

Free Cancellation Policy

Book with Confidence. Explore Nepal Without Worry.

At **Trekadviser**, we believe your adventure should begin with confidence. Whether you're planning a trek to Everest Base Camp, the Annapurna region, Manaslu, Langtang, or any of our adventure holidays in Nepal, our flexible cancellation policy gives you the freedom to plan with peace of mind.

Why Book with Trekadviser?

100% Secure Booking

Your booking and payment are protected through secure payment gateways.

Free Cancellation

Cancel up to **30 days before departure** and receive a full refund, subject to applicable permit and banking charges.

Free Date Change

Postpone your trip once and travel within **24 months** without additional service fees.

Local Travel Experts

Professional Nepali guides and a dedicated support team available before, during, and after your trip.

Fast Customer Support

We're here to answer your questions 365 days a year.

Transparent Pricing

No hidden costs. What you see is what you pay.

Cancellation & Refund Policy

30 Days or More Before Departure

100% Refund

Receive a full refund of your payments after deducting any non-refundable government permit fees, visa charges (if applicable), bank transfer fees, and third-party booking costs already paid on your behalf.

15–29 Days Before Departure

● 80% Refund

A small portion of your payment is retained to cover confirmed logistics and operational expenses.

7–14 Days Before Departure

● 50% Refund

This helps cover accommodation, transportation, staffing, permits, and pre-arranged services.

Less Than 7 Days Before Departure

● No Refund

At this stage, guides, porters, hotels, transport, and permits have already been confirmed and paid.

Change Your Travel Dates Instead

Can't travel on your original departure date?

Instead of cancelling, you can move your booking to another available departure within **24 months**.

Your booking credit remains valid, allowing you to enjoy your adventure when the time is right.

No additional service fee.

If Trekadviser Cancels Your Trip

Although cancellations by Trek Adviser are extremely rare, if we must cancel due to operational reasons or government restrictions, you may choose one of the following:

- ✓ Full refund
- ✓ Transfer to another departure date
- ✓ 100% travel credit for any Trek Adviser trip

Your investment is always protected.

Weather, Flights & Force Majeure

Mountain weather can change rapidly.

Domestic flights, especially those serving Lukla, Jomsom, Dolpo, Simikot, and other remote Himalayan regions, may occasionally be delayed or cancelled due to weather conditions.

Similarly, landslides, road closures, natural disasters, political events, or government restrictions may affect travel schedules.

While these situations are beyond our control, our operations team will work tirelessly to arrange the safest and most practical alternative. Any additional costs arising from such circumstances are generally the responsibility of the traveler.

For complete peace of mind, we strongly recommend comprehensive travel insurance that includes:

- Trip cancellation and interruption
- Emergency medical treatment
- High-altitude helicopter evacuation
- Flight delays and missed connections
- Personal baggage protection

How to Cancel

Cancelling your trip is simple.

Please send your request by email with:

- Full Name
- Trip Name
- Departure Date
- Reason for Cancellation (optional)

Our travel consultants will respond within **24 business hours**.

Refund Processing

Approved refunds are processed within **7–14 business days** after confirmation.

The exact processing time depends on your payment provider, bank, or card issuer.

Frequently Asked Questions

Can I cancel after paying my deposit?

Yes. Your refund depends on how many days remain before your departure according to the cancellation schedule above.

Can I postpone instead of cancelling?

Absolutely. You may move your booking to another available departure within 24 months.

Are trekking permits refundable?

Government-issued trekking permits are generally non-refundable once they have been processed.

What if my international flight is cancelled?

Your travel insurance should cover airline disruptions. Trek Adviser will assist in adjusting your itinerary whenever possible.

What happens if bad weather delays my trek?

Our operations team will arrange the best available alternatives. Additional expenses caused by weather or natural events are normally the traveler's responsibility.

How long does a refund take?

Most refunds are completed within **7–14 business days**.

Our Commitment to Every Traveller

When you book with Trek Adviser, you're choosing a licensed local company committed to responsible tourism, transparent pricing, and exceptional service.

Our goal is to make every journey safe, flexible, and unforgettable—from your first enquiry until you return home with lifelong memories.

Ready to Explore Nepal?

Book your adventure today with confidence, knowing you're protected by Trek Adviser's flexible cancellation policy.