

Terms & Conditions

When buying a tour, the description of the tour (hereinafter 'the Tour Description') along with the Terms & Conditions are part of the contract you enter into with the Organiser. We therefore recommend that you read the Tour Description and Terms & Conditions carefully before booking. The information given in the Tour Description takes priority over the information given in the Terms & Conditions.

Definition

Onestep AS, Heierstuveien 21, Tel: +47 40805483, hereinafter 'the Organiser'.

The contract and terms of payment

The contract is between the Customer and the Organiser. A booking is binding once the deposit is paid. The booking will be binding on the Organiser one week after the deposit is paid.

The deposit is 10% of the contractual price for the booking. The deposit is due for payment 10 days after the billing date. If the deposit is not paid into the Organiser's account five days after the due date, Nepalturn will contact the Customer to establish whether payment has been made. If payment is not made, the booking is not binding on the Organiser.

The balance is due for payment 60 days before departure. In the event of booking within 60 days of departure, the full price of the tour is payable immediately upon confirmation of availability.

Scope of contract

The scope of the contract covers a tour as described in the Tour Description enclosed with the Booking Confirmation plus any supplementary services agreed between the Organiser and Customer. Because the tours we arrange are planned well in advance, the Tour Description can be subject to change. The Tour Description should therefore be considered as provisional. In the event of changes to the Tour Description, the Organiser will inform the Customer in writing. We cannot be held liable for errors in the programme.

Nepal is in an active seismic zone, which means that earthquakes, avalanches, landslides and floods can occur. Because the tours we arrange are in rural areas that are vulnerable to unforeseen events, delays and other changes to the programme can occur.

The tours are arranged with local suppliers and local transportation is used. Our tours are designed to allow customers to experience the culture and scenery in remote areas. Unforeseen events that are beyond our control, such as exceptional weather conditions, natural disasters and extraordinary disruption to the transport network can cause delays and changes to the original Tour Description. Unforeseen events can occur before or during a tour which can force us to make changes to the original Tour Description. If a tour has to be changed because of unforeseen events and "Force Majeure", the Organiser will make every effort to provide an alternative tour that is as close to the original as possible. If a change to the Tour Description means that the tour is cheaper, the price will be reduced accordingly. If changes mean that the tour will be more expensive, the Customer will be charged for the difference in price. If it is impossible to arrange an alternative, the tour will be cancelled. Any monies paid will not be refunded. The Organiser cannot be held liable for other expenses the Customer may incur as a result of cancellation.

Because our tours are arranged in areas exposed to extreme weather conditions, delays can occur that can affect planned journeys home. In such instances, the Organiser can help find a new air ticket to be paid by the Customer. The Organiser cannot be held liable for any expenses the Customer may incur as a result of such delays.

Price changes

In addition to a change in price as a result of the changes described above, the Organiser reserves the right to adjust its prices in the event of changes in taxes, duties and exchange rates.

A price change of over 10% of the agreed price entitles the Customer to cancel the contract at no cost. The Organiser shall set a reasonable deadline for the Customer to cancel the contract without cost in the event of notification of price increases as referred to above. The deadline cannot be shorter than three

weekdays.

Own responsibility

Customers take part in any tour at their own responsibility. The Organiser, the Organiser's employees and suppliers cannot be held responsible for any unforeseen events that occur during the tour such as loss of valuables, personal injury, illness or delays. If such unforeseen events occur, the Organiser will make every effort to assist the Customer to reduce the consequences. If the Customer is taken ill or injured during the tour and the Organiser deems it necessary for one or more customers to disrupt their tour for the sake of themselves and the rest of the group, the Organiser will assist the Customer(s) affected with transportation to Kathmandu. Costs incurred for such transportation must be paid by the Customer or the Customer's insurance cover.

Vaccinations

All customers are advised to contact their doctor or vaccination service to establish which vaccinations are advised before departure.

Passport

Customers are responsible for having a passport valid for at least 6 months and with at least one empty page for a visa.

Cancellation of booking

The Customer can cancel a booking. Cancellation must be notified in writing by letter or e-mail. The cancellation date is the date the cancellation notice is received by the Organiser. If a booking is cancelled more than 45 days in advance, customers can receive a refund of all monies paid less a cancellation fee of NOK 1,500. From 45 days to 35 days in advance, 50% of the full price of the tour will be refunded. In the event of cancellation less than 35 days in advance or failure to show on the day of departure, no refunds will be given.

Cancellation by the Organiser

The Organiser reserves the right to cancel a tour. If 3 or fewer bookings have been received less than 35 days before the planned start of the tour, it will be cancelled. In the event of cancellation by the Organiser, the Customer is entitled to full refund of all monies paid. The Organiser cannot be held liable for other expenses incurred by the Customer.

In the event of cancellation of the original tour, the Organiser will make every effort to help the Customer find an alternative. If the price is less than the original price, the Customer will be refunded the difference between the cancelled and the alternative tour. If the price is higher, the difference must be paid to the Organiser no later than 60 days before departure. In the event of changes within 60 days of departure, the price difference is refundable/due for payment immediately.

Complaints/disputes

If the Customer believes that a tour fails to live up to expectations, the tour guide should be contacted immediately. If the problem is not corrected and the Customer wants to complain when returning home, complaints must be submitted to the Organiser within one month of the end of the tour in writing setting out the Customer's grounds for complaint.

Any dispute between the Organiser and Customer must be resolved amicably.

Jurisdiction and nationality.

The contract is subject to Norwegian law.

No liability can be accepted for errors in the programme, price list or website.