



## Lumora Tours & Travel — Company Travel Policies

### I. Purpose

This document sets out the standard travel policies for Lumora Tours & Travel ("the Company"). The policies establish mandatory procedures, terms and conditions, and client obligations applicable to all travel services sold, including but not limited to land tours, treks, accommodations, transportation, and ancillary services supplied by the Company or its suppliers.

### II. Scope

Applies to all customers, agents, employees, subcontractors, and service providers engaged by Lumora Tours & Travel.

### III. Definitions

- **Client / Guest:** The person(s) who purchase a travel package or service from the Company.
- **Booking Date:** Date on which the Company receives a deposit or written confirmation for services.
- **SDF:** Sustainable Development Fee levied by the Government of Bhutan.
- **Supplier:** Any third-party hotel, transport provider, guide, or contractor engaged to provide services.

### IV. Guiding Principles

Lumora Tours and Travels operates in full compliance with the tourism regulations and policies of the Royal Government of Bhutan. The company ensures complete transparency in pricing and provides clear communication regarding tour packages, fees, refunds, and cancellations. Guided by Bhutan's high-value, low-impact tourism philosophy, Lumora Tours and Travels remains committed to upholding cultural respect, protecting the environment, and enhancing benefits for local communities.

### V. Booking and Confirmation

Bookings are confirmed upon receipt of the required deposit as stated in the booking invoice and issuance of a written confirmation, and the visa by the Company.

The Company will issue a detailed itinerary, invoice (showing SDF and other government charges separately), booking terms, and emergency contact details upon confirmation.

Special requests—including dietary requirements, room preferences, and medical needs—will be noted and considered; however, they cannot be guaranteed unless explicitly confirmed in writing or included as part of the tour package. Unless otherwise agreed, accommodating such special requests may incur additional costs.

### VI. Payment Terms

**Deposit:** A standard deposit of **40–50%** of the total tour cost is required, depending on the nature of the services and the time remaining before arrival. The exact deposit amount will be specified on the invoice following consultation with the client/guest and finalization of the tour package.

**Balance:** Full payment of the outstanding balance is due no later than 60 days before arrival unless otherwise agreed in writing.



**Late Payment:** Failure to make payment by the specified due date may result in automatic cancellation of the booking and forfeiture of the non-refundable deposit, unless otherwise confirmed in writing. Any refund of the advance deposit will be processed in accordance with the company's cancellation policies and those of its relevant service suppliers.

**Payment Methods:** The Company accepts international bank transfers through its account maintained with Bhutan National Bank Limited (BNBL). The client shall bear all bank transfer charges associated with travel payments.

## **VII. Government Fees & Sustainable Development Fee (SDF)**

SDF is a government levy collected on behalf of the Royal Government of Bhutan. It will be shown as a separate line item in quotes and invoices.

The rate of SDF will follow the official government tariff in force on the date of travel. Changes to SDF by the government may be passed on to the client and must be paid before travel.

The Government Visa processing fees are non-refundable. The Company will endeavor to refund unused SDF where legally and administratively possible.

## **VIII. Pricing and Minimum Daily Package**

Pricing is based on the number of travelers, season, accommodations, and services requested.

Where the government's Minimum Daily Package model or other pricing frameworks apply, the Company will comply and explain implications to clients.

Quotations are valid for the period stated; the Company reserves the right to amend pricing if suppliers change their rates before full payment.

## **IX. Cancellation, Amendments & Refunds**

### **a. Voluntary cancellations by the client (before arrival)**

When the client cancels a confirmed booking, refunds will be issued on the following basis (calculated on the full tour cost, excluding non-refundable visa fees, supplier costs, and bank transfer fees).

- **60 or more days before arrival:** Full refund of the tour cost, less any non-refundable supplier fees, visa fees, and wire charges.
- **30–59 days before arrival:** 75% refund of the tour cost (25% cancellation fee).
- **15–29 days before arrival:** 50% refund of the tour cost (50% cancellation fee).
- **Less than 15 days before arrival:** No refund (100% cancellation fee), unless otherwise stated or under exceptional circumstances.

### **b. Cancellation after arrival / early termination**

If the client cancels or cuts short the trip after arrival in Bhutan, no refunds will be given for unused services (remaining nights/days) except where required by law or by specific supplier terms.

### **c. No-shows**



No refunds will be made for clients who fail to embark on a flight/hotel/tour without prior notice.

**d. Airline tickets & other third-party services**

Air tickets are subject to the airline's fare and refund rules. Refunds for airline tickets will follow the carrier's policy and administration charges. Clients should check ticket fare rules at the time of booking.

**e. Cancellation by the Company or supplier**

If the Company or a supplier cancels the booking for reasons within their control, the client will be offered: (a) a full refund (less bank/transfer charges), or (b) an alternative travel arrangement of comparable standard if acceptable to the client.

**f. Government or supplier levies**

Where cancellations incur charges from suppliers or government bodies (e.g., non-refundable visas), these will be deducted from refunds.

**g. Amendments**

Changes to bookings are subject to availability and may incur amendment fees and supplier charges. The Company will make reasonable efforts to accommodate changes.

**X. Visa and Permit Processing**

The Company will assist with visa and permit applications where applicable, but acts as an agent only. Visa issuance is at the discretion of the relevant government authority. Visa fees associated with permit processing are non-refundable once the application is submitted or the visa is issued.

Clients must hold passports with at least six months' validity and any required vaccinations. Failure to comply may result in denied boarding and no refund.

**XI. Health, Safety & Insurance Requirements**

Clients are required to obtain adequate travel and medical insurance that covers medical treatment, emergency evacuation, repatriation, trip interruption, and cancellation. Proof of insurance may be requested when deemed necessary under specific circumstances.

The Company reserves the right to refuse services to clients whose health conditions may pose a risk to themselves or others, or who are unable to meet the physical requirements of certain activities (e.g., high-altitude trekking or strenuous excursions).

Clients are responsible for disclosing any known medical conditions, dietary restrictions, and mobility needs at the time of booking to ensure appropriate arrangements can be made. Failure to do so may limit the Company's ability to provide certain services or may result in additional costs.

**XII. Force Majeure**

Neither party is liable for failure to perform due to causes beyond reasonable control, including but not limited to natural disasters, strikes, war, government action, pandemics, or severe weather. In such events, the Company will endeavor to provide alternatives or refunds where possible, but additional costs for alternatives may be charged to the client.



### **XIII. Liability and Limitation of Liability**

The Company acts as an agent for suppliers. The Company's liability for the acts or omissions of third-party suppliers is limited to the extent permitted by law and supplier agreements.

The Company is not liable for loss, damage, personal injury, or death arising from the acts of third parties or inherent risks associated with travel activities. Where liability cannot be excluded by law, the Company's liability will be limited to the total amount paid by the client for the relevant services.

### **XIV. Code of Conduct for Guests**

Guests must respect local culture, customs, and laws while in Bhutan.

Smoking, public displays of disrespect in religious sites, photography in restricted areas, the removal of cultural artefacts, and wildlife disturbance are prohibited.

The Company reserves the right to remove any guest from a tour for serious misconduct; additional repatriation costs will be borne by the guest.

### **XV. Responsible & Sustainable Tourism**

Lumora Tours and Travels is dedicated to promoting responsible and sustainable tourism that preserves Bhutan's natural and cultural heritage. The Company actively strives to minimize environmental impact, support local communities, and celebrate Bhutanese culture.

In all its operations, Lumora Tours and Travels prioritizes local suppliers, encourages low-impact practices, and provides clients with clear guidance on responsible travel.

Beyond everyday practices, the Company is committed to the restoration of degraded ecosystems, the enhancement of culturally and historically significant landmarks, and meaningful contributions to social causes through the proceeds generated from tourism.

### **XVI. Data Privacy and Confidentiality**

The Company will collect and process client data in accordance with applicable privacy laws. Personal information will be used for booking, emergency contacts, and compliance with government requirements.

Data will not be sold; shared with third parties only as necessary for service delivery (e.g., hotels, airlines, government agencies). The Company will maintain reasonable safeguards to protect client data.

### **XVII. Complaints, Dispute Resolution & Compensation**

Clients are encouraged to report any complaints promptly to the local guide or Company representative to allow for immediate remedial action.

Formal complaints must be submitted in writing to Lumora Tours and Travels within 30 days of completion of the services. Upon receipt, the Company will investigate the matter and aim to respond within 30 days.



Compensation, if applicable, will be considered on a case-by-case basis and will be limited to proven direct losses incurred by the client. The Company reserves the right to decline claims that fall outside the scope of its liability or are not substantiated.

**XVIII. Intellectual Property**

All itineraries, brochures, images, and written materials produced by the Company are its intellectual property and may not be reproduced without permission.

**XIX. Record-keeping & Retention**

The Company will retain booking records, invoices, and client communications for a minimum of 7 years (or as required by law) to support audits, dispute resolution, and regulatory compliance.

**XX. Amendments to Policy**

The Company reserves the right to amend these policies. Significant changes will be communicated to clients and partners in writing.

**XXI. Annexes**

Find annexures to Lumora Tours and Travels forms and relevant documents here ([Link](#))