

Booking Conditions 2021 - Scenarios

This document gives potential scenarios that result in you, or us, needing to cancel your trip, and what will happen to your payment, to assist in understanding our [formal Booking Conditions](#) (relevant clauses referenced below). We refer to Mongolia here, but these scenarios apply equally to trips in Kazakhstan or Russia.

Please contact us with any scenarios that we have not thought of.

All offers of a credit if you need to cancel, mentioned in these scenarios, are at our discretion, unless specified in our Booking Conditions.

1. The Mongolian border is currently closed, so what if it is still closed in the lead-up to my trip?
 - If the border is still closed 60 days before departure, and there is no official advice that it will be open by departure, we will cancel and give you a full refund, or the option of a credit.
 - See clause 4.1
 - Risk of losing your trip payment: none
2. Oh no, the Mongolian border was open, but has closed again due to Covid-19, and there's only 2 weeks to go - what happens now?
 - If we confirmed the trip could go ahead, 60 days out, but then the border closes and we need to cancel, we will give you the choice of a full refund, or credit. This applies even if it happens the day before we are due to depart.
 - See clause 4.2
 - Risk of losing your trip payment: none
3. The Mongolian border is open, but Covid-19 is taking off again and Zavkhan Trekking deems the risk to be too high and cancels the trip - will I get my money back?
 - Yes, we give you a full refund, or the option of a credit
 - See clause 4.1
 - Risk of losing your trip payment: none
4. What if there are restrictions on travel such as a quarantine period on arrival, or no travel beyond Ulaanbaatar?
 - We will cancel and give a full refund or the option of a credit.
 - See clause 4.1
 - Risk of losing your trip payment: none
5. You cancelled my trip, and refunded my payment fully which is great, but will you also be compensating me for the loss of my flights, and other costs?
 - No, we are not liable for further costs incurred by you. If we have cancelled due to Covid-19, you won't be able to claim flight costs on your insurance. We recommend buying flexible flights. If we cancel for a reason unrelated to Covid-19, your insurance

policy should cover loss of flights, and other costs such as visa fees.

- See clause 4.3

6. The trip I'm booked on doesn't have many other people also booked - will it still run?

- If by 60 days before departure we haven't reached minimum numbers, we may cancel the trip. In consultation with you, we may decide to wait longer. The minimum number of people required is generally 5, but can be less (we prefer to be able to give our local team the work, even if there may be less than 5 people).
- Risk of losing your trip payment: none

7. I'm packed and there's 2 weeks to go, but my government has just announced that we will be going in to lockdown again by the time I leave on my big trip, so I need to cancel

- We will give you a credit for your deposit, and balance if paid
- See clause 3.2
- Risk of losing your trip payment: none

8. Darn it, there's only 5 days to departure, and we are heading in to lockdown

- Unfortunately we need a minimum 10 days notification that you will be cancelling due to an official Covid-related lockdown, so can't give a refund or credit in this case.
- See clause 3.2.1
- Risk of losing your trip payment: low

9. It's looking good, the border is open, there's no lockdown at home, I'm free to travel...but my government has just announced a long and expensive quarantine on return. Can I cancel and get a refund?

- If we consider the quarantine measures to be onerous enough that you are justified in cancelling, and the quarantine was not in place 60 days before departure, we will give you a credit. As a guide-line, 2 weeks spent in self-isolation at home would not be considered onerous. However 2 weeks in a managed isolation facility in New Zealand, costing several thousand dollars, is likely to be.
- See clause 3.2.2
- Risk of losing your trip payment: none, unless you choose to cancel unnecessarily

10. Oh no, I've caught Covid-19 in the lead-up to my trip, so now I can't travel

- We will give you a credit for your deposit, and balance if paid
- See clause 3.2.2
- Risk of losing your trip payment: none

11. I felt fine, but at the airport (or on arrival in Mongolia) I failed a Covid-19 test and wasn't able to travel

- We will give you a credit for your deposit, and balance if paid
- See clause 3.2.2
- Risk of losing your trip payment: none

12. I was having a lovely time on the trek, but then I caught Covid-19. What happens next?

- We will do whatever is necessary to ensure you are looked after, and you will need to go in to self-isolation. You will need to have sufficient funds available to pay for hospital care or evacuation home (you will not be able to rely on insurance to cover that). On the brightside the risk is currently low, and it is not expensive to get reasonable hospital care in Mongolia. We will not be able to refund or credit the partial loss of your trip.

- Risk of losing your trip payment: low

13. I'm not an anti-vaxxer, but I'm nervous about a dodgy vaccine I might be required to get on arrival. Would it be OK if I cancelled and got a refund?

- Don't worry, that hasn't happened yet. If a vaccine is required, and there is an international consensus that it is safe, we would not be able to give a refund or credit if you cancel. However if it is a vaccine that is considered potentially unsafe (and we wouldn't be happy getting it ourselves), then we may need to cancel the trip and give a full refund.

- Risk of losing your trip payment: low

14. I've changed my mind about a trek in Mongolia, it just seems a bit risky with Covid-19 about.

- We are unable to give a refund or credit if you simply change your mind for any reason (if we consider the risk from Covid-19 is too high, we will cancel the trip and give you a refund).
- See clause 3.1
- Risk of losing your trip payment: high

15. In general, if you need to cancel your trip for a reason that is not covid-related (ie it is not due to a pandemic, or a 'known risk'), you should be covered by your travel insurance, as normal.