



Bhutan Green Travel

The Himalayan Tours & Treks Specialist

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'll need to arrange your international flight to one of Bhutan's gateway cities: Bangkok, Singapore, Kuala Lumpur, Hong Kong, Ho Chi Minh City, Kathmandu, Dubai, Dhaka, Delhi, Kolkata, Mumbai, Bangalore, Bagdogra and Guwahati. From there, only Drukair and Bhutan Airlines operate flights to and from Paro International Airport. For your convenience, Bhutan Green Travel can book your flight with either airline.</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)				
Visa Section				
Is this your first visit? <i>If no, when and provide detail of previous visit via email separately.</i> (Please tick)	Year:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Do you or did you have any relatives living in Bhutan? <i>If yes, please provide name, relationship, address, contact number of relative(s) via email separately.</i> (Please tick)		<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Are you accompanying/accompanied by your spouse/parents/children? (Please tick)		<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Have you ever visited Bhutan using a different name or passport? <i>If yes, please provide details of name or passport used via email separately.</i> (Please tick)		<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Have you ever been convicted of a crime in any country (including in Bhutan)? (Please tick)		<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Have you ever been deported from any country (including from Bhutan)? (Please tick)		<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Have you ever been involved in any activities that would present a risk to the national security of Bhutan or any other country? (Please tick)		<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Declaration				
<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>				
Print Name (Lead Name):				
Date:				

Booking Terms & Conditions



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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), the national tourist board. We arrange travel services and sell travel related products on behalf of the Department of Tourism. All holidays are financially protected by the DoT.

Please read through these terms and conditions carefully as you will be legally bound upon acceptance.

- 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 become effective once we have sent you a confirmation invoice to the lead name via email, using the email address you provided for all bookings made online or over the phone. By booking your trip with us, you agree to be bound by our terms and conditions, which align with the guidelines set by the Department of Tourism (National Tourist Board) for operating travel services and products in Bhutan.
- 5) "Force majeure" refers to any event or circumstances that are unusual and/or unforeseeable and are beyond the control of BGT, with consequences that could not have been avoided even with all due care. Such events may include, but are not limited to, war, riot, civil strife, terrorist activity and its consequences, hostilities, political unrest, bureaucratic action or obstacles, industrial disputes, natural or nuclear disasters, adverse weather or road conditions, floods, fires, droughts, closure of airports, rescheduling or cancellation of flights, changes to airlines or aircraft types, and all other similar events beyond our control.

Booking Procedure

A "tour" encompasses any product itinerary that we offer, including treks, expeditions, tours, or other special interests. You can reach us regarding your travel plans via email, phone, WhatsApp, or through our website at <http://www.bhutangreentravel.com/ContactUs.php>. When booking a trip, you are responsible for the accuracy of all information provided to Bhutan Green Travel. The individual making the booking warrants that they are at least 18 years old and possess full authority to enter into a contract. Upon acceptance of your booking, which forms a legally binding contract, we are responsible for providing the tour specified on the confirmation invoice, and you are responsible for payment.

Special Requests and Medical Conditions

If you have any special requests, such as dietary requirements or medical conditions (both physical and mental) that may affect your fitness to travel, you must inform us at the time of booking. We will make every effort to accommodate your special requests, but failure to meet them will not constitute a breach of contract on our part unless the request has been specifically notified to us in writing. We will strive to meet your special requirements, including dietary or other specific needs, to the best of our ability.

Travel Insurance

We strongly advise obtaining suitable travel insurance to protect your travel plans for all your journeys. Travel insurance is not part of the tour price. It's essential to acquire sufficient insurance coverage, including protection against cancellation charges, to potentially reclaim these fees from your insurance provider. Additionally, neither we nor our overseas travel agent assume any liability for any kind of illness, injury, or loss of life during your tour or trek in Bhutan.

Travel Advice and Vaccinations

Every destination has different health requirements. Your GP or practice nurse may be able to give you general advice and up-to-date information about relevant travel vaccinations and health checklist for the country you are visiting. However, our guests are advised to have typhoid and hepatitis A vaccinations. The rabies vaccine is recommended for those who may come into contact with animals during their trip.



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Passports & Visas

All tourists must obtain a visa prior to entering Bhutan, a process efficiently managed by BGT. As a condition of booking, you must provide the requested information along with your digital passport photo and valid passport copy during booking. Ensure that your passport is valid for at least six months from the return date from Bhutan, with sufficient blank (unstamped) pages. Visas are electronically delivered at least two weeks before travel, permitting a 90-day stay upon entry. It is important for travellers with BGT to possess valid passports and visas, including children with individual passports, which meet the requirements of immigration and other government authorities. Visitors can extend their stay online before the visa expires, with additional fees and daily SDF for the extended period. You will be solely responsible for any fines, penalties, payments, delays, or expenses resulting from documents not meeting the requirements of the authorities, except where our fault is involved.

Prices

Prices are quoted in (US dollars). Payments can be made in currencies of equivalent value. 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.

Travel Information and Documents

Following your booking, you'll receive a confirmation invoice containing important information relevant to your holiday, including the total payment amount. Travel documents encompass approved e-visas, airline tickets, confirmed itineraries, or any other documents verifying arrangements with travel service providers, issued at least two days before your arrival in Bhutan. These documents may carry conditions and restrictions, such as non-refundability and non-transferability, and may incur cancellation or amendment fees. They must match the passport/photo identity holder's name to avoid travel complications. Any discrepancies should be reported promptly. Ensure possession of all travel documents and e-tickets before departure, notifying us if any are missing. Note that flights labelled "direct" may still include stops. Departure/arrival times are estimates and subject to change due to various factors.

Deposit & Payment for Your Holiday

To secure a reservation, payment of a deposit is required. Typically, we request a deposit of no less than 10% of the total land price and the full airfare for your Drukair or Bhutan Airlines flights to/from Paro International Airport in Bhutan, paid via wire transfer or credit card. The final balance, as indicated on your confirmation invoice, must be settled no later than two months prior to your departure date. We recommend that our clients make a single payment to avoid multiple bank charges and kindly ask for a copy of the proof of payment to verify with our bank and ensure the timely receipt of your payment. Failure to make full payment on time may result in the cancellation of your booking or loss of deposit.

How To Pay

Full payment is required prior to arrival in Bhutan through either wire transfer or credit card. The Bhutan National Bank Limited's Payment Gateway System accepts online payments via credit cards like VISA, MasterCard, DinersClub, JCB, Discover, etc. The bank's processing fee is 4.99% on the transaction amount. The platform is secured by Stripe's payment technology and easy to use. Upon confirmation of your booking, we will provide you with the full bank account details for wire transfer or share a secure payment link for credit card payment as per your preference.

If You Change Your Booking

If you request a change to your confirmed travel arrangements, we will make every effort to accommodate your request, but it may not always be possible. An administration fee of USD \$45 per person, along with any additional costs we incur, will be charged for making alterations to a different departure date or one of our tours. If you or another client are unable to travel, under circumstances that we deem reasonable, you may transfer your booking to another suitable person. A transfer fee of USD \$50 per person is applicable, and additional costs such as airline tickets or other charges may also apply.

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.



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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

If We Change or Cancel Your Booking

We reserve the right to cancel a tour in any circumstances, including force majeure (as explained above), both before or after bookings have been confirmed. If we must cancel, we will notify you as soon as possible via email. 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. However, if the alternative is more expensive, we will ask you to pay the difference.

You will not be entitled to compensation if we make a major change to your travel arrangements due to reasons beyond our control. These reasons include, but are not limited to, war, riot, civil strife, terrorist activity and its consequences, hostilities, political unrest, bureaucratic action or obstacles, industrial disputes, natural or nuclear disasters, adverse weather or road conditions, floods, fires, droughts, closure of airports, rescheduling or cancellation of flights, changes to airlines or aircraft types, and all other similar events beyond our control.

Liability and Responsibility

By making a booking, you acknowledge that you are aware of the potential inherent risks associated with participating in tours, treks, or expeditions with us. We assure you that your holiday arrangements will be organized, conducted, or provided with reasonable skill and care.

In situations where circumstances beyond our control arise, we cannot be held liable for any illness, injury, death, or loss of any kind. This includes delays, inconveniences, cancellations, or changes in flights, directly or indirectly resulting from such circumstances, unless caused by our negligence. It is important for you to obtain adequate travel insurance for your holiday to seek compensation from your insurance company.

Flight Delays and Cancellations

We only arrange Drukair (the national airline) or Bhutan Airlines (a private airline) tickets for travel to and from Paro International Airport, including domestic flights. Occasionally, there are circumstances entirely beyond our control, resulting in flight delays or cancellations. If your flight is delayed, cancelled, your flight ticket is downgraded, or boarding is denied by your airline under circumstances entitling you to claim compensation, we will take the necessary steps to pursue the airline for the compensation or other payment due to you if we arranged your flight ticket.

We cannot accept any liability for any alterations, cancellations, or delays in flights resulting from adverse weather conditions, rescheduling by airlines or airport authorities, actions by air traffic controllers, mechanical breakdowns, industrial actions, or any other event or circumstances beyond our control.

Indemnity

The Agent shall indemnify and hold harmless the Company, its affiliates, directors, employees, and representatives from any losses suffered or incurred in connection with any action, suit, proceeding, claim, or demand directly or indirectly arising from or relating to any action or omission pursuant to this Agreement, except in cases of the Company's own misconduct or gross negligence.

If You Have Complaint

We strive to offer the highest level of service possible. However, if you have any reason to lodge a complaint or encounter any issues during your holiday regarding any service provided by BGT, you must promptly inform your local tour guide or contact BGT immediately to allow us the opportunity to resolve the matter. While most complaints or claims can be addressed satisfactorily, if you remain dissatisfied, it's crucial that you notify or write to us within 15 days after your return. Please include your booking reference and provide full details of your complaint. Relevant receipts and supporting evidence



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should be attached to the letter of claim. Please note that Bhutan Green Travel will not be liable for any claims submitted later than 15 days after the conclusion of your tour.

Terminations

Each Party is entitled to terminate this Agreement in writing. This agreement may be terminated by either party upon three months written notice. In case of termination, if any amounts due from either the Agent to the Company or vice versa, then all such amounts to the other party should be made within 15 (fifteen) days from the date of termination of this Agreement.

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 in accordance with and subject to the laws of Bhutan. Both parties, you and we, agree to submit any claim or dispute to the jurisdiction of the relevant court in Bhutan.

Confidential Information

In this Agreement, "confidential information" refers to non-public information shared by one party or its representatives (the "Disclosing Party") with the other party (the "Receiving Party"). This includes information marked as confidential or identified as such verbally. It encompasses non-public details regarding the Disclosing Party's technology, customers, business plans, marketing activities, finances, and other business matters disclosed to the Receiving Party in connection with the Transactions. Additionally, it covers third-party information marked as confidential, which the Disclosing Party is obligated to keep confidential.

Exclusions

Confidential information does not include any information or data that (i) becomes public without violating this Agreement, (ii) the Receiving Party already knew before receiving it from the Disclosing Party, (iii) comes from a third party who, to the Receiving Party's knowledge, did not wrongfully obtain or disclose it, or (iv) is independently created by the Receiving Party.

Use of Confidential Information

The Receiving Party may solely utilize confidential information for their business association with the Disclosing Party. They must not disclose this information without prior written consent. The Receiving Party pledges to employ reasonable measures to prevent unauthorized use or disclosure of confidential information, matching the safeguards applied to its own similar data. Additionally, The Receiving Party will not export any confidential information in any manner contrary to the export regulations of Bhutan.

Data Protection/Privacy Statement

To process your booking and meet your requirements, we require certain personal details from you to ensure smooth travel arrangements. These details include names, addresses, contact information of party members, payment details, and any special needs or dietary requirements related to disabilities or medical conditions. Rest assured, we have implemented adequate measures to safeguard your personal booking information held by us. Your personal details may need to be shared with relevant companies and organizations such as airlines, hotels, customs/immigration, etc., to facilitate your travel arrangements. Bhutan Green Travel may retain your information for our future marketing purposes, including informing you about promotional offers or sending you our brochure. If you prefer not to be contacted for the purposes mentioned above, please notify us as soon as possible.