🌲 Frequently Asked Questions (FAQ)

🏔 About IntoTheWild\_OpenHikers

Q1: What is IntoTheWild\_OpenHikers?

IntoTheWild\_OpenHikers is a community-driven trekking platform based in Bangalore. We organize curated treks, camps, and outdoor experiences for people who love nature, adventure, and meaningful connections.

Q2: Who can join the treks?

Anyone with a love for the outdoors! Whether you’re a first-time hiker or an experienced trekker, our events are designed to suit all fitness levels. Each trek mentions its difficulty level so you can pick what fits you best.

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🗓 Booking & Registration

Q3: How do I register for a trek or event?

Simply open the app, explore the upcoming treks, select the one you like, and tap “Join” or “Register.” You can confirm your slot by completing the payment directly through the app.

Q4: Can I book for multiple people?

Yes! You can book for friends or family members by selecting “Add Participant” before checkout.

Q5: What happens after I register?

You’ll receive a confirmation message with all trek details, including itinerary, reporting time, and a WhatsApp group link for coordination.

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💸 Payments & Refunds

Q6: What payment options are available?

You can pay through UPI, credit/debit card, or bank transfer — all integrated within the app for your convenience.

Q7: What if I need to cancel my booking?

Cancellations made at least 48 hours before the trek are eligible for a full refund or credit towards another trek.

Cancellations made within 48 hours of the trek may not be eligible for a refund since logistics are already finalized.

Q8: What if the trek is cancelled by the organizers?

If a trek is cancelled due to weather, safety, or logistical reasons, you’ll receive a 100% refund or the option to transfer your booking to another trek.

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🎒 Preparation & Packing

Q9: What should I carry for a trek?

Basic essentials include:

• Comfortable trekking shoes

• Water bottle (minimum 2L)

• Energy snacks

• Rain jacket / windcheater

• Sunscreen & cap

• A small backpack (not a suitcase)

Q10: How do I know if I’m fit enough for a trek?

Each trek listing mentions its difficulty level (Easy, Moderate, or Challenging). If you’re unsure, start with an easy one. We’ll also guide you through basic fitness preparation if needed.

Q11: Do I need to bring food or water?

We usually provide breakfast and lunch for day treks, but it’s good to carry some personal snacks and enough water.

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🚐 Travel & Logistics

Q12: How is travel arranged?

We usually travel together in pre-booked tempo travellers or minibuses from a common meeting point (typically near MG Road or Koramangala).

The exact pickup time and location will be shared after registration.

Q13: Can I join directly at the base point?

Yes, you can choose to travel on your own if it’s convenient. Just inform us in advance so we can plan accordingly.

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🏕 Stay & Camping

Q14: Are overnight treks safe?

Absolutely. Safety is our top priority. All campsites are verified and led by experienced trek leaders. We carry first-aid kits and maintain emergency protocols.

Q15: Are tents and sleeping bags provided?

Yes, for camping treks, tents and sleeping bags are included unless stated otherwise.

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👥 Community & Conduct

Q16: Can I come alone?

Definitely! Many of our participants come solo and end up forming lasting friendships. IntoTheWild is a friendly, open community that welcomes everyone.

Q17: What’s expected from participants?

We encourage everyone to:

• Respect nature and leave no trace

• Be punctual

• Cooperate with trek leaders

• Maintain a positive, inclusive attitude throughout

Q18: Can I suggest new trek locations or events?

Yes! We love suggestions from the community. You can submit ideas through the “Suggest a Trek” section in the app.

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🧘‍♂ Special Events & Experiences

Q19: Do you organize special treks or camps?

Yes! We host themed experiences like:

• Single Mother & Child Camps

• Community Camps

• Kalaripayattu Rotation Camps

• Long Treks like Kudremukh

These events are announced on the app and our social media pages.

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📱 App & Support

Q20: How do I contact support?

You can reach us directly via the Help & Support section in the app or email us at support@intothewild.com.

Q21: How often are new treks added?

We add new treks and events every week — keep an eye on the home screen and “Upcoming Events” tab!

Q22: Can international travellers join?

Yes! We welcome everyone. The app supports easy registration and payments for international participants as well.