



Bhutan Green Travel

The Himalayan Tours & Treks Specialist

Known Medical Conditions:				
Is this your first visit? If no, when? (Please tick)			Year:	<input type="checkbox"/> Yes <input type="checkbox"/> No
No. of Nights	Preferred Type of Rooms (Single/Twin/Double)	No. of Adults	No. of Children & Age	
Types of Tour (Tour Name, if known) (Cultural/Festival/Trekking/Special Interests, etc.)		Flying From*	Start Date (dd/mm/yy)	End Date (dd/mm/yy)
<p>*You will have to arrange your own international flight from your country to one of the gateway cities to connect Bhutan: Bangkok/Singapore/Kathmandu/Dhaka/Delhi/Kolkata/Mumbai/Bagdogra/Guwahati/Gaya/Other (please specify). No other airlines fly into Bhutan except Drukair (state-owned) and Bhutan Airlines (private) operate to and from Paro International Airport. Bhutan Green Travel can arrange your flight either Drukair or Bhutan Airlines at no extra charge.</p>				
Special Requests (Diet, Food Allergies, etc.)				
Do you wish to receive periodic news and product information via your e-mail? (Please tick)			<input type="checkbox"/> Yes	<input type="checkbox"/> No
For your tour how should we contact you? (Please tick)	<input type="checkbox"/> E-mail	<input type="checkbox"/> Telephone	<input type="checkbox"/> Fax	<input type="checkbox"/> Post
Where did you hear about our service (Please specify)				
Declaration				
<p>When making a booking with us, you must be aged 18 years or over. If more than two people are booking a holiday together, then this will be a group booking. The person making the booking is classed as the "lead name" and is deemed to have read, understood, and accepted the booking terms and conditions set out on pages 3-5 on this form, on behalf of each person named in your booking, by whom you are authorised to sign this legally binding agreement. The name on the booking should match to the exact name as printed in the passport. You will be the primary contact with us and will accept any communications and/or correspondence from us on behalf of all members of your group. You are also fully aware of our applicable cancellation charges as shown in the table on page 4.</p>				
<p>Print Name (Lead Name):</p> <p>Date:</p>				



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Booking Terms & Conditions

Your contract will be with Bhutan Green Travel (BGT), a licensed tour operator (licence number 1026720) and a member of the Association of Bhutanese Tour Operators (ABTO). BGT acts as a travel agent to the Tourism Council of Bhutan (TCB), a government autonomous organisation. We arrange travel services and sell travel related products on behalf of the Tourism Council of Bhutan. All the holidays are financially protected by TCB.

Please read these terms and conditions carefully as you will be bound by them.

- 1) The terms "company", "we", "us" and "our" mean Bhutan Green Travel.
- 2) The terms "client", "you" and "your" mean all persons named on the booking (including any person who is added or substituted) after booking using our services.
- 3) For parties of two or more, the "lead name" is the person who makes the booking on behalf of all members of the party.
- 4) Your booking and contract with us will be binding after we have sent you a booking confirmation and invoice to the lead name by email to the email address you have provided in the booking form or over the phone. By booking your trip with us, you agree to be bound by our terms and conditions in line with the TCB's set guidelines for operating travel services and products in Bhutan.
- 5) "Force majeure" means any event or circumstances which are unusual and/or unforeseeable outside the control of BGT, the consequences of which could not have been avoided even with all due care. Such events may include (but not limited to) war, riot, civil strife, terrorist activity and its consequences, hostilities, political unrest, bureaucratic action or obstacles, industrial dispute, natural or nuclear disaster, adverse weather or road conditions, flood, fire, draught, closure of airport, re-scheduling or cancellation of flights or changes of the airlines or aircraft type and all other similar events beyond our control.

Booking Procedure

You may make a booking directly using the details in the Contact Us section on our website. The online enquiry form is straightforward and simply click on the SUBMIT button after filling out. You can also book your holiday by emailing us at info@bhutangreentravel.com, telephone bookings, and WhatsApp on +44 (0)78 5318 9421 (UK mobile) or +975 77600026 (Bhutan mobile). When booking a trip, you are responsible for the accuracy of all details supplied to Bhutan Green Travel. The person booking the trip warrants that he/she is at least 18 years old and has full authority to enter into a contract. To secure a booking, you are required to send us a completed booking form (available on our website) together with a copy of the photo page of your passport having validity of at least 6 months. A binding contract will come into existence between you and us as soon as we have issued you with a booking confirmation and invoice that will confirm the details of your booking.

Deposit and Payment for Your holiday

Payment of a deposit enables us to hold a reservation for you. Usually we require a deposit of not less than 10% of the total value of land only plus a full airfare of Drukair or Bhutan Airlines flight to and from Paro International Airport in Bhutan. The final balance as shown on your invoice is normally due no later than 60 days prior to your departure date. We advise our clients to pay in one go to avoid multiple bank charges and provide us with a copy of your wire/bank transfer receipt(s) for us to ensure that payment reaches in time. Failure to make a deposit or full payment could risk being cancelled your booking.

Our bank account details are included on your invoice.

Prices

Prices are quoted and payable only in (US dollars). All prices published on our websites, brochures and marketing materials are set as low as possible. The guide prices may vary at any time subject to government actions, changes in exchange rates, increase in transportation costs or fuel prices before we have accepted your booking, however, we guarantee our prices who have already signed up. You will be notified of any changes in the prices prior to issuing your booking confirmation and invoice.



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If You Change Your Booking

Where a change requested by you to your confirmed travel arrangements, we will do our utmost to make these changes, but it may not always be possible. An administration fee of USD \$45 per person plus any additional costs we incur will be charged in making this alteration to a different departure date or one of our tours. If a client or you are unable to travel, in circumstances in which we consider reasonable, you may transfer your booking to another suitable person. A transfer fee of \$50 per person is payable, and additional costs such as airline tickets or other charges may also be applicable.

If You Cancel Your Booking

Should you, or any member of your party, wish to cancel your confirmed booking at any time, you or the 'lead name' on the booking form must inform us by emailing. Cancellation charges are applicable from the date your written notification is received. Where applicable, refunds will be made by the same method used to pay for the booking. Since we incur costs in cancelling your travel arrangements, you'll have to pay the applicable cancellation charges shown in the table below.

Notice period before departure or after arrival	% of total tour price
Prior to 30 days of the start of the tour	No charges (full refund)
Between 30 days to 21 days before the start of the tour	10% of total tour cost
Between 20 days to 14 days before the start of the tour	15% of total tour cost
Between 13 days to 7 days before the start of the tour	30% of total tour cost
Less than 7 days before the start of the tour or without notice	50% of total tour cost
After arrival in Bhutan	100% of total tour cost

Note: It is strongly recommended that comprehensive travel insurance be taken out which includes cover against cancellation charges so that you may be able to reclaim these charges from your insurance company.

If We Change or Cancel Your Booking

We reserve the right to cancel a tour in any circumstances or force majeure (as explained above) both or after bookings have been confirmed. If we have to cancel, we will tell you as soon as possible by email and if there is time before your departure, we will offer you the choice of accepting an alternative tour (we will refund any price difference if the chosen alternative is less expensive than your original one but if it is more expensive, we will ask you to pay the difference).

You will not have any rights to receive compensation if we make a major change to your travel arrangements for reasons outside our control. These reasons include (but not limited to) war, riot, civil strife, terrorist activity and its consequences, hostilities, political unrest, bureaucratic action or obstacles, industrial dispute, natural or nuclear disaster, adverse weather or road conditions, flood, fire, draught, closure of airport, re-scheduling or cancellation of flights or changes of the airlines or aircraft type and all other similar events beyond our control.

If You Have Complaint

We aim to provide the best service possible. However, if you have any reason to complain or experience any problems during your holiday concerning any service BGT has provided, you should tell your tour guide first or contact BGT immediately to enable us to try to resolve the matter. Most complaints or claims can be resolved, but if you remain dissatisfied it is essential that you notify or write to us within 15 days after your return, quoting your booking reference and full details of your complaint. Relevant receipts and substantiating evidence must be attached to the letter of claim. Bhutan Green Travel will not be liable for any claims made later than 15 days after the completion of your tour.

Liability and Responsibility

Bookings are accepted on the understanding that you are aware of the possible inherent risks when undertaking any tours, activities, treks or expeditions with us. We promise that your holiday arrangements will be made, performed or provided with reasonable skill and care.



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Where, as a result of circumstances beyond our control we will not be responsible for any liability for illness, injury, death or loss of any kind, delay resulting directly or indirectly from delays, delay and inconvenience caused directly or indirectly, cancellations or changes in flights and other causes as explained above unless caused by our negligence. You should have adequate travel insurance for your holiday to claim compensation from your insurance company.

Flight Delays and Cancellations

We know that flight delays and cancellations can affect with your travel plans. At times there are occasions completely beyond our control when a flight is delayed or cancelled. In the event your flight is delayed/cancelled or your flight ticket is downgraded/boarding is denied by your airline, you will be entitled to claim compensation. If we arrange your flight ticket or cancellation should be our responsibility, we shall pursue the airline for the compensation or other payment due to you.

We cannot accept any liability (not be entitled to request compensation) for any change, cancellation or delay in flights caused by "extraordinary circumstances" beyond our control, for example due to adverse weather conditions, rescheduling by airline or airport authority, an air traffic control strike, airport closures, mechanical breakdown, other industrial action or any other event or circumstances beyond our control.

Special Requests and Medical Conditions

If you wish to make a special request, you must do so at the time of booking for any special dietary requirements or any medical conditions both physical and mental, which may affect fitness to travel. Failure to meet your special requirements will not be a breach of contract on our part unless the request has been specially notified in writing. We will do our best to meet your special requests including dietary or other specific requirements.

General

Bhutan Green Travel reserves the right to alter these terms and conditions at any time.

Jurisdiction and Governing Law

The terms and conditions of your contract with Bhutan Green Travel shall be interpreted according to and subject to the laws of Bhutan and both you and we agree to submit any claim or dispute to the jurisdiction of the relevant court in Bhutan.

Data Protection/Privacy Statement

In order to process your booking and meet your requirements, we need to collect certain personal details from you to ensure that your travel arrangements run smoothly. These details include such as name, address, contact details of party members, payment details, and any special needs/dietary requirements relating to disability or medical condition. Please be assured that we have adequate measures in place to protect your personal booking information held by us. We need to pass on your personal details or information on to the relevant companies and organisations such as airlines, hotels, customs, immigration, etc. Bhutan Green Travel also like to hold your information for our own future marketing purposes, to inform you of our promotional offers or to send you our brochure. If you do not wish to be contacted for the purposes set out above, please let us know as soon as possible.