Your Tour/Trekking booking is made with **Rai Treks and Expedition Pvt Ltd**., hereinafter called 'the company' OR 'we' Gokarneshwor-4, Kathmandu, Nepal.

We will confirm the booking once you transfer the 30% of the total trip cost. Then we will forward you the invoice for the reminder of the cost, which you should send to our bank through wire transfer ensuring to deposit the payment prior to 30 days in late before you/your clients leave for the tour.

For Bank Transfer, we will inform our valuable guest and representative in need.

Note: You are requested to pay extra bank charge (if any) at your end on your own, which means; full tour cost has to be reached to us without any bank deduction.

If you cancel the booking prior to the final payment, a refund of 50% advance deposit will be made.

If you cancel your booking after full deposit of your trip before 15 days or more of the trip, a refund of 50% of the trip cost will be made.

If you cancel the trip less than 15 days before trip, no refund will normally be made. For this reason, we strongly advise you to take fully covered insurance for cancellation.

If you do not pay your balance till the specified date without making prior arrangements with us we will reserve the right to cancel your booking and we are entitled to deduct 50% from your total advance deposited as a cancellation charge and balance amount will be refunded to you.

We will not cancel your tour unless we are forced to do so by unusual or unforeseen circumstances, such as civil or political unrest and anything beyond our control.

If we cancel your trip we will refund all payments made to us in respect of the trip cost, however we shall not be liable to refund you for incidental expenses that you may have incurred as a result of the booking such as; visa fee, expenses for bank charge at our end while receiving your payment or bank service charge while transferring amount to third party.

We reserve the right to compel surcharges up to 15 days of your tour operation due to unfavorable changes in currency exchange rates, increases in air-fares or other transport costs, or increase in permit fees or if government action should require us to do so.

Your booking reflects that you have accepted on the understanding that you realize the hazards involved in this kind of tour as most of our trek/expedition involves around the rural areas where there are limited facilities. Company won't be responsible or liable for any injury, sickness or death which may occur. When you make booking with us you are accepting that there is inherent risk in adventure such as; of altitude sickness as most of our programs involves going to high altitude.

Before proceeding to tour you must be covered by insurance, which must include adequate for baggage loss, medical expenses and the cost of repatriation in case of seriously ill to continue, trip cancellation, including helicopter rescue and air ambulance.

The Company will accept liability for the negligence of its own employees causing direct physical injury to clients only to the extent that it is obliged to do so under the law. Most of the vehicles in Nepal cover very limited amount of the passenger liability insurance or in some places no such liabilities are available in some remote areas. So, please be aware that you won't be covered by a

company policy in the event of death or injury. By signing our Booking Form you acknowledge that Company has taken all responsible steps to safeguard its liability in this respect. You are strongly advised to cover yourself for any unexpected risk that may occur.

The company won't be liable for any loss or damages caused by the total or partial failure to carry out the contract; unforeseeable or unavoidable and attributable to the third party unconnected to the Company; or a result of unusual and unforeseen circumstances which is beyond the control of the Company, such as road blockage, general strikes, civil or political unrest, restrictions, government action.

We may at our discretion require a person to withdraw from any tour if we consider their conduct to be offensive and we shall have no further liability.

Subject to change or cancellation due to unforeseen circumstance occurred such as; political situation, severe weather condition or expedition leader decide to do so. The Company accepts no liability for results of any such change. The programs and details are published in good faith and reasonable changes in the program might occur when we feel necessary. No refund will be made for any unused services which are included in tour price if the tour is shortened or cancelled due to any above mentioned reason.

NO REFUND WILL BE MADE IN THE CASE OF THE CLIENT/S HAS/HAVE SHORTENED OR CANCELLED THE TRIP IN BETWEEN DUE TO OWN REASONS.

If you have any complaint about any of the services during the trip, you should inform the local tour operators, or the tour leader/guide immediately that should put the things right away. If the complain is not solved then please write us within 10 days of the completion of the tour. We will do our best effort to solve your problem in your favor.

Acceptance: Your booking with us implies that you have read and understood all these booking conditions and agree to abide by them.