

Frequently Asked Questions (FAQ)

1. What is a Fixed Departure Trek?

A fixed departure trek is a scheduled group trek that departs on specific dates regardless of the number of participants (once the minimum is met). It allows solo travelers and small groups to join others and benefit from shared logistics and lower costs.

2. What happens if the minimum group size isn't met?

If the minimum number of participants isn't reached, we'll offer you these options:

Join another departure around your dates

Convert to a private trek (with revised pricing)

Receive a full refund of your deposit

3. Can I customize the trek if I join a fixed departure?

Fixed departures follow a set itinerary. However, if you have additional time or wish to modify your experience (e.g. add extra days in Kathmandu, Pokhara, or do a side trip), we can help you arrange pre- or post-trek customization.

4. What permits do I need, and are they included?

Yes, all necessary permits are included in the cost. Depending on the region, these may include:

TIMS Card

National Park/Conservation Area Permits (e.g., ACAP, SAGARMATHA, MCAP, etc.)

Restricted Area Permits for areas like Manaslu and Tsum Valley

5. Is there a guide and porter included?

Yes. All fixed departures include an **experienced, licensed guide** and the option of a **porter** to carry up to 15kg of your gear (shared basis or solo, depending on group size). For peak climbs, a certified climbing guide is provided.

6. What is the level of fitness required?

Most treks require **moderate fitness** and some trekking experience, especially for longer or high-altitude routes like **Everest Three Passes**, **Manaslu Circuit**, or **Yala Peak**. Shorter treks like **Ghorepani**, **Pikey Peak**, or **Langtang Valley** are suitable for beginners in good health.

7. What kind of accommodation can I expect?

All treks are **teahouse-based** unless otherwise mentioned. You'll stay in basic lodges with twin-sharing rooms and common toilets. In cities like Kathmandu or Pokhara, we provide 2–3 star hotels with private rooms.

8. What meals are included?

In most treks, **three meals per day** (breakfast, lunch, dinner) are included during trekking days. Meals in Kathmandu and Pokhara are typically not included unless stated in the package.

9. What if I need to cancel or postpone?

We offer flexible options:

Free postponement if notified at least **21 days** before the trek

85% refund for cancellations **30+ days** prior

Less than 15 days: Partial refund depending on logistics booked
(Please check full cancellation policy in your booking confirmation.)

10. What gear do I need? Can I rent equipment?

You'll receive a **complete packing list** after booking. We also offer **gear rental** in Kathmandu for items like sleeping bags, down jackets, trekking poles, etc.

11. Do you offer airport pickup and hotel stays in Kathmandu?

Yes, all packages include **airport pickup/drop** and **accommodation in Kathmandu** (usually 1–2 nights before and after the trek).

12. What happens in case of emergency during the trek?

Your guide is trained in first aid and altitude sickness response. In serious cases, we coordinate **helicopter evacuation** (covered by your travel insurance) and ensure your safety comes first.

13. Do I need travel insurance?

Yes. Travel insurance covering **emergency evacuation, high-altitude trekking, and trip cancellation** is mandatory for all high-altitude treks.

14. Can I store extra luggage in Kathmandu?

Absolutely. You can safely store your extra gear or luggage at our office or partner hotel in Kathmandu while you're on the trek.