





# Bhutan Green Travel

The Himalayan Tours & Treks Specialist

<b>Known Medical Conditions:</b>					
Is this your first visit? If no, when? (Please tick)			Year:	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>No. of Nights</b>	<b>Preferred Type of Rooms (Single/Twin/Double)</b>	<b>No. of Adults</b>	<b>No. of Children &amp; Age</b>		
<b>Types of Tour (Tour Name, if known)</b> (Cultural/Festival/Trekking/Special Interests, etc.)		<b>Flying From*</b>	<b>Start Date</b> (dd/mm/yy)	<b>End Date</b> (dd/mm/yy)	
*You'll need to organize your own international flight to one of Bhutan's gateway cities ( <a href="#">Bangkok</a> , <a href="#">Singapore</a> , <a href="#">Kathmandu</a> , <a href="#">Dhaka</a> , <a href="#">Delhi</a> , <a href="#">Kolkata</a> , <a href="#">Bagdogra</a> , <a href="#">Guwahati</a> , or other), as only Drukair and Bhutan Airlines operate flights to and from Paro International Airport. Bhutan Green Travel can book your flight with either airline at no extra cost.					
<b>Special Requests (Diet, Food Allergies, etc.)</b>					
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)					
<b>Declaration</b>					
<p>When making a booking with us, you must be at least 18 years old. If more than two people are booking a holiday together, it's considered a group booking. The person making the booking is the "lead name" and is considered to have thoroughly read, understood, and agreed to the booking terms and conditions specified on pages 3-5 of this form, for whom they are authorized to sign this legally binding agreement. The name on the booking should match the name printed in the passport exactly. You'll be the main contact for us and will receive all communications on behalf of your group. You're also aware of our cancellation charges outlined in the table on page 4.</p>					
<p><b>Print Name (Lead Name):</b></p> <p><b>Date:</b></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 Department of Tourism (DoT), a national tourist board. We arrange travel services and sell travel related products on behalf of the Department of Tourism. All the holidays are financially protected by DoT.

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 becomes binding once we've sent a booking confirmation and invoice to the lead name, either via the email address provided in the booking form or over the phone. By booking your trip with us, you agree to adhere to our terms and conditions in accordance with the DoT's 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 can easily book directly through our website's Contact Us section. The online inquiry form is straightforward—just fill it out and click on the SUBMIT button when you're done. Alternatively, you can book by emailing us at [info@bhutangreentravel.com](mailto:info@bhutangreentravel.com), calling us, or using WhatsApp at +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 making the booking must be at least 18 years old and have the authority to enter a contract. To secure your booking, please send us a completed booking form (found on our website), along with copies of your passport's photo page (valid for at least 6 months), a passport-size photograph, and valid travel insurance covering your entire duration. Once we provide you with a booking confirmation and invoice detailing your booking, a binding contract between us is formed.

### Deposit and Payment for Your holiday

Payment of a deposit enables us to hold a reservation for you. Typically, we ask for a deposit of at least 10% of the total land cost along with the full airfare for Drukair or Bhutan Airlines flights to and from Paro International Airport. The remaining balance, as outlined on your invoice, is generally due 60 days before your departure. For ease and to avoid extra bank charges, we recommend making a single payment and providing us a copy of your payment confirmation to ensure timely receipt of your payment. We recommend making a single payment to avoid multiple bank charges. Please share a copy of your payment confirmation so that we can verify its timely receipt with our bank.

You can find our bank account details on your invoice.

### Prices

Prices are quoted and payable only in (US dollars). Our published prices in websites, brochures, and marketing materials are set at their lowest. Guide prices may fluctuate due to government actions, exchange rate variations, transportation, or fuel cost increases before we confirm your booking. However, the prices remain guaranteed for those who have already signed up. Any alterations in prices will be communicated to you before 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 via email. Cancellation charges apply from the date we receive your written notification. Where applicable, refunds will be processed using the same payment method used for the booking. Since we incur costs from the time we confirm your booking, you'll be liable for the applicable cancellation charges outlined in the table below, along with a US\$75 administration fee.

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: Insurance is not included in the tour price. A travel insurance policy is a mandatory requirement when applying for a Bhutan visa. It is must that you purchase adequate insurance cover which includes cover against cancellation charges so that you may be able to reclaim these charges from your insurance company. Furthermore, we or our travel agent abroad will not take any liability for any kind of illness, injury, or death during the tour/trek in Bhutan.

### 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.



## **Bhutan Green Travel**

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### **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.

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**

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.