FAQs

Nord Extreme Himalaya Pvt. Ltd. · delightful-orange-chimpanzee.tarevirjungleresort.com · Updated 22 November 2026

Booking & payments

How do I book a trip?

Choose your trip and departure date, then click Book now on the trip page, or send us an enquiry. With your booking we ask for a clear copy of your passport (valid for at least six months beyond your travel dates), proof of travel insurance and any special requirements such as dietary needs or medical conditions. We then confirm availability and email your official booking confirmation.

How much do I pay to confirm my booking?

A 20% deposit of the total trip cost is due at the time of booking. A further 15% is due at least 15 days before departure, and the remaining balance is paid on arrival in Kathmandu before the trip begins.

Can I book at the last minute?

Yes. For bookings made within 15 days of departure, a 50% advance payment of the total trip cost is required. Last-minute bookings depend on availability and permit processing times.

How can I pay?

By bank transfer, by credit or debit card, or in cash on arrival in Kathmandu. Online card payments are made on a secure payment page — after we confirm your booking we send detailed payment instructions.

What if I need to cancel?

Please tell us as early as possible. Cancellations and refunds follow our official cancellation policy in the Booking Terms & Conditions; the refund depends on when you cancel and on the type of trip.

Trips & itineraries

Can I travel on my own dates as a private trip?

Yes. Alongside our fixed departures we organise private trips that start on a date you choose — pick “Private trip” at checkout or tell us your preferred dates in an enquiry.

Can the itinerary be changed?

Please agree any changes with us before your booking is confirmed — once it is confirmed, the itinerary cannot be altered by the client. For safety we may need to modify, postpone or cancel part of an itinerary because of local conditions such as weather.

What is included in the price?

Every trip page lists exactly what is included under What the price covers. On a typical trek this includes transport as per the itinerary, the listed hotel nights and meals, the trekking permits, a licensed guide and porters (with their salary and insurance) and a first-aid kit.

What is not included?

Usually your international flights, the Nepal visa fee and your travel insurance, plus personal expenses. The exact list is on each trip page under Not included.

Visas, permits & insurance

Do I need a visa for Nepal?

Most visitors need a Nepal entry visa, which is available on arrival at Tribhuvan International Airport in Kathmandu or in advance from a Nepalese embassy.

Is travel insurance required?

Yes, it is mandatory. Your policy must cover trekking at the altitudes of your trip, including emergency helicopter evacuation, and trip cancellation. It must not exclude mountaineering or alpine activities. Rescue insurance cannot be bought in Nepal, and evacuation costs must be paid in cash in Nepal unless your insurer pays directly.

Which permits do I need, and who arranges them?

It depends on the region — for example, the Everest region needs the Sagarmatha National Park permit and the local government entry permit. The permits included in your trip are listed on its page, and we arrange them for you.

Safety & guides

Who will be my guide?

Your trip is led by government-licensed Nepali guides. You can meet our team — with their experience and licence details — on the About Us page.

How do you handle altitude?

Our high-altitude itineraries include acclimatisation days (for example in Namche Bazaar and Dingboche on the Everest Base Camp trek), and your guide carries a first-aid kit. If an evacuation is ever needed, it is arranged through your travel insurance.

Is it safe to pay online?

Yes. Card payments are processed on a secure, PCI-compliant payment page provided by CyberSource (a Visa company). Your card number is never seen or stored by our website.

About Nord Extreme

Is Nord Extreme a registered, licensed company?

Yes. Nord Extreme Himalaya Pvt. Ltd. is incorporated with the Office of the Company Registrar in Nepal, licensed as a trekking agency by the Department of Tourism, and a member of TAAN and the Nepal Mountaineering Association. You can view the certificates on our Legal Documents page.

Where is your office?

Our office is in Chabahil-7, Kathmandu, Nepal. You are welcome to visit — see the Contact page for directions, phone and WhatsApp.

Questions? We are here to help

Contact our team in Kathmandu: sonam@nordextreme.com · +977 9851078748 · delightful-orange-chimpanzee.tarevirjungleresort.com