



HIMALAYAN
ecotourism™

Cancellation policy update due to COVID-19 pandemic

The 5th of October 2020

Situation for travellers and tourism industry worldwide

The rapid spread of COVID-19 has hit the tourism industry especially hard, as event cancellations, closures, travel restrictions and consumers' fear have stopped all trip-takers in their tracks. The virus presents the tourism industry with an unprecedented challenge.

The pandemic has brought down most of the tourism activities to near zero for almost a year. This is true for Himalayan Ecotourism and all other local tour and trek operators. As small size enterprises, this puts us in a very uncertain and hazardous situation.

We find the lack of assistance from the government and the insurances companies regrettable. Around the world, disinclination to travel because of the fear of contracting the new coronavirus is not a covered reason for canceling a trip under standard policies. No traveller should expect a refund of their trip until the trip is canceled by the airline, hotel, or tour operator. Nevertheless, they are offering rebooking options for travelers who are having to rearrange upcoming trips due to the global coronavirus pandemic.

So, globally, the best at this point for the travellers is a future travel credit—the ability to bank the money and use it for a later flight or trip.

Similarly, Himalayan Ecotourism has decided to make its cancellation policy more flexible for its customers, while avoiding to jeopardize the financial health of the company on which the livelihood of 65 local families depends.

Cancellation rules of Himalayan Ecotourism in the context of the COVID-19 pandemic

Himalayan Ecotourism will follow the most standard cancellation rules in the context of the pandemic. The following rules would be again updated in case the Indian government enables any assistance mechanism to help the tourism industry to face the crisis.

1. For the cancellation of your trip due to the COVID-19 pandemic, Himalayan Ecotourism allows you to postpone your trip at a later date, but within a year following the first day of the canceled trip.
2. When rebooking your trip, the amount paid for the canceled trip will be deducted from the new trip price, less 2000 INR per participants for service charges, and less the money we have paid to other service providers for your canceled trip that has not been refunded to Himalayan Ecotourism.
3. If postponing the trip is not an option for you and you just want to cancel, we calculate the "non-refundable total" that is the sum of the costs incurred for the trip that are not refunded to Himalayan Ecotourism + 25% of the trip price. The difference between the "non-refundable total" and the amount that you paid for the trip will be paid back to your bank account.

We are very thankful for your understanding and we heartily hope that you and your loved ones will remain safe throughout the pandemic.

Looking forward to meeting you soon for your (postponed) trip to the Himalayas.

Best regards,

Stephan Marchal
Himalayan Ecotourism
Director