



COVID-19 BOOKING CONDITIONS

1. We have always treated our clients personally, and respect the fact that in these difficult times, more than ever, you require flexible booking conditions. We have therefore amended our booking conditions as shown below to make them more flexible, and to enable you to book with confidence, knowing that we will enter into dialogue with you to help you find the best solution for you in the event that you need to alter your booking. These booking conditions run alongside our standard booking conditions.

2. As times have been hard for everyone, we've also introduced a 2-stage deposit payment system to help with cash-flow for you. Just £150 (or equivalent in Euros or US Dollars) is required to secure your trip now, and the second deposit instalment is due 2 months after you book.

INSURANCE

It is a condition of booking with trekMountains that you have your own travel insurance. Some insurance companies are now offering policies which include cover for Covid-related claims. We strongly recommend that you take out such insurance at the time of booking your trip, and to check what it covers you for. In the event of any trip alteration or cancellation, we would ask you to claim against your insurance policy in the first instance for any non-recoverable costs.

YOUR FLEXIBLE BOOKING WITH trekMountains:

OUR GUARANTEE TO YOU: IN ALL CASES, WE AIM TO BE AS FLEXIBLE AS POSSIBLE.

If you need to alter or cancel your booking for **ANY** reason, including **COVID-19**, you have the choice up to 4 weeks prior to your trip departure date* of the following options:

1. Postpone your trip to later dates in 2021 or 2022, subject to availability.
2. If you are not yet sure of your new dates, we can offer you a flexible postponement of your trip to a future date in 2021 or 2022.
3. Change to an alternative trekMountains trip.

No transfer fees will be charged in any of the options above. Should the cost of your new trip be different from the original trip, a balance or refund will be due accordingly.

4. Cancel your trip, in which case our normal cancellation terms and conditions apply. **You should be able to reclaim these charges if the reason for your cancellation is covered under your insurance policy.**

If trekMountains is forced to cancel your trip due to COVID-19: As a UK-based company we are bound by the UK's Foreign, Commonwealth and Development Office (FCDO) regulations. Should the UK FCDO 'advise against all but essential travel' to your destination or its immediate vicinity 4 weeks prior to your trip departure date*, we will need to review your trip.

For UK clients, in the case that we are regrettably forced to cancel your holiday, we will discuss with you your options:

1. Postpone your trip to later dates in 2021 or 2022, subject to availability.
2. If you are not yet sure of your new dates, we can offer you a flexible postponement of your trip to a future date in 2021 or 2022.
3. Change to an alternative trekMountains trip.

No transfer fees will be charged in any of the options above. Should the cost of your new trip be different from the original trip, a balance or refund will be due accordingly.

4. Under EU Package Travel Regulations, UK and EU residents are eligible for a full refund under these circumstances.

For non-UK clients, we will contact you to discuss these options, also taking into consideration your own country's travel restrictions.

- Notes:**
1. The above Covid-19 booking conditions apply to all new bookings received later than 1 January 2021.
 2. ***Trip departure date:** in all cases, this means the first day of your itinerary with trekMountains