



## Booking Terms and conditions

Discovery world trekking is an incorporated under Nepal Companies Act and accepts your reservation/booking under the following terms and conditions. Discovery World Trekking (hereinafter referred as “The Company”), Registered Company Number 87657/068/069. An office is located the Kathmandu, Thamel, Kwabhal, Nepal. The company is headed by Paul. Trip booking terms and conditions herein as follows is a legal document contract of our company in regard to overall trip operations that governs basis of trustworthy mutual relationship and consent between you and us for the services promise to provide as well as accept among two parties in a specified period of time. The following terms and conditions apply to all types of holiday trips offered by the company.

It is deemed mandatory to read terms and conditions carefully as it contains essential information before proceeding online trip booking form.

In addition to booking a trip, your agreement about terms and conditions is supposed to be imposed on the cancelation policy and certain limitations of liability.

To sum up, both parties are liable to resolve any legal and other disputes as well as misunderstanding and unexpected incidents beyond terms and conditions that may arise during the course of any trip.

Note: please note that extra service charge or cost from any financial institution incurred in the process of transferring fund to us has to be paid by clients themselves at the time of deposit.

### 1. BOOKING A TRIP

The term “Trip” stated in these website and booking conditions is representative form of any product itinerary or activities described on this website to buy or deal with us including those which might otherwise be recognized as Trekking, walking , hiking, climbing, sightseeing, mountaineering, Tours, Expeditions, as well as other adventure tour programs.

Confirmation of the email is an officially the fastest way and indication of your trip booking acceptable by the company after your booking proceed reviews. From this date, you are ensured to become your trip definite.

---

Address: G.P. O. Box: 21576, Thamel, Kathmandu, Nepal.

Phone: +977 1 4258945, Cell: +977 9840055491

Email: [info@discoveryworldtrekking.com](mailto:info@discoveryworldtrekking.com) | Website: [www.discoveryworldtrekking.com](http://www.discoveryworldtrekking.com)



Himalayan Trekking and Adventure Specialists ...

---

## **Contract Formation**

A contract comes into existence after accepting reservation details by Discovery World Trekking.

In fact, it is a condition in which both parties; company and clients enter into contract for its existence.

Prior to any trip booking confirmation, a contract comes into force, in other words, the company reserves the right in increasing and decreasing of listed brochure price.

Please be advised, in summary, that company would be disclaimer to any warranty, collateral agreement, prior agreement, description of services or conditions, other than or expressed herein.

## **3. DEPOSIT REQUIREMENT**

### **a. Nepal trips confirmation payment**

To secure your place and to process the confirmation of your booking for Nepal trip, a non-refundable 15 (%) percent down payment of total trip cost is required to make in advance deposit to the company within two weeks time from the date of inquiry in accordance with the company policy as per person basis. It is a proof that you are intent to planning a trip. We need generally advance payments on your behalf for fixing prior arrangements of hotel reservation, flight ticket, transportation ticket, permit, TIM's card etc. Your service arrangements are managed as quickly as after proceeding the fund. Booking deposit is acceptable both through the bank transfer and by credit card (Visa or Master Card). The company does email for additional information regarding the direct money deposit details while proceeding in booking.

### **B. Nepal trips final payment**

Final remaining 80 (%) percent balance payments for trekking, tours, climbing, expedition or any kind of trips can generally be made upon your arrival in Nepal prior to initial departure date of any trip. Final trip documentation will be released upon full trip payment. Your final payment is accepted by the bank transfer, travel check, cash or credit card. 4 (%) percent surcharges will be added while making your payment (This is applicable for withdrawal and deposit with the objective of trip extension, final balances as well as miscellaneous purchase). Surcharge is imposed by credit card payment service provider (your payment receives through Alpine Travel Service, our credit card payment service provider).

---

Address: G.P. O. Box: 21576, Thamel, Kathmandu, Nepal.

Phone: +977 1 4258945, Cell: +977 9840055491

Email: [info@discoveryworldtrekking.com](mailto:info@discoveryworldtrekking.com) | Website: [www.discoveryworldtrekking.com](http://www.discoveryworldtrekking.com)



Himalayan Trekking and Adventure Specialists ...

---

#### **b. Tibet / Bhutan Trips**

For Tibet and Bhutan trips, 100 (%) payments are required within 2 months before starting any trip.

#### **4. PAYMENT METHODS**

After your request of trips confirmation is approved by the company, the second step of making your trips well- managed as you wish is to receive of amount specified by the provision of company clause in above statement. Fund transfer for booking trips is accessible whether you made through bank transfer or credit card (Visa or Master Card). You are advised to consider carefully while filling up required details information in transferring fund from any payment methods. Company sends also email the details for making payment once after fill up our Booking form.

##### **a. Payment by credit card (Master card or visa only)**

We accept Visa or MasterCard only, while making payment through the credit card, and as you know you are required to submit the factual information in the form stated in your passport and credit card.

4 % service charge will be added for card processing fee in your credit card by the Alpine Travel Service on the behalf of Discovery World Trekking. You are implied not to make mistake in sending the form details directly to Alpine Travel Service. Please, you are requested to send us copy of your passport or any ID copy along with filled form.

##### **b. Payment via Wire/Bank Transfer**

The given below bank payment details is an authorized official bank account of Discovery World Trekking. It only belongs to company and reserves the right to claim the possession with the complete reliability and formality of law as well as clause disclosed in opening account.

---

Address: G.P. O. Box: 21576, Thamel, Kathmandu, Nepal.

Phone: +977 1 4258945, Cell: +977 9840055491

Email: [info@discoveryworldtrekking.com](mailto:info@discoveryworldtrekking.com) | Website: [www.discoveryworldtrekking.com](http://www.discoveryworldtrekking.com)



## **BANK PAYMENT DETAILS**

### **USD ( Dollar Account )**

Beneficiary Bank: HIMALAYAN BANK LTD.

Bank Address: Tridevi Marg, Thamel, Kathmandu, Nepal

Telex No.: 2789 HIBA NP

SWIFT Code: HIMANPKA

Beneficiary Name: Discovery World Trekking Pvt. Ltd.

USD Account No: 01904337210015

Note: please, you can send fund transfer through the Western Union Money Transfer without any hassle and hesitation. For that, further information has been provided in the email corresponding.

Email must be sent to us along with attached remittance slip or reference numbers after completing your transfer process. It would be better for us to check in case of different name forwarded by the bank.

Please note that we are not responsible for in case of any delay or loss during the transfer process. Likewise, receiving your money with us is less than the amount you sent because of use of mediator bank or any other reasons; you are requested upon arrival to pay accordingly so that the total is equivalent to the product cost.

## **5. Last minute booking**

Clients who are in delay to booking Nepal trip due to many reasons, however, they are eager to confirm booking trips within a short span of time. Discovery World Trekking has made special booking provision with regard to Nepal trip, your last minute booking with 100 (%) percent trip payments within 24 hrs is accepted. Likewise, we are always ready to be operated Nepal trip possible anytime. For this, you could contact us for more information at 977- 9840055491 (Paul) or email us. However, in the case of Tibet and Bhutan trip, we are unable to accept final minute booking.

---

Address: G.P. O. Box: 21576, Thamel, Kathmandu, Nepal.

Phone: +977 1 4258945, Cell: +977 9840055491

Email: [info@discoveryworldtrekking.com](mailto:info@discoveryworldtrekking.com) | Website: [www.discoveryworldtrekking.com](http://www.discoveryworldtrekking.com)



## 6. Cancellation policy

Sometimes, the rare case but not all the time, incident might happen to face with unexpected events and unforeseen circumstances which are beyond both our management and clients control that contributes in the result of whether delay of your trip program or reschedule of your timetable. Similarly, conditions require cancellation of trip as well. In such case, we provide a reimbursement of the advance payment under following conditions.

The contributing factors that caused for cancellation of trips are Religious, Cultural, Economical, Political, Social etc. in such circumstance, local government administration does not allow for participating any sorts of trip. Thus, Discovery World Trekking will not undertake any responsibility for this event. Guides or Sherpa or any local people's suggestions- about the condition of weather, or condition of the trail or anything is advised. Ignorance of such may harm you or your health for that no other will take the responsibilities.

### a. Trips Cancellation by the clients

While making full payment for any trip, you are liable to receive the refund amount in case of cancellation of trip.

Any trip cancellation made by a client has to be disclosed mandatorily in written notification and acknowledged by the company. Your request with submission of cancellation date is received by a company. In such case, a company deserves the right to impose certain applicable charge on your trip cancellation.

The cancellation charge herein is the representation of total listed online website brochure trip cost on the basis of percentage.

Days requirement (Before Initial Trip Departure)	Refund of Advance Payment (%)
45 days or more	85 %
44-30 days	70 %
29-15 days	50 %
Less than 7 days	0 %

Please note that no refunds of any trip cost will be made available to clients who drop out the journey in the interest of leaving any trip voluntarily regardless of any reason after your trip has started. No refund of remaining unused amount as per the itinerary shall not provide to the clients. Similarly, no refunds are also applicable strictly for any accommodation, transport, sightseeing, meals, or services in case of not utilization by the clients.

Address: G.P. O. Box: 21576, Thamel, Kathmandu, Nepal.

Phone: +977 1 4258945, Cell: +977 9840055491

Email: [info@discoveryworldtrekking.com](mailto:info@discoveryworldtrekking.com) | Website: [www.discoveryworldtrekking.com](http://www.discoveryworldtrekking.com)



Himalayan Trekking and Adventure Specialists ...

---

## 10. Trip Amendment

Trip amendment is obligatory condition in which trip itinerary should be changed because of undesirable circumstances appeared in the time of trip commencement. The factors beyond our controls make hindrance to operate trip such as weather conditions, landslide, etc. in such case, the clients are advised on time by the company.

If clients want to amend the trip because of their personal reasons, trip amendment notification should be reached in writing to the company. then the company will make the necessary amendment. The following fee structure will apply for amendment of trip.

Booking amendment request made by clients 30 days or more prior to your original trip departure- US \$ 50.00 per person.

Booking amendment request made by clients less than 30 days to your original trip departure- charges as per cancellation fees.

In case you wish to make amendments within 10 days of the trip departure, the cost of amendment may be higher depending upon the company's arrangements with other parties such as hotels, Guest Houses, group operators or airlines.

Please note that new trip price will apply to the reservation for booking amendment from the time of original booking to the time of the amendment in case of any trip price change. Likewise, these fees depend on any charges imposed by the hotels, and other suppliers to the company.

### **B. cancellation of trip by a company**

The company deserves the right in cancelation of your any trip booked unless it is not guaranteed to operate.

The company deserves the right to cancel any trip concerning with the utmost safety of clients in course of guaranteed trip and prior to departure due to reason beyond our control (for example: natural disaster, flight cancellation, consequences of strikes, industrial action, wars, sickness, quarantine, government intervention, weather conditions, or other untoward occurrence). In such an event, Discovery World Trekking provides the refund of only the trip price.

Refund of trip price is provided also at the event of company cancels of your guaranteed departure trip. Likewise, you are also entitled to take an alternative trip of the same value.

Please be advised that your significant alterations exclude a change of airline carrier, flight time tables or itineraries provided the departure and arrival dates remain unchanged, the

---

Address: G.P. O. Box: 21576, Thamel, Kathmandu, Nepal.

Phone: +977 1 4258945, Cell: +977 9840055491

Email: [info@discoveryworldtrekking.com](mailto:info@discoveryworldtrekking.com) | Website: [www.discoveryworldtrekking.com](http://www.discoveryworldtrekking.com)



substitution of a vessel, modification of itineraries, and change in cabin category or hotel accommodation provided it is of the same category.

The company is not liable of any accidental expenses or consequences losses incurred in visas, vaccinations, non-refundable flights or rail, non refundable car parking or other fees, loss of earnings etc due to the result of trip booking.

### **7. Medical conditions and special requirements**

The clients have to notify in writing about current physical conditions at the time of booking with the factual information of any medical condition, any other mental and physically challenged conditions which may affect fitness in travelling. Prior failure to inform to the company at the time of booking indicates the clients being refused to travel. Generally, failure to disclose such fact condition at the time of booking is similar to give the right to the company in charging 100% cancellation fees to the clients.

In addition to considering about the trip, clients may be unable to travel due to the factors affecting such as age, mobility, pregnancy or physical or mental conditions. For such a case, we suggest you to check the trip as comfortable as prior to booking. The company is not entitled to provide any special facilities unless it has agreed to do so in writing. The company will always make best to suit clients special requests including dietary, but such requests do not form part of the contract and therefore the company is not liable for not providing these requests. Medical facilities may differ from country to country thus company makes no representations and provide no warranties in relation to the standard of such treatment.

### **8. Travel Insurance**

You must understand during the course of trips in remote parts of Himalayan countries may bring an inherent risk as a result of bad weather condition, landslide, and flood etc which is beyond our control, can cause seriously injury and death. Our overall organization efforts will be in favor of avoiding such risks and hazards to our capacity at any cost. However, there is still possibility of accidents happening. Thus, travel insurance is a mandatory in undertaking any trip in Himalaya and insurance policy should cover adequate protection for the full duration of the trip. Sufficient and valid travel insurance with rescue and evacuation policy is a mandatory for all travelers in which your purchase of policy must cover accidents, injury, illness and death medical expenses, including any related to pre-existing medical conditions, emergency repatriation (including helicopter rescue and air ambulance where applicable) and personal liability.

---

Address: G.P. O. Box: 21576, Thamel, Kathmandu, Nepal.

Phone: +977 1 4258945, Cell: +977 9840055491

Email: [info@discoveryworldtrekking.com](mailto:info@discoveryworldtrekking.com) | Website: [www.discoveryworldtrekking.com](http://www.discoveryworldtrekking.com)



Himalayan Trekking and Adventure Specialists ...

---

The company also recommends it covers trip cancellation, curtailment and loss of luggage and personal effects. You must carry proof of insurance with you and produce it at the event of company reasonably request. Although, in the course of unable to provide evidence of insurance when company request. The company reserves the right to cancel or suspend your participation on a trip or in certain activities that comprise part of a trip, at any time, including after the commencement of your trip, with no right of refund.

### **9. Flight delays and changes in the itinerary**

Please be prepared that mountain adventures are always unpredictable. The main reason is that bad weather conditions in mountain regions that can cause domestic flight delays. In case of delayed domestic flights, Discovery World Trekking will meet departing city accommodation (Guest House) and food (Lunch & Breakfast) costs prior to your trip. However, in case of delayed return flights, the client is responsible to bear all additional expenses including food and accommodation costs. If you wish to make an alternative arrangements such as Helicopter flight to avoid flight delays, all additional cost would be your responsibility. Additionally, Discovery World Trekking does not accept any responsibility for costs incurred as a result of missed international flight, but would assist to make alternative arrangements wherever possible. Please not that while on the field, we may have to make some changes in the itinerary due to unforeseen circumstances.

### **10. Paper and document**

All necessary documents should be carried out with you in sequence and has to be shown at the time of request made by the company. We are not accountable in case of any trip formality not completed in time before trip departs on the absent of essential papers and documents.

### **11. Visa and passport**

You must carry a valid passport and have obtained the appropriate visas when travelling with Discovery World Trekking. Please ensure your passport is valid for 6 months beyond the duration of the trip. It is your responsibility to ensure the correct visas for the countries while travelling to Nepal trip. The company will not be responsible for your refused entry to a country or places due to lack of correct visa documentation. Nepal visa is available on arrival in Nepal. For Tibet and Bhutan, the company can make necessary arrangements upon request. For India, the client will have to acquire the Visa from their own home country.

---

Address: G.P. O. Box: 21576, Thamel, Kathmandu, Nepal.

Phone: +977 1 4258945, Cell: +977 9840055491

Email: [info@discoveryworldtrekking.com](mailto:info@discoveryworldtrekking.com) | Website: [www.discoveryworldtrekking.com](http://www.discoveryworldtrekking.com)



Himalayan Trekking and Adventure Specialists ...

---

## **12. Injuries and evacuation**

Discovery World Trekking would not be liable for any injury/health conditions/emotional or other conditions suffered by the client during the trip. Similarly, our package cost does not include any personal insurance. Hence, we advise the clients to take adequate insurance packages, including medical emergencies and evacuation by Helicopter.

## **13. services missed or unused**

There will be no discounts or money refunded for missed or unused services, this includes voluntary or involuntary termination/departure from tour, i.e. sickness, death of a family member etc, late arrival on the tour, or premature departure either voluntarily or involuntarily.

## **14. Health & Fitness**

As you know, trekking in the remote parts of Himalaya requires certain level of physical fitness thus it is recommended to consult with doctor before deciding travel in Nepal. You should notify your current health conditions of any pre-existing medical condition and/or disability that might reasonably be expected to increase the risk of required medical attention that may affect your ability to travel.

## **15. Children**

A legal guardian must accompany all travelers under the age of sixteen. Further information about age and suitability has been providing in email correspondence.

## **16. Discount Provision**

The company offers special discount rates during holiday and off seasons for some of our services that apply only for specific product and limited for a specific time period. To take advantage of those offers, clients must have to be made booking within the time specified in the offers. You will be unable to enjoy the offers while making trip booking prior to or after the offer period.

---

Address: G.P. O. Box: 21576, Thamel, Kathmandu, Nepal.

Phone: +977 1 4258945, Cell: +977 9840055491

Email: [info@discoveryworldtrekking.com](mailto:info@discoveryworldtrekking.com) | Website: [www.discoveryworldtrekking.com](http://www.discoveryworldtrekking.com)



- **International Group leader**

An international group leader who is planning a trip in Nepal with participations of at least 6 members in a group, Discovery World Trekking has been offering 10 % trip discount to per person on currently published broacher price. The company has been operating the trip at any size of group and an individual along with private personalized services, however, with the less than 6 members in a group will not eligible to receive these offers. The company has also been providing the services for some international agencies to guide the trip in Nepal. The company has therefore made special rate provision who wants to join with us for the coordination and cooperation in Nepal trip.

- **School /College group**

School and college group whose objective is to serve in remote community with the help of volunteer program in Nepal during their holiday. Discovery World Trekking has been helping in such program access our valued guest plan with reasonable trip price. For this category of trip, the company has been made special price provision in which listed trip price in the website will not be used. The company has been giving such price rate during the booking.

The company has been providing a reasonable price rate to the School and College group as social responsible organization and to assist the local communities' welfare.

### **17. Holiday changes**

While travelling with Discovery World Trekking require a degree of flexibility and understanding. Sometimes but not always, modes of transport, accommodation and itineraries may change without prior notice due to local circumstances such as flight delay, cancellation or postponement because of unfavorable weather conditions in the Himalaya or other unpredictable circumstances such as landslides, road blockage, flood, snow, political unrest or delay arrival etc. in such a case, the company is unable to refund the money under the above circumstances because of prior supplier arrangements. For this, the company provides best alternative or substitute standard trip of same category instead of refund money.

The company does not take any responsibility for loss on employment, delays or compensation as result of situations beyond our control.

### **18. Supplement charge**

All our holiday trips packages, rooms or tents are based on twin sharing. Single room supplement charge will be levied to the clients if they do not have another tour participant for sharing accommodation.

---

Address: G.P. O. Box: 21576, Thamel, Kathmandu, Nepal.

Phone: +977 1 4258945, Cell: +977 9840055491

Email: [info@discoveryworldtrekking.com](mailto:info@discoveryworldtrekking.com) | Website: [www.discoveryworldtrekking.com](http://www.discoveryworldtrekking.com)



## **19. Risk & Responsibility**

Your safety and enjoyment is a paramount of our concern. We will not compromise it any cost. Entire team hence discharges their responsibility being very sincerely to guarantee your holiday for free hassle as well as free trouble trip in a great extent. We are committed to offering highly professional services that definitely provides once in a life time journey. We organize any kind of trip with strong team coordination, cooperation and support along with much more honesty and seriously in our duties and responsibilities as a result in smooth and pleasant holiday. Although, the entire trip programs in Nepal are conducted strictly under the rules and regulation of their own policies.

Uncertain and inherent circumstances lead to change the trip. Therefore, Discovery World Trekking and its associated organization shall not be responsible for any changes in the itinerary because of unavoidable circumstances like government restriction, landslide, road blockage, and political strike, cancellation of flight, delay, sickness or accident. Additional cost incurred during this time should be borne by the clients themselves on the spots.

## **20. Responsible Tourism Policy**

Discovery World Trekking has been established with the objective of providing benefit directly to the local people, tourists, environment, government and tourism industry at large extent. You are requested to read for more details information about our Responsible Tourism Policy before booking your holiday with us. We always expect from you being remained your trip as our guidelines and policy and will get maximum pleasant during the trip.

## **21. Impact on the journey**

We do best our effort to make sure comfortable, exciting and thrilling travelling. However, it must be commonly understood that what you might be accustomed to in the western affluent countries, the Himalayan countries may not afford such facilities. Weather is one factor associated directly with journey. Therefore, patience in mind, enthusiasm and proper preparation before heading must venture into journey.

## **22. Your personal belongings**

In trip, our crew member performs their task best to keep your luggage safe. Although, in the event of any loss or damage of your luggage or property belongings while carrying out by porters, ponies or vehicles, company will not take any responsibility for the loss. Thus, you are advised to purchase comprehensive insurance in order to cover such hazard.

---

Address: G.P. O. Box: 21576, Thamel, Kathmandu, Nepal.

Phone: +977 1 4258945, Cell: +977 9840055491

Email: [info@discoveryworldtrekking.com](mailto:info@discoveryworldtrekking.com) | Website: [www.discoveryworldtrekking.com](http://www.discoveryworldtrekking.com)



Himalayan Trekking and Adventure Specialists ...

---

### **23. Publicity**

Discovery World Trekking uses the images taken by clients during the trip without prior notice, recourse and compensation. These images have been used for publicity and promotion purpose through different medium. You should agree upon this for permission.

### **24. Privacy**

For obtaining necessities information from client during the booking, the company asks several questions. No private or personal information that you supply to us when making a booking will be indulged for any other purposes.

### **25. Updating of terms and conditions**

The company reserves the right to update and amend these terms and conditions at anytime. It is the responsibility of the client to keep updated with any changes. The current version of terms and conditions will always be found on the website [www.discoveryworldtrekking.com](http://www.discoveryworldtrekking.com) and will be the terms referred to in any dispute.

---

Address: G.P. O. Box: 21576, Thamel, Kathmandu, Nepal.

Phone: +977 1 4258945, Cell: +977 9840055491

Email: [info@discoveryworldtrekking.com](mailto:info@discoveryworldtrekking.com) | Website: [www.discoveryworldtrekking.com](http://www.discoveryworldtrekking.com)