

Terms and Conditions

1. **Introduction** Welcome to Destiny Bhutan. By booking with us, you agree to the following terms and conditions. Please read them carefully to ensure a smooth and enjoyable experience.
 2. **Booking and Payment**
 - **Reservations:** All bookings made through Destiny Bhutan are subject to availability. A booking is confirmed once a deposit is received.
 - **Payment:** Full payment is required prior to departure. Payment methods and deadlines will be communicated during the booking process.
 3. **Travel Documents**
 - **Passport and Visa:** Travelers are responsible for ensuring they have a valid passport or Voter Card (for Indian citizens only). We provide full visa issuance services for travelers.
 - **Documents:** Travelers must provide a clear scanned copy of their passport and a recent photo. Any delays caused by poor image quality in the visa issuance process will be the traveler's responsibility.
 4. **Health and Safety**
 - **Health Requirements:** It is the traveler's responsibility to ensure they are in good health to undertake the trip. Please consult a doctor or GP if you have any medical conditions that might affect your travel. Note that Bhutan is a mountainous country with an average altitude of 2000 meters (7000 feet) above sea level.
 - **Insurance:** Personal insurance of any kind is not included in the tour package. Therefore, travel insurance should be obtained from your place of residence before the commencement of the trip. Destiny Bhutan will not be liable for any illness, injury, or death sustained during a tour or trek.
 5. **Accommodation and Meals**
 - **Accommodation:** We offer a variety of accommodations, ranging from luxury hotels to more budget-friendly options. All accommodations are subject to availability and are detailed in your itinerary.
 - **Meals:** Meal plans vary according to the package selected. Please inform us in advance of any dietary restrictions or preferences.
 6. **Code of Conduct**
 - **Respect Local Customs:** Bhutan has a rich cultural heritage, and travelers are expected to respect local customs, traditions, and religious practices. This includes dressing modestly, especially when visiting religious sites.
 - **Environmental Responsibility:** Bhutanese values include environmental conservation and the sanctity of nature. Please avoid littering and be mindful of your ecological footprint.
 - **Behavior:** Unruly and disruptive behavior will not be tolerated. Respect the rights of other travelers and locals at all times.
 7. **Prohibited Activities**
 - **Drug Use:** The use, possession, or trafficking of illegal drugs is strictly prohibited and will result in immediate expulsion from the tour. Such actions will be dealt with according to the country's laws.
 - **Hunting and Wildlife Exploitation:** Bhutan prohibits hunting and the exploitation of wildlife. Travelers must refrain from activities that harm the environment or local fauna.
 - **Photography Restrictions:** Always consult with your guide or seek permission before photographing people or religious sites. Some areas may have restrictions on photography, especially within monasteries, temples, government offices, and royal palaces.
 8. **Liability and Disclaimers**
 - **Third-Party Services:** We act as an agent for various services (e.g., transportation, accommodation) and are not liable for the actions of third-party providers. Any issues with third-party providers will be assisted by the agent.
 - **Changes to Itinerary:** We reserve the right to alter the itinerary due to unforeseen circumstances such as weather, political unrest, or natural disasters. Any changes will be communicated as early as possible.
 9. **Governing Law** These terms and conditions are governed by the laws of the Kingdom of Bhutan. Any disputes arising from these terms will be subject to the jurisdiction of the courts in Bhutan.
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Policies

1. **Cancellation Policies** Every effort will be made to adhere to the planned itinerary. However, due to weather conditions and other reasons beyond our control, changes to the itinerary might occur, for which the Company accepts no responsibility.

Tour Cancellation Charges: The following cancellation charges apply:

- **Normal Season**
 - Within 30 days: 25% of cost
 - Within 15 days: 35% of cost
 - Less than 10 days: 75% of cost
 - After arrival in Bhutan/No show: 100% of cost
 - **Peak Festival Season** (Thimphu Tshechu, Paro Tshechu, Bumthang Tshechu, Durga Puja, Diwali)
 - Within 90 days: 35% of cost
 - Within 60 days: 30% of cost
 - Less than 30 days: 50% of cost
 - Less than 20 days: 75% of cost
 - After arrival in Bhutan/No show: 100% of cost
2. **Hotel Policies**
 - Late check-out after 6:00 PM will incur a charge equal to one night's stay.
 - Late check-out between 11:00 AM and 6:00 PM may incur a charge equal to 50% of the published room rate.
 - Refunds will be paid in full if a written cancellation is received 30 days prior to arrival, or 60 days during the festival period.
 - Clients should review and adhere to the hotel's independent policies and code of conduct prior to arrival.
 3. **Druk Air**

Reservation and Ticketing Policy

- **Ticketing Time Limit (TTL):** TTL is 30 days from the date of booking. For bookings made less than 14 days before travel, TTL will be one week from the date of booking.
- **Name Change:** No name changes are permitted once the booking is made.
- **Extension of TTL:** Not permitted. Druk Air will not extend TTL from any station.
- **Re-scheduling:** Re-scheduling of tickets is permitted, but once re-scheduled, the ticket will be stamped as non-refundable and non-re-routable.
- **Child Ticket:** A birth certificate is not required at the time of ticket issuance but must be provided at the point of entry.
- **Reservation Confirmation:** Reservations can be accepted via email and faxes, with confirmation provided within a day.

Cancellation Policy (Druk Air)

- **More than 30 Days Before Travel:** 100% refund.
- **30-15 Days Before Travel:** 50% refund.
- **Less than 15 Days Before Travel:** No refund.
- **Administration Fee:** A normal administration fee of USD 25 per ticket will be applicable for all cancelled tickets. An administration fee of USD 25 per ticket will also be charged for the cancellation of waitlisted tickets.
- **Medical Grounds:** No refund is permitted for tickets cancelled on medical grounds.
- **Refund Application:** A history printout is needed when applying for a refund of cancelled tickets.
- **Weather Conditions:** There will be no charge for delays in arrival or departure due to weather conditions or roadblocks.

BHUTAN VISA PROCEDURE FOR ALL NATIONALS (EXCEPT INDIAN/BANGLADESHI/MALDIVIAN)

- Document required for Bhutan visa/permit is a valid passport...should be a minimum 6 months for the date of travel in Bhutan.
- We require a color scan of passport for visa about 30 days prior to travel date (sooner the better & minimum 7 working days needed to process and obtain Bhutan visa).
- Color scan or take picture by your mobile phone/digicam of the passport page with face image and passport number & email us in Jpeg/pdf format.
- Flight schedule and timing will depend on the Airline, once ticketed is not refundable.
- The Tourism Council of Bhutan requires full tour payment while applying for a visa so along with passport copy, please forward us wire transfer copy or payment details, to process the visa.
- All payments should come to us via bank transfer, no cash is entertained.
- All individuals should have double dose certified Covid-19 Vaccine
- No passport size photo/any pictures / any visa form etc required for Bhutan visa – only requirement is clear/readable copy of passport copy in colour
- Dual passport holders are required to use the same passport whose details are submitted to Bhutan for Visa authorization, prior to arrival in Bhutan.
- It is mandatory for a tourist (except Indian/Bangladeshi/Maldivian) to buy a full-service Prepaid tour package from a local Bhutanese tour operator like us to avail Bhutan visa.
- Bhutan visa fee is US\$ 40/ which is going to be included in the tour cost submitted by us.
- Carrying any satellite phone (SATPHONE) & Drone is not permitted.
- All clients must produce RT-PCR test results (Negative) at the time of boarding and also at arrival port in Bhutan.
- RT-PCR test will be done on arrival in Bhutan as well, if found positive, will be isolated immediately and all medical expenses have to be borne by self (Client).
- Should make proper used hand sanitizer and facemask all the time.
- Should carry enough medical and safety items.