

Terms and ConditionsPayment Policy

To ensure all the arrangements are in accordance with the company's terms and conditions, a 30% advance payment is needed. At least thirty days prior to the departure date, the remaining amount must be paid. Please get in touch with us if there are any issues with this payment schedule, and we will try our best to meet your demands.

Payment Details

To make a payment via bank transfer, please use the following details:

- **Account Holder's Name:** Himalayan Sanctuary Adventure (P). Ltd
- **Account No:** 13201050033756
- **Bank's Name:** Nepal Investment Mega Bank
- **Bank's Address:** Thamel, Kathmandu, Nepal
- **SWIFT CODE:** NIBLNPKT

Note: Only transfer funds to the account listed above. Travelers has to pay Payment transfer fees themselves while making advance payment through wire transfer. If you receive any emails requesting payment to a different account, please Contact us immediately on [What's app](#) .

Payment of the Balance

The remaining balance should be paid prior to your arrival. For payments made by credit card, a 4% bank handling fee will be added to the outstanding balance.

Flight Cancellations or Delays

[Himalayan Sanctuary Adventure](#) is not responsible for any additional expenses incurred due to flight delays or cancellations, especially in regions like Annapurna, Everest, Dolpa, Simikot, and Jumla. To minimize the risk of missing your international flight, we recommend to have an extra 2 to 3 days. This is particularly important because flights often delayed or canceled due to unpredictable weather conditions. We recommend carrying extra money for food and accommodation in such cases.

Community Development & Contributions

A portion of the proceeds from each tour (10%) is directed toward enhancing educational opportunities for children in rural Nepal through the Himalayan Community Project.

Last-Minute Bookings

We accept last-minute bookings only for trips within [Nepal](#). However, last-minute bookings for Bhutan or Tibet are not accepted.

Refund Policy

- **30% Deposit:** Non-refundable in case of cancellation. However, we can accommodate a trip postponement.
- **Full Payment:** If canceled one week before the trip, 40% of the total trip cost will be deducted.
- **No-show:** No refund if clients do not show up.
- **Cancellation:** Written notification is required to cancel any trip.

Supplement Charges

Rooms or tents on tours are provided on a twin-sharing basis. If you do not have a companion to share, a single room supplement charge will apply.

Incomplete Tour

No refund will be provided if clients drop out of the journey or are unable to complete the itinerary due to illness, personal issues, or unfavorable weather conditions.

Unforeseen Circumstances

If a trip cannot proceed as planned due to natural disasters or adverse weather, we will suggest an alternative tour of a similar standard. If this doesn't fit your interests, we will refund payments as per company policy. However, any extra expenses incurred will be your responsibility.

Clients' Responsibility

The tour/trek guide has full authority during your journey. Clients must follow the guide's instructions for safety and smooth operation.

Travel Insurance

We strongly recommend purchasing comprehensive travel insurance that covers medical issues, natural calamities, helicopter evacuation, personal accidents, and trip cancellation.

Tour Amendments

Any alterations to the itinerary must be notified in advance. However, changes may also be necessary during the tour due to circumstances such as bad weather.

Documents & Paperwork

It is your responsibility to ensure all necessary documents (visa, permits, etc.) are completed before the trip departs. We are not liable for delays or issues caused by missing paperwork.

Liability

We take reasonable care to arrange travel services, ensuring compliance with regulations. If any service fails due to lack of skill or care, you must demonstrate that this was the case to make a claim.

Termination of Booking

We reserve the right to terminate your travel if your behavior is likely to cause distress, damage, or danger to others. In such cases, no refund will be provided.

Unused Services

No refund will be made for services or travel arrangements not utilized.

Travel Insurance Requirement

Travel insurance for the trek is **not legally compulsory**, but it is highly **recommended** for all trekkers. While the Nepalese government does not require trekkers to have insurance to embark on the trek, most tour operators and trekking agencies in Nepal strongly advise it. Because, If you fail

to do so, you should take full responsibility for any costs that arise, and indemnify for any consequences.

Complaints

If you experience any issues during your trip, contact us immediately at:

- **Phone/ [What's app](#) /Viber:** +977-9843138264, +9779841369672
- **Email:** info@himalayasancuary.com

If the issue is not resolved locally, submit a written complaint within 30 days, detailing the incident.

Applicable Law

All agreements or disputes are governed by Nepali law, and both parties submit to the exclusive jurisdiction of Kathmandu City courts.

Effective Date

This policy is effective from January 1, 2026, and replaces all previous policies issued by [Himalayan Sanctuary Adventure](#). We reserve the right to modify this policy at any time.

