

# Tibet Mountain Focus Outdoors

## Cancellation

The following fee will be assessed per person accordingly when you cancel your reservation:

60 or more days prior to departure.....30%the Deposit.

60-30 days prior to departure.....50% of total cost

30-15 days prior to departure.....80% of the total cost

15 days prior to departure.....100% of the total cost

If the tour has to be cancelled because of permit closure or government restrictions that is beyond both parties control, then we will charge only USD200 per person or equivalent in CNY, this is just the service fee and labour fee during the preparation.

If you fail to show up or cancel at your scheduled arrival time without prior notice or later than that, you will forfeit 100% of the tour cost.

Due to uncertainty of political, climatic and geographical situation of Tibet, tour cancellations might be resulted that is out of Tibet Mountain Focus Outdoors control. Under such circumstances, there are two options for our esteemed customers:

1. if you agree to cancel the tour, then we charge only the deposit. If you book the flight/train tickets from us then the cancellation fee will be charged according to the Airline/Railway administration policy, and the refund service fee charge from the bank will count on your side.

2. If you still want to continue a similar tour, then we will design a similar tour that meets your requirements in another opened area. Tibetan areas which in Qinghai and Sichuan provinces in mainland China have slightly different political and climatic situations, but are equally interesting, with rich Tibetan culture and amazing natural scenery, so we can design a similar tours in those areas, but you are responsible to pay cost differences occurred by such changes.

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Once the cancellation is confirmed by both sides, we will need your bank account information and Tibet Mountain Focus Outdoors will refund the remaining amount to you within 10 working days. Please be informed that bank transfer costs will be counted on your side.

## **Force majeure circumstances and liabilities**

Tibet is politically very sensitive and Tibet Mountain Focus Outdoors never interfere or participate in any political issues at all, so all our customers should know the circumstances and never participate or interfere in a political issue during a trip to Tibet. If a customer does, he/she is responsible for any consequences stemming from the laws of the People's Republic of China. We strongly advise our customers to avoid political matters. Your involvement in such things may spoil the future of your guide, driver and agency.

If a change to the confirmed itinerary or service standard is caused by unforeseen forces, such as weather conditions, political upheavals, etc., neither party shall be held responsible, and any extra cost thus caused shall be covered by customers themselves.

If a change to the confirmed itinerary or service standard is caused by cancellation or delay of flights and trains, or other factors that are beyond our (Tibet mountain Focus Outdoors.) control, then we are not responsible for the losses or extra cost incurred.

If a tourist has to leave his tour group because of accident, injury, or serious illness, we will refund 50% of the unused tour cost. If a group member decides to leave the group or the whole group has to leave Tibet because of his/her/their own reason, then no refund will be made from Tibet mountain Focus Outdoors, since we has the responsibility to compensate the losses caused to our guides, drivers and the cancellation of other services like hotels, etc.

Tibet is still underdeveloped, so some places have very poor lodging conditions, sanitation and limited medication facilities, despite of our best efforts to choose the best available, so once you choose to travel to Tibet, you should have some understanding of the region to which you will travel. You also have the responsibility to prepare both mentally and physically to overcome any problems caused by such circumstances.

## **Insurance & Documentation**

The liability insurance that we buy for our customers is very basic, with limited coverage and restricted regulations. Thus, Tibet Mountain Focus

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Outdoors strongly recommends customers to acquire international standard travel insurance coverage before departing from your home country, which may cover trip cancellation, trip interruption, emergency medical evacuation and medical expenses, baggage lost, etc. In case of medical emergency in remote places of Tibet, you will most likely be taken to the nearest medical facilities or airport by a car (or local way of transportation), where you can catch the next flight to a better facilitated hospital in mainland China. If your travel insurance company is not able to send you a rescue helicopter, you need to make sure that you can at least receive reimbursement for all your expenses. Tibet Mountain Focus Outdoors will help with all necessary documents for your claim.

## **Complaints**

If you have any problems during your tour, you are required to immediately inform your tour consultant and through our adjustment the escort/representative/guide will endeavour to put things right. If you have any complaints at the end of the tour, please follow this up within 10 days of completion of services by writing to [ngodup88@163.com](mailto:ngodup88@163.com) . As it is difficult and sometimes impossible to properly investigate a complaint if your complaint is received long after your trip, any compensation you may have been able to claim could be reduced or even forfeited if you do not follow the complaints procedure set out in this clause.