



## Terms and Conditions

### 1. Reservation

A reservation can be made either by e-mail or letter. After receiving a quotation from Great Wall Nepal Pvt. Ltd. you have the option to ask us for more details, or make changes according to your wishes. If the offered programme is satisfactory you can confirm your reservation by sending an e-mail, [bookings@greatwallnepal.com](mailto:bookings@greatwallnepal.com), or letter. For all quotations our offer is valid for a period of 60 days. If you confirm you booking more than 60 days after receiving our quotation please check if the offer is still standing.

### 2. Confirmation

Once we have received your reservation, we will confirm you reservation within 48 hours. As a confirmation you will receive a reference number and invoice. In this confirmation we will also inform you about any further information we may need from you in order to secure your booking.

### 3. Payment

For all bookings a down payment is required. For tours with a travel sum up to US \$5000,- a 10% down payment is required. For groups larger than 6 persons, or a travel sum of more than US \$5000,-, a down payment of 25% is required.

#### 3.1 Payment on arrival

Once you arrive in Nepal you can pay the rest of the travel sum in cash. We accept NPR, INR, EUR and USD as payment methods. You may also choose to transfer the money digitally though PayPal (transfer to: [bookings@greatwallnepal.com](mailto:bookings@greatwallnepal.com)) or Wire Transfer once in Nepal. Alternatively you can pay by creditcard, see below.

#### 3.2 Creditcard

We accept creditcard payments, up front or on the spot. Due to the high costs involved we do however charge a 5% credit card fee.

#### 3.3 Wire Transfer

If you decide to pay us by Wire Transfer please transfer the money to us under split conditions, so that the transfer costs are equally divided between you and Great Wall Nepal Pvt. Ltd. Our Bank Details are:

Name: Great Wall Nepal Pvt. Ltd.  
Bank: Bank of Kathmandu Ltd.  
Account Nbr: 012700000083NPR  
Swift/BIC: BOKLNPKA  
Place: Bhaktapur, Nepal

#### 3.4 Western Union

If you prefer you can also send us the money by Western Union, please take into account that the transfer fees for Western Union Payments are quite high, for you as well as us.





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#### 4. Cancellation

We understand that due to circumstances you may have to cancel your booking with Great Wall Nepal. As we realise that having to cancel your trip is already a very regrettable experience we try to keep our cancellation fees as low as possible. In general the following cancellation fees apply:

More than 30 days before the trip:	10%
30 – 22 days before the trip	15%
22 – 7 days before the trip	25%
7 – 48 hours before the trip	50%
Less than 48 hours	75%

If you have booked some special activities where different conditions apply, you will be notified about this in your quotation and invoice.

#### 5. Changes

If you want to make change to your booking, please contact us. We do not charge any fees for changes such as names, itineraries and personal details. If you want to change your travel dates, the price of your trip may differ, depending on hotel and airline fees. Before we apply the changes we will inform you about any changes in price.

#### 6. Our Responsibility

We will make sure that your trip is carried out according to your booked itinerary. We will make all necessary arrangements and will organise your transport, hotels, guides, drivers, flights and activities as per your booked itinerary. In case a hotel or activity due to circumstances is not available we will inform you about the changes made. In case of an over booking in a hotel we will place you in a similar hotel or will upgrade you to better accommodation.

We guarantee that our staff is friendly, helpful and responsible and with them you will be in safe hands during the duration of your stay in Nepal.

The responsibility of Great Wall Nepal is limited and we cannot be held responsible for mishaps caused by third parties such as Airline Companies, Accommodation etc. We do not accept liability for any of the items mentioned in the Force Majeure section.

#### 7. Your Responsibility

Before coming to Nepal we expect that you will familiarise yourself with the VISA and general health requirements (medication and vaccinations). On our website you can read more about both these issues. Please also check with your general practitioner if any preventive health measures are needed.

To prevent yourself from unexpected costs related to accidents, theft and health conditions we require that you have an active travel insurance which includes mountain rescues if necessary. By booking a tour with Great Wall Nepal Pvt. Ltd. you acknowledge that you have such a travel insurance.



Great Wall Nepal Pvt. Ltd.  
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## 8. Complaints

We take great care of making your holiday an unforgettable experience and will do whatever possible to ensure optimal visitor satisfaction. If however your experience with us is below expectation please inform us during your stay in Nepal, so that we can take immediate matters to resolve this issue. If you are still not satisfied when returning home please do notify us so that we can investigate your complaint thoroughly. We welcome your feedback as this give us the opportunity to improve our services.

## 9. Force Majeur

Even though we plan our trips with the greatest caution sometimes we will have to make last minute changes to your programme. It also can happen that certain parts of the programme will be delayed or cancelled. Great Wall Nepal Pvt. Ltd. shall not be held responsible for damage caused by: Natural Disasters, Acts of Terrorism, Strikes, Wars, Riots and Crime.

## 10. Privacy

### 10.1 Personal Information

Your privacy is very important for us and we handle all privacy sensitive information with the greatest care. We do not sell your information to third parties. Your personal details are safe with us. We will never ask you for your credit card details, the payment process is handled by trusted international Paypal method.

### 10.2 Cookies

"Cookies" are pieces of information that a website transfers to your computer's hard disk for record-keeping purposes. We use both session and persistent cookies. The use of cookies is an industry standard, used to provide useful features for customers. Cookies, by themselves, do not personally identify users, although they do identify a user's computer. Most Web browsers automatically accept cookies, but you can usually change your browser to prevent that. We do not tie cookie usage to personally identifiable information and we use the information collected for website evaluation purposes only.



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