

# Why Choose The Himalayan Adventure Company?

**The highest levels of service** - When you travel with The Himalayan Adventure Company you can be assured of the highest standards of service at every stage of your travel adventure, from initial enquiry through to booking, all ground handling services up to your return home. Our office teams are all experienced travellers and trekkers and are continually involved in planning current and new travel routes and services as well as regularly visiting and living in the destinations themselves. Our office in the UK works closely with our counterparts and local agents in Nepal, Tibet, Bhutan, Sikkim and India. We work with only the very best local suppliers as well as our own highly experienced office and ground handling teams with the aim of providing consistently higher levels of service than you'll find elsewhere. We use the best available local accommodation in each region, from luxury 5 star and boutique hotels in Nepal to local lodges in Bhutan to highly equipped tented camps to ensure that you a very comfortable and enjoyable stay. Having both Nepalese and UK staff and directors means we are also in a good position to understand your travel needs and to inform you about local destinations. We are also able to closely monitor and control standards of service to ensure you receive the highest quality travel experience.

**Experienced office staff, guides and support crews** - Our office staff based in the UK and in the Himalaya are all experienced travellers with in depth knowledge of the areas we visit to provide the very best service and information to you at all times. Our city, trekking and climbing guides are all experienced, professional local guides who work hard to ensure you a safe and enjoyable trip. Our high altitude expedition leaders and crews are all highly experienced and include Everest summiteers and World Record Holders with huge amounts of experience

in leading successful and safe summit attempts on Everest and other peaks with international teams. We all work together as a team to ensure you a successful trip and everyone plays an important role and everyone is well looked after.

## **Thorough planning and research-**

Whether it's a private group or a tailor made adventure, all our trips are thoroughly planned and researched and based around ensuring safety and enjoyment as well as a successful trip. Between us we've done everything in our brochure from trekking in Nepal to touring in India to summiting Everest, we've been there!

## **Friendly personal service-**

We deliberately keep our group sizes small so that everyone has a chance to get to know each other during a trip and to create minimal impact on the people and places we visit. Smaller group sizes mean we can provide a more personal service to you. We also pride ourselves on our friendly and personal service and we're always available to chat through your holiday plans and offer friendly advice and suggestions from the big to the little questions and queries.

## **Detailed Information** -

We provide clear and detailed information and pricing before you make a decision to travel with us so that you're fully informed at all times. We include permit costs in all our treks unlike some companies and there are no hidden or additional local charges. We also provide clear and detailed day to day itineraries for all our trips which can be viewed, downloaded or printed from our website. When you book with us we send a full travel dossier with your detailed itinerary, suggested clothing lists, visa information and lots of other useful information for your trip. We're also available at all times before, during and after your trip to answer any questions or chat through your plans with you.

**Extra services** - We include many extras during your trip including use of sleeping bags, cotton liners and down jackets provided free on all our Himalayan treks (excluding India) and cookies, fruit and other snacks during the trek. We also provide a free trek briefing on arrival at your hotel or our local office, whichever is most convenient to you. In Nepal we provide a complimentary welcome dinner and also a full day guided sightseeing to the World Heritage Sites in Kathmandu and the surrounding Valley including professional city guide services, private car and driver and entrance fees to sites visited and private transfers to and from

the airport are included in all our trips. Before departing on your trip we'll also send you a free canvas trek bag. For special celebration trips such as birthdays, anniversaries and honeymoons we also include some extra special complimentary touches.

**100% financial security** - We are full members of the Travel Trust Association (TTA) ([www.traveltrust.co.uk](http://www.traveltrust.co.uk)), member number U3237. The TTA is a trade association of Travel Agents and Tour Operators designed to regulate its members and to provide financial protection to consumers and recognised suppliers of TTA members. We adhere to the strict Code of Compliance and we operate a trust account with all payments received submitted directly and immediately into our trust account and held until your return from travel after which it is released to us. All money paid to us is also protected by a stand alone Fidelity Safe Seat Insurance Plan, provided free of charge to you by us and confirming that all monies paid up to £11000 per person is fully protected at all times. This provides more protection than required by the EU Package Travel and Tours Regulations and more protection than offered by the majority of travel companies.



The booking of international flights is covered by a separate financial protection system, according to travel regulations. The air holidays and flights in this brochure are ATOL Protected by the Civil Aviation Authority. Our ATOL number is ATOL T7199.



## **Responsible travel, local development** -

We care deeply about the places we visit and the people who live there and believe that tourism should and can be something positive for both travellers and local communities. Being responsible and protecting the environment does not mean a compromise in quality or standards of travel. We actively promote and practice responsible approaches to tourism. We support Tourism Concern and are a sponsor

and supporter of the International Porter Protection Group. We are committed to working with local communities and charities including providing ongoing financial and other support.

**Fair pricing** - We aim to provide you with the best service at fair and competitive prices and excellent value for money. As part of this, most of our trips are priced for different group sizes with the higher price applicable for smaller groups. We pay good and fair salaries and rates to local suppliers in the regions we visit and we don't compromise on quality of service or safety. With larger groups the price drops so that everyone can benefit from a cheaper holiday. We offer 'land only' prices, for travellers who prefer to make their own international flight and transfer arrangements but are happy to arrange flights for you on request, using a variety of international carriers and from regional and national airports.

**Our approach** - We have a love of and respect for the Himalaya. The fact that we specialise in travel to the Himalaya and that we have extensive local knowledge and experience of the area means that we can offer you a wide range of travel options. We are also a small travel operator which means we can offer a friendly personal service and are able to be flexible and use our experience and contacts to build new and tailor made programs as well as to continue to develop new and improved services. We have a wealth of experience in helping many clients in designing and planning individual adventures and our approach is to ensure you the best service at all times.

**Our groups** - All our holidays are based around adventure travel in small private groups. By organising private group service it means we work to your preferred dates of travel with in the best travel seasons and can insure you the most enjoyable experience and a minimal impact on the local cultures and environments that we visit. About 20% of our clients travel alone whilst others are groups of friends, families, couples or schools, with a good balance between men and women travellers as well as a good mix of age ranges and fitness levels. For tailor made programs we'll discuss group size according to your needs and provide the appropriate support crew during your trip.

**Safety** - Your safety is our highest priority and we have the best available support and rescue procedures and facilities set up should they be needed. We only use professional guides to ensure high standards. In the case of unfortunate and

unpredictable situations such as flight delays, illness, and bad weather during any part of your trekking route, our well-trained and qualified guides, who have first aid training will provide every possible assistance to you, including arranging for rescue evacuation where necessary. As part of this focus on safety, on our remote treks a Very High Frequency (VHF) telephone or high speed satellite phone is carried by your guide, for use in medical or emergency situations only.

**Accommodation** - We use a variety of accommodation for our trips, from four or five star hotels to simple mountain lodges to fully provisioned camps, all run to consistently high standards. Our trip itineraries give full details on the accommodation used during your chosen trip. On camping trips we use high quality tents and sleeping bags and our dedicated Sherpa teams and porters are expert at setting up camp, preparing meals, transferring your main baggage and ensuring a very comfortable stay. On teahouse style trekking we use a selection of quality teahouse lodges run by local people. Detailed information on accommodation provided for each of our travel options is shown on the appropriate day to day itinerary and we are happy to answer any questions you might have about this.

**Professional experienced guides**- We only use professional, qualified and experienced guides on all our treks and trips, organised through our sister company in Nepal. All guides are English speaking and we can usually also provide guides for other languages on request. Your guide is there to ensure your safety and enjoyment, to act as a leader, to provide local knowledge and experience of the areas and places you visit,

to ensure your trip runs smoothly and overall to enable you to have a memorable travel experience.

**Pre trek briefings** - We organise pre-trek briefings, free of cost, for all our clients at our local Gurkha Encounter's Kathmandu office or at local hotels according to where and when is most convenient to you. The briefings cover the day by day itineraries of the trek or trip you have booked; the number of hours you can expect to walk each day, the type of terrain and the number of consecutive days walking; the gradual height gain and minimum and maximum effects of altitude; the availability of some trekking equipment from us and (if necessary) items you can hire from a local shop; visas and special trekking permits for the restricted regions of Nepal; responsible travel including conserving the environment and behaviour towards all people; any required information on direct dealing with local tourist buses, domestic and international airlines, and a check for suggested clothing and items to bring. You'll also have a chance to ask any questions you may have and will be introduced to your guide during the briefing.

During this briefing our staff will collect your flight tickets so as to be able to reconfirm your return flight.

**Food and Health** - There is a choice of Western and Asian food dishes or a mixture of both in all the destinations we visit. During a trek you can expect 3 full meals a day as well as regular tea and coffee breaks, on both our fully provisioned camping style treks and our teahouse style treks, where food is freshly prepared daily. During our teahouse treks, we offer a selection of teahouses, all run to a high

Photo courtesy Mrs Veronica Bliss



standard by local people familiar with catering to varying tastes and requirements. You will be able to sample a wide range of dishes, all hygienically and professionally prepared to a high standard. We are also familiar with providing interesting vegetarian meals and are able to adjust dishes to meet your requirements, for example making Asian dishes less spicy for children. In the centres we visit, for example in Kathmandu, you will be able to choose between a wide range of restaurants, cafes and bars, offering both simple and sophisticated dishes to meet your tastes. In Kathmandu, we arrange accommodation on a half board basis to allow you the opportunity to sample the wide range of restaurants and dishes available for yourself. We can of course provide suggestions and recommendations of where to eat in Kathmandu, should you want us to. During your trek full board is provided. All treks, safaris and rafting in Nepal are on full board basis. All trips to Bhutan are full board. Trips to Tibet and India are on bed and breakfast basis with full board on trek. We can also make provision for people with special dietary needs.

**Altitude and Acclimatization** - Trails can be steep and taxing and walking can entail considerable altitude gain and loss. It is worth remembering that even the base of the great mountains of the Himalaya can be very high. Most treks that go through populated areas are between 1000 and 3000 metres. The Everest Base Camp and the Annapurna Circuit treks both reach over 5000 metres. Similarly, travel in Tibet involves high altitude travelling. Our itineraries are planned to allow for acclimatisation to altitude with gradual

ascents and sufficient rest days as necessary. It is wise to allow for adequate acclimatization. Whilst we cannot guarantee or predict anyone's reaction to higher altitudes, we are happy to discuss this with you and to provide information and suggestions. We also recommend you speak to your local GP or health centre if you have any medical queries or concerns about how high altitudes and acclimatization may affect you.

**Flexible Travel** - Because we organise private trips based on your preferred dates of travel and because we work closely with our local counterparts and have extensive local experience and contacts in the Himalaya, built over many years of working together, we have fantastic flexibility in what we can offer and are able to easily create individual itineraries and private group charter adventures and expeditions. We also offer both 'land only' and flight inclusive travel options. All of our packages can be tailored to more closely meet your requirements or we can design, together with you, a complete tailor made itinerary based on your interests, needs, budget and timescale. We are also happy to help if you would like to extend or add something extra to your holiday, from flights, to safaris, car and driver hire, guided sightseeing, accommodation, special celebrations and much more. If you'd like something that's not in our brochure, contact us and we'll be happy to discuss it with you.

**Land Only option** - Our packages and travel options are priced on land only as well as flight inclusive options. This means that you have the flexibility to choose to make your own arrangements for flights or perhaps to

arrive a few days earlier or leave a few days later than your trip or join a trip from anywhere in the world. If you choose the land only option we will provide full details of how and when to meet the rest of your group, details of your hotel and local contacts upon confirmation of your booking. All accommodation during your trip is included in the price although additional days before or after the start and end dates of a trip will not be included. We are happy to book additional accommodation for you, based on your requirements and budget, upon request. Please note that whilst at all times we aim to run our trips even with just a few peoples, on some of the longer treks or trips, should the group size not meet our minimum operating level we may cancel the trip up until 6 weeks before departure. Should this happen we will offer alternative dates or trips or refunds as appropriate and agreed with our clients. For clients arranging their own flights and accommodation prior to the start date of a group trip we recommend that you book fully flexible and refundable accommodation and transport if booking more than 6 weeks in advance as, should we need to cancel the trip, compensation will not be paid for any arrangements that have been made independently.

**Travelling with friends or family?** - We offer discounts for group bookings so if you're travelling with friends, family, colleagues or club members, for every 10 bookings we will offer one free place. This can be used for your own holiday or to reduce the overall price of the booking for everyone. The free place excludes international flights - please contact us for details and terms.



**Choosing your trip** - There is a huge variety of treks and other activities from short breaks to longer expeditions. If you can't find what you're looking for in our brochure, we can talk through the various options with you and can also create a tailor made program specifically to meet your needs and interests. In each of the sections of the brochure we've tried to help by providing a sample of the popular trips, treks and services we can organise for you. We've also provided our own grading system and dates based on 'best time to go'. If you'd like more help or to discuss your choice, contact us and we'll always be happy to help you.

**Loyalty discounts** - If you have travelled on two or more trips with us in the last five years, we'll give you a 5% discount on

“ We said we would send you some feedback on our superb holiday in Feb-March, and here it is at last. It was a wonderful trip, we are very satisfied customers! Everything went well. Our guide Deepak was superb, there is no other word. We have tried to make clear how much we enjoyed the holiday, and need to say clearly that we have already recommended you to our friends ”

**CHRIS & NORMA SHERRATT,**

Annapurna Base Camp trek & Luxury Lodges in the Khumbu (Everest region) trek February -March 2008

your next booking. If you have been on 9 or more trips with us we'll give you a 10% discount on all future bookings with us as a thank you for travelling with us.

**Travel itineraries** - This brochure is just a taste of what The Himalayan Adventure Company can offer you in the Himalaya. We have much more information than it is possible to include in a brochure. Detailed itineraries are available which describe each trek, trip or tour in full. For tailor made travel, we'll put together a day by day itinerary for you, based on our discussions with you. Call or email us and we'll send the itineraries you need. You can also download the itineraries from our website. Itineraries describe the trip day by day and include information on the route, terrain, climatic conditions, suggested equipment and clothing lists, and complete price details as well as what is or is not included in the price. If you're still finding it difficult to decide or have any questions that aren't covered in the itinerary, just call, email or fax us and we'll be happy to answer your questions on any aspect of your travel plans.

**Travel dossiers** - Once you've made a booking we'll email you a comprehensive travel dossier for your trip. Your dossier will include: confirmation of your booking along with your day by day itinerary; visa and trekking permit instructions as appropriate; vaccination and health information; a suggested personal first aid pack list; a list of suggested equipment and suggested clothing list; a reading list appropriate to your destination; a responsible travel briefing; an invoice for final balance, due 2 months prior to your departure. We'll also send you a free Himalayan Adventure Company trek bag (mailed to you separately). If you're

outside the UK we can provide your free trek bag for the cost of post and packaging only. In order to minimise the impact on the environment we send all travel documents by email as pdf or word documents as much as possible in order to minimise unnecessary printing and use of paper and so that you can choose if you wish to print your documents or not. Similarly we encourage you to view our brochures online rather than in printed version. If you specifically ask for a printed copy of your travel documents or brochure we'll be happy to send that (UK only) but otherwise we ask you to help us do our bit for the environment and using the online versions where possible, Thank you.

**Will the trek/trip run?** - Whenever possible, we will always run our trips, sometimes even with only 2 or 3 persons. In the rare event that we cancel a trek we will notify you at least 6 weeks in advance and we will refund you in full or offer an alternative trip, whichever you choose. For private group, individual or tailor made programs we will always run our trips, unless unable to due to unforeseeable circumstances affecting safety or international or national travel arrangements.

**Local representatives and contact details** - Our local representative and partner for all ground handling arrangements and service provision is our sister company Gurkha Encounters in Kathmandu, Nepal. Their contact details are: Ganeshman's Building, House No:135, Chaksibari Marg, Thamel, Kathmandu, PO Box 20195 Nepal. Phone + 977 14267882, 4267889, Fax +977 14267854

