



TRAVEL IN TIBET

Travel in Tibet can be challenging. The standard of service (Accommodation, food, staff and communications) are often not up to western standards; conditions can be harsh, infrastructure less developed and unpredictable events often occur. Despite our high level of organization skills and knowledge we are at the mercy of the unexpected. Most of the time our itineraries run like clockwork, but this cannot be guaranteed. If you are not prepared for a real adventure then Tibet may not be the ideal place for your holiday. You must bring an open mind and be prepared for the unexpected, which often leads to the most exciting and memorable experiences.

Guides: We employ a core group of full-time guides who are experienced, knowledgeable and speak good English (some guides have other language skills too). To ensure the best guides for your trip, you must book well in advance. For late bookings we may use the best freelance guide available, often these are not as fluent or knowledgeable as our full-time guides, but we do our best!

Your guide's role is to facilitate the smooth, safe running of your trip, solve problems that may occur, organize back-up plans should the need arise and provide you with an appreciation and understanding of the Tibet. Unless arranged otherwise, your guide will meet you on arrival and accompany you throughout the trip. If you have any concerns or problems on the trip, this is the person to speak to.

Drivers & Vehicles: All our drivers sign contracts with us to drive safely, not smoke in their vehicle etc. They are extremely experienced, both as drivers and mechanics. They speak varying amounts of English, so you may have to communicate complicated requests through the guide. Make the effort to get to know them and you will have a lot of fun!

Accommodation: In large towns and cities, hotels are of a good standard - clean, comfortable twin share rooms, clean shared/private facilities and hot showers etc. However, outside the large towns guesthouses can be very basic, toilet facilities, hot-water and power can be erratic or non-existent. Come prepared! When we specify the use of guesthouses it will be 3-4 people to a room (we try to give couples their own room where possible, but please keep an open mind about sharing). In some places single/twin occupancy of a room is possible by paying for the unused beds in a room. On camping itineraries all camping & cooking equipment is supplied except for your sleeping bag.

Food: In Lhasa there is a wide range of cuisine available. Outside Lhasa we often arrange meals at the hotel we stay at. This means we can be sure of quality and hygiene. However if you want to explore and eat in restaurants please let your guide know in advance. Outside main towns, food is often fairly basic. While there is no shortage of food, variety is often lacking. On camping trips all meals are included whilst camping. Our cooks do a great job, but please remember the menus are subject to the remoteness of the region and the variety of fresh produce available is limited.



HOW TO BOOK

Please make contact with Tibet Wind Horse Adventure by email, to check that the trip you have selected is running and to confirm dates & cost, etc. Please read the Booking Information carefully.

There are two forms to fill out but these are now online and very easy to do.

When you are ready to book:

- Make your deposit of 50% of tour cost per person using the banking details below.
- You may make full payment via wire transfer or Paypal before your trip, or you can pay via credit card, cash, or travelers cheque in our office in Lhasa once you arrive.
- You will receive (by email) a receipt and invoice for any outstanding balance.
- Email us a high quality photocopy of your passport. (for your Tibet permit applications)
- You will receive (by email) a receipt for this payment.

PAYMENT METHODS

Before paying, please read terms and conditions outlined below. When making payment, please make sure you include your trip code in the transaction details. (k&l_abc09) Please notify us by email that you have made your payment. We will confirm your payment has been received as soon as possible. If you require alternative payment methods please contact us for options.

You can either pay via PayPal: <http://www.windhorsetibet.com/payment.html>

Or by wire transfer to:

Tibet Wind Horse Adventure
No: B32 Shenzheng Huayuan
Sera Road – Lhasa, Tibet, China

Bank of China – Tibet Branch
Account No. 060000174808091001
Swift Code: BKCHCNBJ900

Branch Address: # No 28 Linguo Road
Lhasa, Tibet, China

(Please note that Paypal charges a 4% fee for use. Check with your bank as a wire transfer may incur lower fees.)



BOOKING TERMS AND CONDITIONS

Tibet Wind Horse Adventure Limited has promulgated its terms and conditions for all its trips - trekking, rafting, cultural tours, - and any other services operated by the company.

Before completing the registration form and signing the Waiver & Acceptance of Risk form we ask you to please read these terms & conditions carefully. They set out your agreement and understanding with Tibet Wind Horse Adventure and contain important information.

- At the time of booking and completing your form a non-refundable deposit of 50% per person is payable. At least 2 weeks prior to departure, we require a photocopy of your passport, so we can start processing all the necessary permits and logistics.
- Reservations can be accepted as late as 2 weeks (may be earlier if special permits are required) before departure but full payment must accompany the booking. Early bookings are strongly advised.

TRIP COST & INCLUSIONS

As Tibet Wind Horse Adventure provides a wide range of tailor-made and customized travel services we ask that you carefully read your quote and inclusions to ensure you are clear on what is included in the quoted price. Unless otherwise noted, all rates for trips are quoted for a single person on a double occupancy basis. The rates quoted on our website are based on costs and exchange rates at the time of last site update. While we do our best to avoid price changes, Tibet Wind Horse Adventure reserves the right to adjust prices at any time due to fluctuations in exchange rates and economy. To guarantee the price will not change after a booking is made, early payment is a good option.

CANCELLATION COSTS INCURRED BY CLIENT

Cancellation by the participant:

More than 30 days before departure Full refund less any airfares purchased on your behalf plus 10% (of trip cost) administration fee.

Less than 30 days before departure Loss of deposit

- No refunds will be made for any unused services, accommodation etc. once the trip has started.
- If a client decides to leave a trip before its completion, no refund will be given for the unused portion of the trip.
- If a client wishes to extend the duration of a trip after the trip has started, this may be possible but payment will need to be made prior to this taking place.
- If a client prefers to stay in alternative accommodation to that listed in the itinerary, this could be possible but it would have to be negotiated when the booking and final payment is made.
- During the trip clients are required to stay at the hotel or lodge (or camping accommodation) chosen by Tibet Wind Horse Adventure or their agent. If a client wishes to stay elsewhere, they will bear the cost of accommodation and food.



LIABILITY & TIBET WIND HORSE ADVENTURE'S RESPONSIBILITIES

Tibet Wind Horse Adventure while undertaking tours, transportation, accommodation and other services only acts as an agent on the clear understanding that it shall not be, in any way, responsible or liable for any accident, damages, loss, delay, international flight cancellation/delays, or inconvenience caused in connection with the travel facilities arranged by the company its employees or agents. All bookings are accepted and executed with utmost care, yet no responsibility is undertaken for any change or deviation on account of factors beyond our control. Tibet Wind Horse Adventure cannot be held responsible for any loss, damage or expense (including loss of money paid in advance) which you may incur as a consequence of the acts and omissions of others. Tibet Wind Horse Adventure reserves the right to modify any arrangements required by and made on behalf of clients and to cancel the same without prior notice due to unforeseen circumstances.

Tibet Wind Horse Adventure will not accept responsibility or liability for any passenger who contravenes any law or regulation of any country visited within the confines of the trip. Any independent arrangements that you make are entirely at your own risk.

WAIVERS/ACCEPTANCE OF RISK

Adventure travel does have inherent risk. It is the client's responsibility to ensure you understand the risks that are present on the trip that you choose. All clients are asked to read, understand and sign a waiver and acceptance of risk form. If you have questions about the activities on the trip that you are booking please email us for clarification.

Please go online at <http://www.windhorsetibet.com/info.html> and download the waiver/acceptance of risk form. You will be asked to sign a hardcopy on arrival at your destination.

FORCE MAJEURE

'Force Majeure' means any event which Tibet Wind Horse Adventure could not, even with all due care, foresee or avoid. Force Majeure covers events such as war or the threat of war, riot, civil strife, terrorist activity, industrial disputes, disease, industrial or nuclear disaster, adverse weather conditions, fire and any other similar events which are beyond our control. In the case of Force Majeure, Tibet Wind Horse Adventure will not accept liability, and reserves the right to change and cancel trips at our discretion.

ITINERARY ALTERATION AND TRIP CANCELLATION

On occasion, unforeseen circumstances may cause Tibet Wind Horse Adventure to alter trip itineraries or even cancel a trip. Weather, road conditions, and other unexpected events often change our itineraries. In the event of Tibet Wind Horse Adventure canceling a trip as a result of a Force Majeure, or any other reason, clients will be offered alternative arrangements. If you agree to the alternative, and the price of the alternative booking is less than the original booking, we will refund the difference. If you do not accept alternative arrangements, we will refund all payments (less transaction fees, service fees and any cancellation fees dictated by airlines or other service providers). However Tibet Wind Horse Adventure will not be liable for any additional costs incurred by you.



TRAVEL INSURANCE

Insurance is compulsory on all Tibet Wind Horse Adventure trips. It is your responsibility to make sure you purchase adequate coverage for your planned destination and activities planned during your trip. Your policy must cover accidents, medical expenses, and emergency evacuation including helicopter rescue (where available), air ambulance, and personal liability. Tibet Wind Horse Adventure also recommends your insurance policy covers cancellation, curtailment and loss of luggage and personal effects. You are required to carry proof of insurance with you, and to produce it if requested by Tibet Wind Horse Adventure's employees or agents acting on our behalf. For our climbing and mountaineering trips, you must be covered for mountaineering activities (use of ropes and ice axe, etc). For our whitewater rafting and/or kayaking trips you must also be covered for these activities. Please note that most standard travel insurance policies DO NOT cover you for mountaineering activities. Tibet Wind Horse Adventure reserves the right to refuse participation in a trip if you cannot provide proof of insurance (even if you are already in the country).

Tibet Wind Horse Adventure will supply all necessary supporting documentation to enable you to make an insurance claim but the primary obligation for payment rests with the passenger. Please check your policy carefully before leaving home and familiarize yourself with the procedures that you may need to follow in the unlikely event that you need to make a claim.

HEALTH & MEDICAL CONDITIONS

Anyone who is in good health and mentally prepared can take part in most of our treks and expeditions. However, some treks and expeditions are more strenuous and entail many days at higher altitude or undertaking strenuous activities. Please read the trip notes carefully and pay heed to the trip gradings. If you are not sure of your ability or suitability for any trip, please contact us by email and we will help you to assess your suitability for the trip you wish to undertake.

It is your responsibility to advise Tibet Wind Horse Adventure of any pre-existing medical conditions and health concerns that may increase the risk of you requiring medical attention whilst on your trip. Space is provided on the booking form to do this. In some cases, Tibet Wind Horse Adventure may request you provide medical clearance from your doctor before accepting your booking. You are also advised to visit your Doctor (and Dentist) before traveling and to adhere to current vaccination recommendations for the destinations you will be visiting.

COMPLAINTS

For all our destinations and locations we provide emergency contact phone numbers. If you have any problems during your trip or enroute to your destination we expect you to bring the problem to the attention of your trip leader, guide or emergency contact immediately. If you have any problems that cannot be dealt with immediately with your tour leader, guide or emergency contact, or you are not satisfied with the response, please notify us by email as soon as practicably possible or within 10 days of the completion of your trip. We will do our absolute best to resolve the problem.



Travel Documents:

Before traveling, please ensure that you have a current passport that is valid for at least six months after your scheduled return home. Also check that your airline tickets are in exactly the same name as your passport. Some countries may require you to hold a return air ticket, or have sufficient funds to purchase such a ticket.

Visas:

All visitors to Tibet must have both a Chinese visa and a Tibet Travel Permit. If you are entering Tibet through Nepal, you will receive your Chinese Visa and your Tibet Travel Permit together. If you are entering from any other place, you will need to apply at your closest Chinese embassy for a Chinese Tourist Visa. This should be done at least 30 days prior to your journey so that Wind Horse may then apply for your Tibet Travel Permit. Your Tibet Travel permit will be sent by courier to your point of entry in China so you have it before you come to Tibet.

Vaccinations:

Please consult your doctor or nearest vaccination centre to see if any of the vaccinations are required. We recommend Hepatitis A and B as well as Typhoid.

About this information:

It is important that you read these notes in conjunction with the detailed trip-specific pre- departure information. This information is supplied to you at the time of booking and contains extensive information about subjects such as climate, clothing, gear, medical and visa matters, currencies, and other information about the countries visited.

The information provided here is given in good faith and has been compiled with all reasonable care. However, things change and some of the information may become out of date. Please keep this in mind when you read it and check with us if you are unsure about anything. The document was correct at the time of printing, but you can check online for the most up to date version. If you have any queries, please contact us. We are here to help you!

Thanks
Rinchin Goshampa
Tibet Wind Horse Adventure