



An initiative
by **Mahindra**

SPITI VALLEY ADVISORY



ADVISORY:

- **Cash to Carry:** Carry enough cash as online card services may face network challenges.
- **Room Changes:** Post-confirmation changes to rooms or hotels may incur additional fees based on availability.
- **Government Regulations:** There may be changes to the tour schedule due to government regulations, public events and holidays.
- **Responsible Traveller:** Respect all staff members. If you encounter issues, please report them promptly.
- **Plastic-Free Zone:** Use paper or cotton bags for shopping.
- **Food Options:** There is vegetarian and non-vegetarian food available in all the hotels.
- **Punctuality:** Please be on time to avoid missing out the sightseeing places.
- **Clothes:** According to the weather conditions, you should carry adequate winter clothing, such as heavy woolen jackets and thermal jackets, as well as raincoats or umbrellas.
- **Network Issues:** There may be network issues in certain areas hence keep your family and friends informed accordingly.
- **Health Caution:** Avoid alcohol or intoxicants, as they can cause respiratory problems or dehydration at high altitudes, as medical facilities are limited.
- **Luggage and Bags:** Use waterproof backpacks and handbags. Avoid heavy suitcases and trolleys.
- **Rule Compliance:** Keeping your safety in mind, we advise that you strictly follow all safety measures and government rules. Any safety violations will result in the tour being cancelled.
- **Precautions for AMS:** AMS (Acute Mountain Sickness) can occur at high altitudes.
 - Consult your doctor for medication options.
 - Consume garlic, cloves, ginger water, chocolates or chewing gum.
 - Stay hydrated, eat light, and avoid smoking, alcohol and certain medications.
- If any group member wants to leave group in-between the tour, then he/she must pay the cost for transportation of bike from point of leaving the tour till the starting point of the trip.
- Group members would have to get their own riding gears.
- Wearing a helmet, carrying a valid ID proof and driving license is mandatory.
- In case of any damage/accident to another person or property, guests will be responsible to compensate.
- Guests are responsible for the safety and security of their luggage.
- It is recommended to carry a daypack bag to carry valuables.

HOTEL ADVISORY:

Room Changes:

- Any room or hotel changes to be made post confirmation will be based on availability and may incur additional costs.
- Room Heater available with an extra cost borne by the guest directly.
- The rates provided on the website are not final and it is subjected to change depending on the availability of given hotel rooms, availability of vehicles, revision on of hotel room rates and various other reasons.
- To get an accurate quotation, send us a query informing exact dates of the tour.

Basic Meals:

- Expect basic meals throughout the trip due to limited accessibility and infrastructure in hilly terrain.
- All hotels offer both vegetarian and non-vegetarian food.
- Hotel standards may not match Tier-I/II cities. AdventuRush will strive to provide accommodation from the shared list, but similar-category alternatives may be assigned for reasons like unavailability, maintenance, security, or guest feedback.
- Alcohol consumption in hotels may be subject to rules.
- Limited facilities are typical, and guests should expect simplicity.
- A maximum of 3 adults are allowed in one room.
- The third occupant shall be provided a mattress/rollaway bed.

PREP – WEAR, CARRY, FITNESS

To avoid AMS during trip:

- AMS or Acute Mountain Sickness is caused by quick exposure to low oxygen levels at high altitude. Symptoms of AMS include nausea, fatigue, rapid heart rate and headache to name a few.

The below mentioned precautions can reduce the symptoms of AMS

- Medication - Consult your doctor before you take any medicines.
- Garlic - Garlic improves the flow of blood in the body and lowers dizziness and nausea.
- Cloves - Like garlic, cloves also make the body use oxygen more efficiently.
- Ginger water - it helps you feel less nauseous.
- Fluids - Stay hydrated. You should consume four to five liters of water every day to get acclimatized faster.
- Eat Light - Keep eating at regular intervals. Take small and light meals.
- Avoid smoking, alcohol, sleeping pills or antidepressants.

Clothing

- Walking and trekking shoes - keep waterproof, comfortable and strong shoes
- Extra pair of socks
- Woolen clothes - Keep sweaters, jackets, comforters, shawls especially in the months between April - July and October-November
- Full-sleeved T-shirts and track pants
- Water-proof clothes - Carry raincoats and rain jackets.

Accessories

- Sunglasses with UV protection
- Lightweight gloves/mittens
- Water bottles that are preferably insulated
- Large Plastic bags to keep items dry.
- Headlamp/flashlight with spare batteries as extreme cold weather damages batteries

Medical supplies and toiletries

- High SPF sunscreen
- Moisturizers
- Lip Balms
- Small wash and hand towels
- Hand Sanitizer
- Pain relievers – Keep sprays or balms like Moov or Volini
- Doctor prescribed medicines for headache
- Mosquito Repellent
- Antiseptic cream
- Rehydration salts

Luggage and Bags

- Waterproof backpacks and handbags
- Duffel bag with personal gears
- Avoid trollies and heavy suitcases

IMPORTANT THINGS:

In case if flight got cancelled/rescheduled:

- In group, CX needs to acclimatize compulsorily for day 1 and he needs to join the group directly by paying the extra transportation cost or decision will be taken by vendor partner on ground.
- In FIT's CX need to acclimatize compulsorily for day 1 an itinerary will be shuffled as per the on- ground situation and if there are any additional charges CX will need to pay extra charges.

Pick and Drop:

- It will be provided one time for 1 PNR in case if Co-Travelers arrive/depart at different timing CX should pay extra charges.

Travel during night-time:

- Driving or roaming around at night on unknown terrains is not advisable, out of operating hours.

- **Luggage restrictions:**

- Please carry limited luggage with essentials only.
- Travelling with excess luggage on trips is inconvenient.
- Also carry portable luggage.
- We recommend you carry 1 rucksack bag to avoid trolleys.

- **Health:**

- It is advised to acclimatize yourself to this altitude.
- Consuming garlic, ginger water, chocolates or chewing gum can be helpful.
- You can also take medications as prescribed by your doctor to reduce the symptoms of altitude sickness.

- **Cash and Network Issues:**

- Carry enough cash with you as most of the places does not have the facility of payment through Credit or Debit cards.
- Also, there are SBI/JandK/HDFC/PNB/AXIS bank's ATM available, these are usually jam-packed or out of order due to huge tourist movement.
- There are network issues in certain parts of Spiti. Hence inform your family and friends about the same.

- **Child Advisory:**

- Since Ladakh is a higher altitude region with difficult terrain, it is advisable to consult a doctor to carry a child below the age of 5 years.

- **Caution About Staying at Camps:**

- Accommodation options in remote areas outside Kaza are very basic.
- Due to harsh and extreme climate, very few non-locals can sustain and work in the area and for this reason the camps are always short of staff.
- The guests should expect delays in order/meals, sometime non-availability of food items and dairy products

- **Basic advisory of terrain:**

- Since Spiti is a high-altitude mountainous region, it is susceptible to medical emergencies and road closures due to flash floods and landslides.
- Hence, there may be chances of 'on ground changes' in the itinerary like extra running of the vehicle, non-utilization of booked accommodation or transportation, alternate/additional hotel bookings or non-completion of the tour etc.
- These changes may attract extra expenses, which are not part of the original quote.
- Any such expense due to any reason medical / natural / political whatsoever will have to be paid extra by the guests.
- Furthermore, there will be no refund for any unutilized services due to any of the aforementioned reason or any other reason like bad weather, health, natural calamity, road closure etc.

CANCELLATION POLICY:

- Full Refund- If cancelled 10 days before the scheduled departure.
- No Refund- If cancelled by the customer within 10 days before scheduled departure.

If participants are unable to go through with the experience at site, no refund will be applicable. In that case in order not to cause inconvenience to the other travelers, the expedition will continue without the participant.

PAYMENT POLICY:

- 100% at the time of booking.

RESCHEDULE POLICY:

- Rescheduling is subject to availability.
- Once the cancellation window closes, rescheduling cannot be done.
- Any price differences resulting from rescheduling, such as changes in seasonal rates or availability, will be applicable and will be communicated to the customer during the rescheduling process.
- Each booking allows for a maximum of one rescheduling opportunity, after which no further changes can be made to the booking.
- If a customer requests a rescheduling but fails to attend the newly scheduled appointment, it will be considered as a missed appointment, and our standard cancellation policy will apply for the same.



An Initiative by
Mahindra

SAFE. AUTHENTIC. VERIFIED