

Terms & Conditions - Upper Mustang Trek

Booking & Confirmation

A booking is confirmed only after full payment or agreed deposit is received.

Prices are per person and subject to change based on permits, seasonal rates, or government taxes.

Payment Policy

Deposit: 30% of the total trip cost at the time of booking.

Balance: Remaining 70% must be paid at least 30 days before departure.

Payments can be made via bank transfer, PayPal, or other approved methods.

Cancellation & Refund Policy

Cancellation more than 30 days before departure: 70% refund of total trip cost.

Cancellation 15–30 days before departure: 50% refund.

Cancellation less than 15 days: No refund.

In case of natural disasters, political instability, or flight cancellations, alternate dates or partial refunds will be offered at our discretion.

Health & Fitness

All participants must be in good physical condition suitable for high-altitude trekking.

Travelers are responsible for any pre-existing medical conditions.

Personal insurance covering emergency evacuation, medical expenses, and trip interruption is mandatory.

Travel Documents

Trek permits (Upper Mustang Restricted Area Permit) and TIMS card are included, but travelers must carry valid passports and visas.

Participants are responsible for obtaining and maintaining their travel documents.

Responsibility & Liability

Himalaya Heart Treks acts as the organizer and facilitator but is not responsible for injuries, loss, or damage to personal belongings.

Trekking involves risks including altitude sickness, weather conditions, and natural hazards. Travelers participate at their own risk.

Guides and porters are professionals; participants are expected to follow their instructions for safety.

Accommodation & Meals

Accommodation is based on twin-sharing in hotels and lodges as mentioned in the itinerary.

Meals included are breakfast, lunch, and dinner during the trek.

Special dietary requests must be informed in advance; we will make reasonable efforts but cannot guarantee availability.

Changes to Itinerary

Himalaya Heart Treks reserves the right to adjust the itinerary due to weather, local conditions, or safety concerns.

Alternative routes or activities may be offered if required.

Force Majeure

Himalaya Heart Treks is not liable for delays or cancellations caused by events beyond our control such as natural disasters, political unrest, strikes, or pandemics.

Behavior & Conduct

Travelers are expected to respect local culture, traditions, and the environment.

Any behavior endangering oneself, the group, or local communities may result in removal from the trek without refund.