

# TERMS AND CONDITIONS

WE, THE TEAM OF INFUSION TRIP ADVENTURE, ARE FOCUSING ON ENSURING 100% SATISFACTION WITH OUR BEST AVAILABLE SERVICES TO OUR VALUABLE GUESTS. OUR MAIN MOTTO IS TO PROVIDE WORRY LESS TRAVEL ABOUT SAFETY AND SECURITY. WE ALSO FULFIL YOUR ENTHUSIASM TOWARDS TRAVEL AND TOURISM ACTIVITIES IN NEPAL AND OTHER VARIOUS COUNTRIES WHICH WE BELIEVE TO PROVIDE YOU WITH A SENSATION OF RELAXATION AND REFRESHMENTS FROM YOUR DAILY WORK LIFE. YOU WILL FEEL LIKE YOU ARE AT HOME AND WE WILL ENGAGE YOU TO EXPERIENCE DIFFERENT CULTURES, AND TRADITIONS, AND WITNESS THE DAILY LIFESTYLE OF COUNTRYSIDE PEOPLE. WITH A BROAD KNOWLEDGE OF HISTORY, CULTURE, ENVIRONMENT, AND FIRST AID TREATMENT, WE PROVIDE YOU WITH A GUARANTEE OF A REALISTIC EXPERIENCE OF THE UNEXPLORED DESTINATIONS OF THE WORLD.

WE HAVE CREATED A BOOKING, REGISTERING, AMENDING, MAKING A PAYMENT TOWARDS, PARTICIPATING IN A TOUR/TREK OR ANY TOURISM ACTIVITIES CONDITIONS WHICH FORM THE BASIS OF A MEMORANDUM OF UNDERSTANDING (MOU) BETWEEN YOU (CLIENTS/GUESTS) AND INFUSION TRIP ADVENTURE (“WE”, “US” AND “OUR”).

## BOOKING THE TRIP

INITIALLY, WE REQUEST YOU TO SEND US AN INQUIRY OF YOUR PLAN FOR A TRIP THROUGH OUR CONTACT FORM OR BOOK OUR TRIP OF FIXED DEPARTURES. FOR YOUR CONVENIENCE TO MAKE A TRAVEL PLAN, WE SHALL BE HAPPY TO SEND YOU VARIOUS INFORMATION. WE ALSO REQUEST YOU DISCUSS THE ITINERARY AND PRICES BEFORE THE TRIP BOOKING OR CONFIRMATION. AFTER THIS, WE PROCEED WITH THE REGISTRATION AND PAYMENT OF THE TRIP.

WE ACCEPT VALID BOOKINGS UNDER THE FOLLOWING CONDITIONS.

- YOU MUST BE AT LEAST 18 YEARS OLD AND HAVE THE LEGAL AUTHORITY TO CREATE A BINDING LEGAL OBLIGATION;
- ACCEPT AND AGREE TO ALL TERMS AND CONDITIONS PRESENTED HEREIN.
- ALL THE INFORMATION PROVIDED BY YOU IN THE BOOKING FORM OR REGISTRATION FORM MUST BE TRUE, GENUINE AND REAL.

## REGISTRATION

AFTER YOU ACCEPT THE PROPOSAL FOR THE TRIP OR COMPLETE THE BOOKING FORM, WE WILL SEND YOU AN EMAIL WITH A TRAVEL REGISTRATION FORM THAT IS FULLY SECURE AND WILL NOT BE DISCLOSED ANYWHERE. THIS FORM WILL JUST BE FOR OFFICIAL USE ONLY. YOU MUST COMPLETE THE FORM AND SUBMIT IT WITHIN 15 DAYS OF BOOKING.

## CONFIRMATION OF BOOKINGS

WE WILL PROCEED WITH THE BOOKING OF ALL COMPONENTS OF TRAVEL ARRANGEMENTS AFTER WE RECEIVE YOUR BOOKING AND DEPOSIT AND SEND YOU A CONFIRMATION EMAIL WITHIN 2-3 BUSINESS DAYS. IF THERE IS ANY CASE OF NOT BEING AVAILABLE, WE WILL INFORM YOU ABOUT THIS, SO THAT YOU CAN PREFER ANOTHER OPTION.

THE NUMBER OF CERTAIN COMPONENTS CAN BE CHANGED WITHOUT PRIOR NOTICE FROM VENDORS SUCH AS DOMESTIC AIRLINES, GOVERNMENT TAXES, TURGAN RATES, AND VEHICLE RATES. IN SUCH CASES, YOUR FINAL PRICE CAN BE CHANGED (INCREASE OR DECREASE). DURING CHANGES IN HOTELS OR CUSTOMIZATION OF BOOKING, THE RATE CAN BE INCREASED OR DECREASED. UNDER ANY OF THESE CIRCUMSTANCES, WE WILL INFORM YOU HOW YOUR PACKAGE PRICE WILL BE AFFECTED. THIS IS APPLICABLE FOR BOTH PARTIAL AND FULL PAYMENTS.

## PRICE

THE PRICE QUOTATION FOR ANY TRIP SENT BY US WILL COVER THE COSTS THE COST OF THE LAND ARRANGEMENTS SUCH AS TRANSPORTATION, GUIDE, ADDITIONAL SERVICES SUCH AS WELCOME AND FAREWELL DINNER, ACCOMMODATION ON A SHARING BASIS AND COSTS OF GROUP EQUIPMENT, SUPPLIES, ADMINISTRATION AND STAFF, EXCEPT FOR THE FOLLOWING, FOR WHICH YOU MUST BE RESPONSIBLE: VACCINATION FEES, TRAVEL INSURANCE, COST OF THE INTERNATIONAL JOURNEY VIA FLIGHT OR SURFACE TO AND FROM THE START/RETURN POINT OF YOUR TRIP, COST OF PASSPORT AND VISAS, PERSONAL EQUIPMENT AND PERSONAL EXPENSES WHILE ON THE TRIP AND ANY OTHER EXPENSES SPECIFICALLY EXCLUDED ON THE TRIP DESCRIPTION AND/OR INVOICE.

## DIETARY PREFERENCES OR RESTRICTIONS

IN THE REGISTRATION FORM, WE HUMBLY REQUEST YOU TO MENTION ANY SPECIAL MEALS OR DIETARY RESTRICTIONS OF THE INDIVIDUAL. THIS WILL HELP US TO UPDATE CATERERS TO REQUEST EARLY. SOME OF THE GUESTS MAY HAVE ALLERGIES TO DIFFERENT DISEASES SUCH AS SUGAR, CHOLESTEROL, PRESSURE, URIC ACID, ETC. PRE-INFORMATION ABOUT THE SPECIAL REQUIREMENTS WILL HELP US TO GET PREPARED FOR THE BEST SERVICES.

## PAYMENT

25% OF THE TOTAL AMOUNT SHOULD BE PROVIDED TO US AS ADVANCE PAYMENT BY WIRE TRANSFER OR SWIFT TO OUR BANK ACCOUNT TO SECURE THE BOOKING OF FLIGHT AND GROUND ARRANGEMENTS, WHICH WILL BE APPLIED TO THE COSTS OF THE PACKAGE. THEN THE REMAINING AMOUNT OF THE PACKAGE SHOULD BE SENT ONE MONTH BEFORE THE ARRIVAL DATE. IN CASE ANY DIFFICULTY OCCURS IN A BANK TRANSFER, WE PROVIDE YOU WITH THE SERVICES OF PAYING BY CARD OR CASH AMOUNT.

## PAYMENT METHODS:

1. WE ACCEPT PAYMENT TOWARDS THE DUE BALANCE BY VISA CARD, MASTER CARD, CREDIT CARD, OR AMERICAN EXPRESS. A BANK CHARGE OF AN ADDITIONAL 3.5% WILL BE ADDED TO THE DUE BALANCE DURING THE PAYMENT BY CARD.
2. YOU CAN BRING THE AMOUNT IN CASH IN USD DOLLARS OF DENOMINATION 100 & BELOW OF SERIES AFTER 2006. THE TORN NOTES ARE NOT ACCEPTED. FOR OTHER CURRENCIES, WE REQUEST YOU ASK US BEFORE YOU MAKE ANY DECISIONS.

## CANCELLATION OF BOOKINGS

THE CANCELLATION OR POSTPONEMENT OF BOOKINGS MUST BE INFORMED BY US BY WRITTEN EMAIL BEFORE 45 DAYS. OTHERWISE, THE FOLLOWING CANCELLATION CHARGES WILL BE PAYABLE.

- BEFORE 45 DAYS 0%
- 45-30 DAYS. 25%
- 29-16 DAYS 40%
- 15-7 DAYS 60%
- 6-2 DAYS 75%
- WITHIN 24 HOURS 100%

## REFUND OR CREDIT TRANSFER

THE REFUNDED AMOUNT WILL BE CREDITED FOR ANOTHER TRIP AS THE FOREIGN TRANSACTION FROM NEPAL IS QUITE A DIFFICULT PROCESS. THUS, WE PROVIDE A CREDIT NOTE FOR ANOTHER TRIP FOR A LIFETIME.

## **TRIP ITINERARY**

WE MAKE EVERY EFFORT TO ENSURE OUR TOURS & PACKAGES RUN SMOOTHLY AND ACCORDING TO THE ITINERARIES. THE ITINERARY AND INFORMATION HEREIN SHOULD BE VIEWED AS A GUIDELINE. WEATHER CONDITIONS, ROADBLOCKS, LOCAL POLITICAL CONDITIONS, FLIGHT CANCELLATIONS, MECHANICAL BREAKDOWNS OR OTHER UNFORESEEABLE CIRCUMSTANCES CAN LEAD TO A CHANGE IN ITINERARY OR MEANS OF TRANSPORT. WHERE SUCH A DELAY OR CHANGE DOES OCCUR, WE WILL MAKE EVERY EFFORT TO MINIMIZE THE EFFECTS, BUT WE WILL NOT BE HELD RESPONSIBLE FOR SUCH DELAYS OR CHANGES WHICH ARE OUT OF OUR CONTROL. THE INFORMATION PROVIDED IN THE ITINERARY IS TO THE BEST OF OUR KNOWLEDGE, MARGINAL VARIANCES IN THE ACTUAL DISTANCES AND ALTITUDES ARE POSSIBLE.

## **SERVICES TERMS & CONDITIONS**

### **ACCOMMODATION**

WE OFFER YOU THE PROPOSAL WITH AFFORDABLE COST OF ACCOMMODATION IN EVERY PLACE. FOR THE URBAN PLACES, YOU WILL GET STAR-CATEGORIZED HOTELS WHEREAS, DURING TREKKING IN RUSTIC OR REMOTE LOCATIONS, YOU WILL GET BASIC TEAHOUSE LODGES WITH ATTACHED BATHROOMS (SUBJECT TO AVAILABILITY) EXCEPT IN THE EVEREST REGION WHERE YOU CAN CHOOSE PREMIUM TO LUXURY LODGES UPON REQUEST WITH SUPPLEMENT CHARGES BELOW DEBOUCHE. STANDARD PACKAGES INCLUDE ACCOMMODATION ON A TWIN OR DOUBLE ROOM SHARING BASIS, WHEREAS SINGLE ROOM IS AVAILABLE IN THE CITY AREA WITH A SINGLE ROOM SUPPLEMENT. HOWEVER, IT IS SUBJECT TO AVAILABILITY ON TREKKING ROUTES AS YOU WILL GET TWIN ROOMS OR DORMITORY-STYLE ROOMS. WE REQUEST YOU TO MENTION THE ROOM REQUIREMENTS LIKE NON-SMOKING ROOMS, TYPES OF BEDDING, OCCUPANCY, VIEW-ROOM, ETC.

### **EXTRA AMENITIES**

EXTRA AMENITIES INCLUDE THE ADDITIONAL SERVICES THAT ARE NOT MENTIONED IN THE PACKAGE OF SERVICES INCLUDED SECTION. IF YOU NEED EXTRA SERVICES SUCH AS SIGHTSEEING TOURS, ADVENTURE ACTIVITIES ON FREE DAYS, ROOM UPGRADES, VEHICLE RENTAL, MOUNTAIN FLIGHTS, DOMESTIC FLIGHT TICKETS, ETC. IF AN EXTRA SERVICE YOU PAID FOR WITH YOUR BOOKING IS NOT AVAILABLE, WE WILL REFUND YOUR PAYMENT FOR THAT. WE MAKE NO WARRANTIES AND EXPRESSLY DENY ANY CLAIMS OR LIABILITY WHATSOEVER, INCLUDING LOSS OF ENJOYMENT, ARISING FROM PARTICIPATION IN, OR THE LACK OF AVAILABILITY OF.

### **TRAVEL INSURANCE**

IT IS VERY CRUCIAL TO HAVE COMPREHENSIVE TRAVEL INSURANCE TO COVER THE TRIP INCLUDING ADVENTUROUS ACTIVITIES SUCH AS TREKKING OF APPROPRIATE ALTITUDE, EXPEDITION, MEDICAL COVERAGE, SEARCH & RESCUE COVERAGE, AND MANY MORE. FOR NORMAL TREKKING, IT IS BENEFICIAL TO HAVE ADEQUATE INSURANCE WHICH WILL COVER ILLNESS, HOSPITALIZATION, TRAVEL MEDICINES, LOSS OF VALUABLES, THEFTS, CHANGE OF ITINERARY, FLIGHT AND TOUR CANCELLATIONS DUE TO UNAVOIDABLE CIRCUMSTANCES AND MOST OF ALL EMERGENCY HELICOPTER CHARTER FOR EVACUATION PURPOSES. PLEASE READ YOUR POLICY DETAILS CAREFULLY AND TAKE THEM WITH YOU ON YOUR TRIP.

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