of the total trip cost paid to the company (13% Government Tax will be deducted) or reuse the cost in an alternative trip with the same price, immediately, in the following season of the same year. However, the booking deposit i.e. 20% of the total

amount remains non-refundable.

The company will require a written notice in case of any cancellation. Please ensure the date of the trip cancellation is the date on which the written cancellation is received by the company. If you cancel the trip a month prior to the departure date of the actual trip, 100% of the total cost is reusable for a year. Likewise, you can reuse a 100%, 80% and 50% of the total charged amount if the company gets a cancellation notice a month, 15 days and 7 days, respectively prior to the departure date of the actual expedition.

Trip Amendment:

First and foremost, please note that all the amendment conditions are applied to the trips listed on this site only. Below are a few notes to take about the amendment fees in case of any changes during, while or after the booking:

If the company receives a request on the booking amendments at least 60 days prior to the trip, a total of GBP50/person is charged to the customer. However, if the customer's request for a booking amendment in less than 60 days before the trip departure, then the charges will be as per the cancellation policy mentioned above. In case of any changes in the price of the trip during the procedure of booking and the amendments, the new cost will be applied to the trips. Please note that these changes might not be applied by the company, but can be levied upon the company by the third parties i.e. the hotels or the service providers working with the company.

Any changes, amendments, or additions in aggregation to the trips you have booked, for example, hotels, transfers, additional days, etc. will account to an additional administration fee of GBP 20/booking per change. These additional charges are imposed by hotels, ground operators, or airlines and not by the company.

Please note that the amendments will not be made within 10 days of the original departure of the trip. However, if the changes are to be made (although rare), a minimum of GBP 50 or over will be charged.

Health Conditions:

The Company will require a well-documented medical certificate from a valid medical institute before departing for the trip. We need to be sure about the well-being and health condition of the

traveler. The Company must be informed about any type of medical issues or conditions at the time of the booking itself. The company will not be responsible for any type of mishaps and will not bear the medical and evacuation expenses on behalf of the participant. Therefore, we request our clients to consult their doctors for a thorough check-up and vaccination before booking a trip with us. If necessary, a client can also make requests to the Company for additional services on the length of the trip or stay in the country of their travel.

Weather and other unfavorable conditions:

Clients should be well aware of the unpredictability of the weather conditions in the mountainous regions. The unfortunate weather conditions, especially in the Everest, Jomsom, and Kanchenjunga regions, can sometimes lead to unfavorable circumstances that include delay or cancellation of flights. The Company will cover the expenses of accommodations and food in the departing location until the arrangement of flights is done. However, the Company holds every right to reroute the original trip or transports which will be in favor of the situation without any addition in the cost. Please note that the company will not be responsible for any missed international flights, losses caused by Altitude Sickness, or any other unpredictable circumstances, and the participants will have to pay all the charges incurred. Nonetheless, the Company will connect and assist you to make the necessary alternative arrangements, but, the additional charge will be covered by the customers themselves.

Regardless of stating every condition and information about the trips on the website and brochures of the Company, we will not be responsible for the unforeseeable situations that may arise before or during the trips. The Company will, however, try its level best to give prior notice about it and take alternate strategies to deal with it. These booking conditions may only be waived in special circumstances, and in writing, by a letter from the Chief of the Company. Note that all the legal agreements set up and signed between the client and the Company shall be subjected to and governed by the Nepalese law.

Note: All the Terms and Conditions mentioned are prepared as per the laws of the Government of Nepal and is governed by them. Therefore, only the head of the Company gets to intervene and holds the authority to make any amendments.

Kindly assure that you have read and clearly understood all the Terms and Conditions involved

while booking a trip with **Gandak Gandak Tours and Trek** and abide by it throughout your trip with us.