



TERMS AND CONDITIONS

Nepal Big Mountain Travel Company Pvt. Ltd.

1. BOOKING AND CONFIRMATION

1.1 A booking is considered confirmed only after receipt of the required deposit or full payment and written confirmation issued by the Company.

1.2 The Company reserves the right to decline any booking at its discretion prior to confirmation.

1.3 The client making the booking is responsible for ensuring that all members of the group accept these Terms and Conditions.

2. PAYMENT POLICY

2.1 A non-refundable deposit may be required to confirm the booking depending on the nature of the trip and supplier requirements.

2.2 Full payment must generally be completed before the commencement of the trip unless otherwise agreed in writing.

2.3 Any bank charges, transaction fees, or foreign exchange fees shall be borne by the client unless otherwise specified.

3. CANCELLATION POLICY

3.1 All cancellations must be made in writing by email or official communication.

3.2 Cancellation charges may apply depending on the type of trip, hotel, airline, trekking permit, transportation,

and supplier conditions.

3.3 No refunds shall be made for unused services, voluntary withdrawal from the tour, late arrival, early departure, or missed activities.

4. CHANGES TO ITINERARY

4.1 The Company reserves the right to modify itineraries due to weather conditions, natural disasters, political situations, government restrictions, road or flight conditions, safety concerns, or operational requirements.

4.2 The Company will make reasonable efforts to provide suitable alternatives whenever possible.

5. CLIENT RESPONSIBILITIES

5.1 Clients are responsible for ensuring they possess valid passports, visas, travel insurance, and necessary health documents.

5.2 Clients must comply with local laws, guide instructions, and environmental and cultural preservation practices.

5.3 The Company reserves the right to remove any participant whose behavior endangers the group or disrupts the tour.

6. TRAVEL INSURANCE

6.1 Comprehensive travel insurance is strongly recommended and may be mandatory for trekking, mountaineering, rafting, and adventure travel.

6.2 Insurance should ideally cover medical expenses, emergency evacuation, helicopter rescue, trip cancellation, accidental injury, and baggage loss.

7. HEALTH, SAFETY, AND ALTITUDE RISKS

7.1 Trekking and adventure travel in Nepal involve inherent risks including altitude sickness, unpredictable weather, terrain-related accidents, and limited medical facilities.

7.2 Clients acknowledge these risks and participate voluntarily.

8. FLIGHTS, TRANSPORTATION, AND DELAYS

8.1 Domestic flights in Nepal are highly weather dependent and may experience delays or cancellations.

8.2 The Company shall not be responsible for losses or additional expenses caused by transport disruptions,

weather conditions, strikes, or government actions.

9. LIABILITY

9.1 Nepal Big Mountain Travel Company Pvt. Ltd. acts as an intermediary between clients and service providers such as airlines, hotels, transport companies, and activity operators.

9.2 The Company shall not be liable for injury, loss, delay, illness, accident, or property damage arising from events beyond reasonable control.

10. FORCE MAJEURE

10.1 The Company shall not be held liable for failure or delay in performance resulting from natural disasters, earthquakes, pandemics, political unrest, terrorism, strikes, or severe weather conditions.

11. ACCOMMODATION AND SERVICES

11.1 Accommodation standards in remote regions may differ from urban or international standards.

11.2 The Company reserves the right to substitute hotels or services with similar alternatives when necessary.

12. PHOTOGRAPHY AND MEDIA

12.1 The Company may use photographs or videos taken during trips for promotional purposes unless the client requests otherwise in writing before the trip.

13. COMPLAINTS AND CLAIMS

13.1 Any complaints must be reported immediately to the guide or Company representative during the trip to allow prompt resolution.

13.2 Formal complaints after the trip must be submitted in writing within 14 days of trip completion.

14. GOVERNING LAW

14.1 These Terms and Conditions shall be governed by the laws of Nepal.

14.2 Any disputes arising from services provided by Nepal Big Mountain Travel Company Pvt. Ltd. shall fall under the jurisdiction of the courts of Nepal.

15. ACCEPTANCE OF TERMS

By confirming a booking, making payment, or participating in a trip organized by Nepal Big Mountain Travel Company Pvt. Ltd., the client acknowledges acceptance of these Terms and Conditions.

Nepal Big Mountain Travel Company Pvt. Ltd.

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