

COMPANY PROFILE

NAME OF COMPANY	PACIFIC TRAVEL GROUP-NEPAL
DATE OF ESTABLISHMENT	1992
OWNER	THE BANTAWAS GROUP OF COMPANIES
MEMBERSHIPS	HIS MAJESTY'S GOVERNMENT, MINISTRY OF TOURISM, CULTURE AND CIVIL AVIATION, LISENCE # R 512 (303) & 333/1994, NATA, NMA, JATA, TAAN, PATA, HRA, NTB, KEEP.
HEAD OFFICE	NAXAL, GAIRIDHARA, GPO BOX: 6138, KATHMANDU, NEPAL
TYPE OF ACTIVITIES	INBOUND TOUR OPERATOR, TREKKING, MOUNTAINEERING, PEAK-MOUNTAIN CLIMBING-EXPEDITION, DOMESTIC INTERNATIONAL AIR TICKETING, CULTURE TOUR, INCENTIVES, GROUPS, MEETINGS & CONFERENCES, TAILOR MADE PROGRAMMS, VIP ARRANGEMENTS, ECOTOURISM ACTIVITIES
HOTELS CONTRACTS	MORE THAN 200 HOTELS AGREEMENTS THROUGHOUT KATHMANDU AND OTHER PARTS OF NEPAL.
TEAM	45, INCLUDING MULTILINGUAL TOUR/TREKKING GUIDES, COOKS & REPRESENTATIVES
OPENING HOURS	SUNDAY TO FRIDAY - 09H30 TO 17H30

COMMUNICATION

Pacific Travel & Tours (P) Ltd.

Trekking In Nepal (P) Ltd.

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Web site: www.pacifictoursnepal.com, www.trekinginnepal.com, www.kanyamtea.com

PACIFIC TRAVEL GROUP-NEPAL

Trek and Tour professionally ! Access every imaginable destination, from Buddha's birth place to the top of the planet, in the Southern Asia region: **Nepal, Tibet, Bhutan** and **India** with a competitively priced trekking company who provides the most up to date and capable service on the market. With combined staff experience in adventure, care and Asian journey, the company is dedicated and able to offer the best of services. Our tour and trek guides, cooks are tops in the field, each trained and experienced in handling standard individual daily needs in a variety of settings as well as the unexpected.

Most of the clients are happy because of prompt communication system for Internet clients and local agents. The company has more than 200 kinds of products, which are applicable for all possible destinations. How has the company provided the service for the past years ? Please click <http://www.pacifictoursnepal.com/kathy/comments.html> and see what the customer said.

Going through the tourist records and website hits shows clearly that interest in visiting Nepal is rapidly growing. The site was launched on November 17, 1997 and a hit counter opened as of March 2000. The site had been updated accordingly with the latest information.

For the safety of the group during the treks and tours, the organization, under their company's policy and facility, have always taken care of its valued guests on the tour, when trekking, in expedition or during peak climbing. In case of accidents or high altitude sickness we provide primary medical primary treatment.

THE LONG-STANDING TOUR OPERATOR OFFERING TOP GROUND-HANDLING SERVICES TO THE TOURISM INDUSTRY

We pride ourselves today with the capacity to provide a diverse and comprehensive range of products and services to visitors to our beautiful Himalayan kingdom-Nepal, and to respond with style and professionalism to all their requirements.

As a leading Nepalese operator specializing in inbound tourist traffic, we are ideally placed to propose to our clientele a wide range of services, and to adapt them to their exigencies. Thus, our proposals in terms of accommodation to our guests start with 5-star hotels and include the whole spectrum of establishments to be found in Nepal, including budget and standard. We take much pride in boasting the highly flexible dimension of our services to our guests.

Nepal is now extremely well known for the hospitality and friendliness of its people. All our representatives are endowed with these human qualities, and the spontaneous welcome, which we extend to our guests, be it at the airport upon arrival, or in their hotel, bears testimony for this reputation. Professionalism is our constant endeavor. Our dedicated team shall be eager to provide you with our top-class services.

PACIFIC TRAVEL GROUP'S SERVICES

1. TRANSFER AND HOTEL BOOKING

- (a) Bookings can be made by fax or e-mail by our online internet booking form
Hotels are classified into categories in accordance with the Tour Operator. If the hotel asked for is full, automatically another hotel of the same category will be proposed.
- (b) A dedicated reservation staff member will be appointed to deal with the Tour Operator. The reservation officer will be responsible for the answering back of booking (within minimum time agreed), follow up of client, invoicing and informing of any special offers granted by hotels.

2. ASSISTANCE AT AIRPORT

- (a) Assistance is given to all passengers upon arrival and departure.
- (b) Welcoming of the passenger by our representative, where the exchange of voucher or M.C.O. is done.
- (c) Our staff on departure provides check-in assistance.

4. ASSISTANCE OF CLIENTELE

- (1) Our hotel representatives provide assistance to all clients.
- (2) Role of Representative:
 - (a) General information meeting with clients the day after their arrival.
 - (b) Personalized follow up of clients (individual meetings).
 - (c) Reconfirmation of Air tickets.
 - (d) Propose sight seeing tours and car hire.
 - (e) Assistance to clients in any changes they want during their stay (Change hotel - extend holiday etc.)
 - (f) Prepare personalized welcome and farewell message.
 - (g) Inform clients of departure pick up time from hotel to airport.

5. WELCOMING KIT

It includes:

- (1) A welcome message
- (2) A guide on Nepal
- (3) The PACIFIC TRAVEL GROUP booklet on excursions and other services, including a map of NEPAL

6. EXCURSIONS

Our excursion brochure gives more details about their frequency, itinerary and nature. Special itineraries can be organized with the hotel representative for clients who want exclusive vehicles (cars or minibus).

Professional guides speaking French -English - Spanish -Italian, German, Japanese and Chinese make all excursions. Japanese, Chinese, Greek and Swedish translators can be

obtained on request.

9. GROUPS & INCENTIVES

All programs are tailor-made depending on the size of group and on the hotel.
(N.B.) Prices quoted can be adjusted depending on size and needs of the group.

GENERAL WORKING CONDITIONS

1. SERVICES

- As a ground handling agent PACIFIC TRAVEL GROUP-NEPAL ensures to provide the following services to the clients who have booked their holidays to Nepal through your company:-
- Hotel reservations.
- Assistance which consists of:-
- Welcoming at airport on arrival and departure
- Reconfirmation of air tickets
- This does not include transport for the re-issuing of air tickets. We cannot be held responsible for non-reconfirmation of air tickets in cases where clients do not get in touch with our representative at hotel.
- Visit to the clients.
- Welcome Kit.
- Assistance during the stay.
- Transfers from the airport to their hotel and vice versa.
- Sightseeing tours.
- Car hire

2. BOOKING PROCEDURE & VOUCHERS

Instructions concerning services should be sent to PACIFIC TRAVEL GROUP-NEPAL by fax or e-mail and answering back is done within 24 hours. If you don't receive a reply within this delay, kindly send back your message. Requirements for each client (or group of clients) should be confirmed by a voucher which is remitted by the client (or Tour Leader, if it is a group of clients) to PACIFIC TRAVEL GROUP-NEPAL's representative on arrival at airport.

3. TRANSPORT OF CLIENTS & LUGGAGE

For transfers and sightseeing tours, PACIFIC TRAVEL GROUP-NEPAL reserves the right to use vehicles, which in their opinion are best suited for the transport of passengers and their luggage.

We reserve the right to charge to the client directly the cost of the extra vehicle used for the transport of luggage which cannot fit in the vehicle originally arranged for their transfer.

5. CANCELLATION POLICY AT HOTELS

Kindly note that each hotel has their own cancellation/no show policies. Therefore we cannot apply a standard policy.

8. TERMS OF PAYMENT

Payment should be made as soon as you receive our proforma invoice which will be sent by fax at confirmation of reservation. For any hotel payment effected through our company, you will be charged a handling fee of 10% on top of the net tour operator rates quoted by the hotels (unless otherwise agreed). If payment has not reached us two weeks before arrival of clients there will be an automatic cancellation. For all payments made directly on the bank account of PACIFIC TRAVEL GROUP-NEPAL, the Tour Operator will bear the costs of the bank charges of said payments.

For payments in foreign currencies and local currencies hereunder accounts' numbers:-

Pacific Travel & Tours (P) Ltd. *(US\$ Account)*
A/C # 0104211798301
Nabil Bank Ltd.
Kantipath, Kathmandu, Nepal

For Swift Code
NARBNPKA
Nabil bank
Kantipath, Kathmandu
Nepal

Trekking In Nepal (P) Ltd. *(US\$ Account)*
Nepal Indosuez Bank Ltd
A/C # 1858302
King's way, Kathmandu
Nepal

Pacific Travel & Tours (P) Ltd.
Bank Of Kathmandu
A/C # 01000001066-8 *(Local Currency Account)*
Kamaladi, Kathmandu
Nepal

GENERAL CONDITIONS

PACIFIC TRAVEL GROUP-NEPAL's policy of insurance provides comprehensive coverage against liability for damage or loss of baggage (at the rate prescribed by IATA) or injury to its clients. PACIFIC TRAVEL GROUP-NEPAL responsibility shall not extend to baggage kept in the custody of the passengers.

PACIFIC TRAVEL GROUP-NEPAL, shall not incur any responsibility for any loss, damage or delay attributable to "force majeure", fire, flood, cyclone, larceny, strike, trade dispute (whether such events are due to its servants or not), injunction, act of state, impossibility to obtain petrol or engine oil, accident, or other cause not under its immediate control. In no case shall PACIFIC TRAVEL GROUP-NEPAL be liable for indirect damage.