

EVEREST LUXURY LODGES, NEPAL



Everest Lodge at Tashinga



HIGHLIGHTS

- This itinerary is a great introduction to trekking in Nepal while staying in high standard quality lodges of the Everest region.
- Our Everest Luxury lodges trek uses the chain of Everest Summit Lodges (“ESLs”), they provide accommodation at a standard far better than anything else available in the area. They are ecologically sympathetic and carefully located for their scenic views.
- Where there are no ESLs, we use the best lodges available with good dining facilities and bedrooms with attached bathroom: Hotel Sherpaland in Namche Bazaar, Himalayan Lodge in Pheriche and Motherland Lodge in Lobuche (newly opened January 2011).
- We have designed a trek where, not only do you get the superb mountain views of the high Himalayan peaks of Everest, Nuptse, Lhotse and Ama Dablam, but also visit Sherpa villages and Buddhist monasteries along the way.
- Roland, owner and founder of The Mountain Company, has led this trip several times and has modified the itinerary based on this experience. He will be able to answer any questions you might have.



TESTIMONIALS

“Your organisation was superb & the trek itself exceeded our expectations by miles!” John Potter (UK)

“Everything with the organisation was first class; you really run a well oiled machine!” Gordon and Lynda Blair (UK)

“Just a note to let you know everything turned out perfectly on our Nepal Trip. I have travelled with several other well known travel companies such as Abercrombie and Kent, REI, Mt Travel- Sobek and I must say you've topped the high standard in the adventure travel industry. All members of our group were absolutely delighted.

All in all a great trip and you are to be congratulated for running such a smoothly oiled operation. Lakpa, the guide, was very entertaining and was with us at all times in case we had any questions. The Everest Luxury Lodges were really great and the food way beyond our expectations. We ate everything and stayed healthy.” Robert Weiner (US)

“I can only say good things about my honeymoon the trek, the guide Lakpa was brilliant - He was so welcoming and helpful towards us and other groups that we met on the trek. His knowledge was also very good which made the trek even more enjoyable. Also Tulsi in Kathmandu & the porter Ziban were excellent as well so to be honest with you I can't fault a thing!” Alistair Wright (UK)



EVEREST LUXURY LODGES

Total number of days	16 days
Grade & days trekking	Gentle, 11 trekking days
Accommodation	4 nights hotel, 11 nights lodges
2012 price ex Kathmandu	£1,695 (US\$2,795)
Minimum group size	2
Dates	March 17 th to April 1 st 2012 April 7 th to 22 nd 2012 April 28 th to May 13 th 2012 October 6 th to 21 st 2012 October 20 th to November 4 th 2012 November 10 th to 25 th 2012 November 17 th to December 2 nd 2012 December 8 th to 23 rd 2012 March 16 th to 31 st 2013 April 6 th to 21 st 2013 April 27 th to May 12 th 2013 October 5 th to 20 th 2013



October 19th to November 3rd 2013

November 9th to 24th 2013

November 16th to December 1st 2013

December 7th to 22nd 2013

THE FOLLOWING IS INCLUDED IN THE PRICE OF THE TRIP

- Internal flight to/from Lukla and Kathmandu.
- All transfers including airport collections.
- One day sightseeing in Kathmandu with Nepalese cultural guide and private vehicle.
- Twin share room at Hotel Shangri La (four star) in Kathmandu.
- Breakfast only in Kathmandu, all meals included while on trek.
- Twin share room at Everest Summit lodges and teahouse lodges (Namche and Phakding) while on trek.
- All trekking arrangements including permits and fees, Sherpa guide and porters.
- Everest trekking map given to you on arrival to Kathmandu.
- Rubberised luggage tags posted to you before departure.
- Financial protection insurance with International Passenger Protection.
- Pre departure support and advice from The Mountain Company by email, phone or face to face meetings in London. After booking with us we will send our comprehensive “Nepal Trek Information” notes.

Telephone and fax: 0207 4980953 / International callers: +44 207498 0953

Skype ID: Rolandh1 / Email: info@themountaincompany.co.uk / www.themountaincompany.co.uk

Postal address: Flat 3, 190 Cedars Rd, Clapham, London SW40PP, UK



THE FOLLOWING IS NOT INCLUDED IN THE PRICE OF THE TRIP

- International flight to/from Kathmandu (London from £550).
- Travel & trekking insurance.
- Nepal visa for 30 days at US\$40 (approx £25).
- Lunch and evening meals in Kathmandu.
- Personal clothing & equipment, please see the Appendix for suggested kit list.
- Tips (guidance on amounts included in our “Nepal Trek Information” notes).
- Other items not listed in “What is included”.

THE FOLLOWING SINGLE SUPPLEMENT IS AVAILABLE:

Single room supplement £495 (US\$795)

YOUR COMPLETE FINANCIAL PROTECTION

In accordance with "The Package Travel, Package Holidays and Package Tours Regulations 1992" all passengers booking with The Mountain Trekking Company Ltd (“The Mountain Company”) are fully protected for the initial deposit and subsequently the balance of all monies paid to us, including repatriation if required, arising from cancellation or curtailment of your travel arrangements due to the insolvency of The Mountain Company.



For further information about our financial protection insurance with International Passenger Protection please see Appendix 2.



PARTICIPATION STATEMENT

Participants should be aware trekking, mountaineering and travelling in a developing country are activities that involve a risk of personal injury or death. As a condition of booking you must accept these risks and be responsible for your own actions and involvement.

Adventure travel requires an open and flexible attitude. You may experience extreme conditions, unpredictable weather and last minute changes to the itinerary beyond our control. Lack of acclimatisation to high altitudes could also be a risk factor. Our itineraries allow optimum time for acclimatising although it is possible that some individuals might be slow acclimatisers.

The majority of our trips visit remote areas where you are away from normal emergency services and medical facilities. In case of a serious injury requiring hospitalisation, it has to be accepted by you, evacuation could take up to several days and may impede your ensuing recovery. Helicopters are the most usual means of evacuation, however they are not always available or they may be hindered by poor weather and flying conditions.

INTRODUCTION

Trek in the Everest region staying in high quality lodges with visits to Sherpa villages and Buddhist monasteries.

Our Everest Luxury Lodges trek is the best way to explore Nepal in style while staying in comfortable lodges of the Everest region; the Everest Summit Lodges are at a standard far better than anything else available in the area. The lodges provide the highest level of service with landscaped gardens, comfortable lounges and bedrooms as well as hot showers and western toilets.

The trek starts with an exciting flight in a Twin Otter plane to the mountain airstrip at Lukla, from here we follow in the footsteps of famous mountaineers for the walk into Everest Base Camp. We are now in Buddhist Sherpa country where you will see colourful prayer flags, mani walls and monasteries along the way.



The trail between lodges takes you through beautiful Nepalese villages with spectacular views of the Khumbu and the Everest region. This is a moderate walk and would be an ideal choice for the first time trekker wanting to maintain home comforts.

DETAILED ITINERARY

It is our intention to keep to the day by day itinerary detailed below, although there might be some flexibility due to local conditions or other factors beyond our control. If this is the case the trek leader will do everything possible to work out the changes to the itinerary in order to minimise your inconvenience.

Day 1. Arrive Kathmandu and join the tour at the hotel.

You will be met on arrival at Kathmandu airport and driven back to the hotel. Please provide travel plans on booking and we will arrange the pick up and transfer. A full briefing will be given in the afternoon. **Overnight Shangri La hotel.**

Day 2. Sightseeing in Kathmandu.

Today we explore Kathmandu with a local guide, the day is flexible depending on what you would like to see but the most popular places generally are:

- Pashupatinath is a Hindu temple with burning ghats on the banks of the Bagmati river.
- Swayambhunath, also known as the monkey temple, is climbed by a long set of steps and has great views of Kathmandu.
- Boudhanath stupa has many traditional gompas hung with strings of multi coloured prayer flags, it attracts many Sherpas and Tibetans for the circumambulations of the stupa (koras).
- Durbar square, which is one of the old capitals of the Kathmandu valley, has a blend of Hindu and Buddhist temples.

Day 3. Fly to Lukla (2,840m), trek to Phakding (2,610m)- 4 to 5 hours walking.

After the exciting landing at Lukla, you will start the trek. It is an easy introduction to the beautiful Dudh Kosi river valley and you will pass carved mani stones and prayer wheels typical of Sherpa Buddhist country.

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Our first lodge is the Mountain Resort at Phakding on the bank of the Dudh Khosi. This is a reasonable distance to cover on the first day, we believe pushing on to the first Everest Summit Lodge at Monjo is too far. The lodge is beautifully designed with a natural wood dining area and bedrooms with private bathrooms. It is a great place to relax and take in these beautiful surroundings. **Overnight Mountain Resort.**

Day 4. Trek to Monjo (2,850m)- 3 hours walking.

From Phakding the trail follows the Dudh Kosi valley north, staying on its west bank and soon there is a good view of Thamserku (6,608m). After a walk uphill and over a ridge there is a traverse high above the river to Benkar, and a little further on you cross over a suspension bridge to the east bank of the Dudh Kosi.

There are excellent new metal suspension bridges over the rivers which we cross several times. We reach Monjo at the entrance to the Sagarmatha (Everest) National Park, by lunch time. In the afternoon there is the option to hike up Thakcho Hill behind the village for spectacular views of Numbur, Thamserku and Kongdi Ri.

Overnight Everest Summit Lodge.

Day 5. Trek to Namche Bazaar (3,445m)- 6 to 7 hours walking.

After crossing the Hilary suspension the trail starts uphill to Namche Bazaar. There is a good excuse for a break half way up when Everest becomes visible for the first time. On reaching Namche we check into Hotel Sherpaland, this is the best hotel and centrally located. **Overnight Hotel Sherpaland, take a look at their website:**

<http://www.hotelsherpaland.com/>

Day 6. Trek to Tashinga (3,450m)- 4 hours walking.

This morning we leave Namche on the trail contouring the hillside high above the Imja Khosi. There are spectacular views of Everest, Lhotse and Nuptse and also the beautifully shaped Ama Dablam known as one of the most beautiful mountains in the world. The lodge is just located outside the village of Tashinga with views down the valley to Ama Dablam and Everest. **Overnight Everest Summit Lodge.**

Day 7. Trek to Pangboche (3,875m)- 6 to 7 hours walking.

Today we set out for Pangboche village and pass the important Tengboche monastery along the way. The Tengboche monastery is the most important gumpa in the Sherpa region, and home to the abbot and about 80 monks and novices



following Nyingmapa Buddhism, the predominant Sherpa sect. There is a good view of Everest from here. After a visit to the monastery we will carry on walking to the village of Pangboche. **Overnight Everest Summit Lodge.**

Day 8. Exploration day around Pangboche (3,875m).

Today there are a number of options to explore Pangboche village, it is worth walking to Upper Pangboche to visit the gompa and also walk to the viewpoint. If you are feeling energetic then you could walk towards Ama Dablam Base Camp, this is an opportunity to get off the main Everest Base Camp trail and explore a quieter area in the Khumbu below one of the most beautiful mountains in the world

Day 9. Trek to Tashinga (3,450m)- 6 to 7 hours walking.

Today we walk back down to the lodge at Tashinga. **Overnight Everest Summit Lodge.**

Day 10. Trek to Mende (3,700m) via Sherpa villages of Khunde and Khumjung- 7 hours walking.

Today we head back towards Namche contouring above to visit the Sherpa villages of Khumjung and Khunde. Khumjung is the site of the first school built by Edmund Hillary and the Himalayan Trust. We visit the village gompa above the village and will have the chance to see the infamous 'yeti scalp'. After lunch, we continue our walk towards our next Everest Summit Lodge at Mende. At the small village of Tshro we turn off the main trail to Thame and follow a small but steep path to the lodge at Mende. **Overnight Everest Summit Lodge.**

Day 11. Day trek to Thame village and monastery (3,820m)- 6 hours walking.

The Thame valley is beautiful and is less visited than the main trail to Everest base camp. The monastery is situated above the village of Thame with the trail lined by many hand-carved Mani stones. We have lunch in Thame and then head back to Mende. **Overnight Everest Summit Lodge.**

Day 12. Return to Monjo (2,850m)- 6 hours walking.

The trail descends to Namche Bazaar and then on to Monjo. Overnight at the Everest Summit Lodge at Monjo. **Overnight Everest Summit Lodge.**



Day 13. Return to Lukla- 5 to 6 hours walking.

Overnight at the Everest Summit Lodge at Lukla. **Overnight Everest Summit Lodge.**

Day 14. Fly to Kathmandu. Overnight Hotel Shangri La.

Day 15. At leisure in Kathmandu. Overnight Hotel Shangri La.

Day 16. Fly back home.

Transfer to Kathmandu airport for the flight back home. End of trip



ETHICAL AND ENVIRONMENTAL CONSIDERATIONS

The Mountain Company is committed to adopting a responsible attitude to the areas we visit. We are guests of the communities visited and with some thought and care we can ensure that everyone benefits from the experience.

We work closely with the International Porter Protection Group (www.ippg.net) who we support as a Camp 1 sponsor- we abide by their 5 guidelines for porter protection.

We also work with other organisations such as Climate Care (www.climatecare.org), Tourism Concern (www.tourismconcern.org.uk), Friends of Conservation (www.foc-uk.com) and Kathmandu Environmental Education Project (www.keepnepal.org).

We have developed a Responsible Tourism policy which aims to ensure that The Mountain Company and its clients act in a way that is socially, environmentally and culturally sound.

The Mountain Company has joined the UK Foreign and Commonwealth Office (FCO) Know Before You Go campaign. The aim is to make sure travellers are properly prepared before travelling overseas. The best way to get the FCO latest advice is to visit their website at: www.fco.gov.uk/travel.

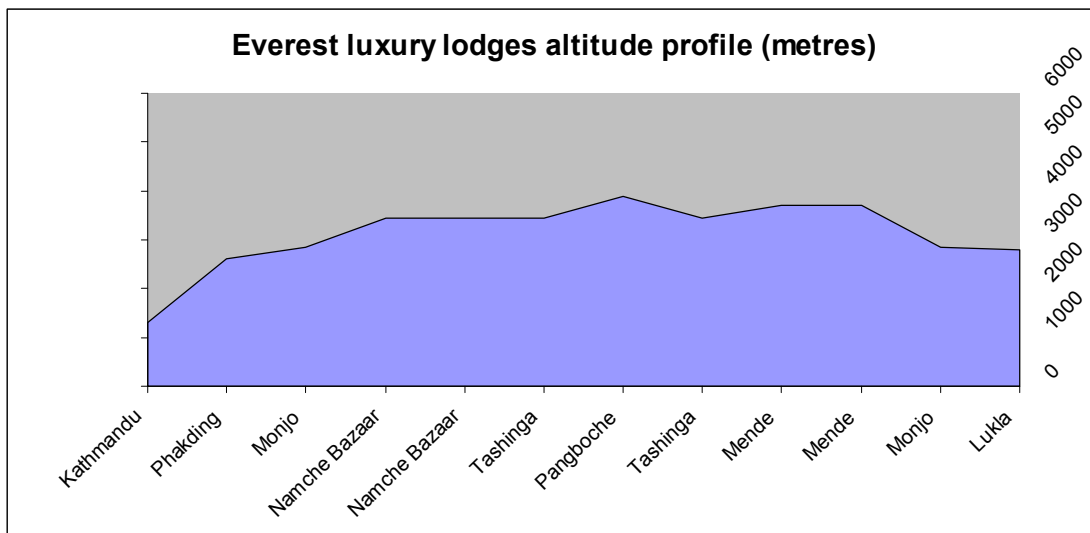




PRACTICAL INFORMATION

ALTITUDE AND ACCLIMATISATION

Our Everest Luxury Lodges itinerary has been designed for gradual acclimatisation to take place, take a look at the altitude profile for the itinerary below:



There are ways of helping the acclimatisation process, as described below:

- **Walk slowly:** there is plenty of time included in the itinerary so there is no need to rush, go at your own pace and enjoy the incredible views!
- **Drinks lots of water:** it is easier for your body to acclimatise when hydrated so drink water and avoid coffee, tea and alcohol.
- **Consider taking diamox (acetazolamide):** before using this drug we recommend consulting a doctor and thoroughly researching the pros and cons.



For further information we suggest you take a look at the following websites:

Base Camp MD website:

<http://www.BaseCampmd.com/expguide/highalt.shtml>

High Altitude medicine website:

<http://www.high-altitude-medicine.com>

Medex Travel at High Altitude:

<http://www.medex.org.uk/v26%20booklet.pdf>

BMC website:

<http://www.thebmc.co.uk/Feature.aspx?id=1746>

ACCOMMODATION IN KATHMANDU

In Kathmandu we use Hotel Shangri La (four star). The hotel is located close to the British Embassy near to the centre of Kathmandu. It is within walking distance of the Royal Palace and the tourist hub of Thamel.

LUKLA FLIGHT

Please note that flights to and from Nepal's Short Take-Off & Landing ("STOL") mountain airstrips such as Lukla are dependent on the weather. Delays often happen if there is poor visibility or high winds.

If you have to wait in Kathmandu at the beginning of the trip due to delays in flying into a STOL mountain airstrip the cost for your overnight accommodation in Kathmandu is not included so you will have to pay extra for this.

In all of our itineraries visiting areas with STOL mountain airstrips such as Everest region we include one extra day in Kathmandu at the end of the trip in case of delays flying back. If you are delayed longer than this our office in Kathmandu can help reschedule your international flights however there is likely to be a fee charged by the airline for this. You will also have to pay for all of your additional costs incurred in Kathmandu as a result of the delay such as accommodation and meals.



FOOD

In Kathmandu there is a wide range of excellent restaurants, some of the more popular ones are: K Too Steak House, Everest Steak House, Rumdoodles, Fire and Ice, La Dolce Vita, Mike's Breakfast and New Orleans. Breakfast is provided each morning by the hotel.

In the lodges for breakfast you are likely to get porridge or cereal, toast or chapattis, omelettes and a range of hot drinks. On arrival in the afternoon you will be given tea and biscuits and a three course meal will follow later in the evening.

CLIMATE

The traditional trekking season in Nepal is late September to May, with October and November generally recognised as having the best weather. Spring is also a popular time of year with warmer weather and the advantage of seeing spring flowers and rhododendrons in bloom.

This trek will have a wide range of temperatures depending on the altitude and the time of day. In the mountains between 1,000m and 3,500m the nights will be cool, normally around 5°C, and during the day temperatures sometimes rise to 25°C. At higher altitudes temperatures range from about 15°C to -10°C.

CLOTHING AND EQUIPMENT

A list of suggested clothing and equipment for the Everest Luxury Lodge trek has been included in Appendix below. This is a comprehensive list and experienced trekkers will often take only a selection of these items based on what has worked in the past.

If you do not have the clothing and equipment contained in this list then a good option might be to rent from the UK. Trek Hire is a company that rents out high quality items at competitive prices which would save you the expense of buying. The link to their website is <http://www.trekhireuk.com/>



Alternatively if you are going to buy then please contact the office for the Cotswold Outdoor promo code that entitles you, as a client of The Mountain Company, to a 15% discount in their stores and online.

Each trekker should bring one backpack for items required during the day. Your day backpack will contain items such as warm clothes, jacket, camera, water bottles, personal first aid kit and snacks.

The rest of your personal equipment packed in a duffel bag or backpack will be carried by a porter. **The maximum weight allowance is 15kgs.** Please ensure that your bag is marked clearly on the outside for easy identification.

VISA REQUIREMENTS

All foreigners require a visa for entry into Nepal. It is your responsibility to obtain the entry visa. You can get from a Nepalese embassy overseas or on arrival in Nepal. Most people will obtain their visa on arrival to Kathmandu airport.

You will need one passport photo and the following fees dependent:

- 15 days USD\$25 or equivalent convertible currency
- 30 days USD\$40 or equivalent convertible currency
- 90 days USD\$100 or equivalent convertible currency

VACCINATIONS AND MEDICAL

You should obtain professional advice from a travel clinic or your local GP about which vaccinations to have before you arrive in Nepal. A dental check-up is a good idea as there will be no dental facilities while on the trek.

We bring a comprehensive first aid kit from UK (Life Systems Mountain Leader) plus high altitude medicine, antibiotics and other medicines.



FLIGHTS

We recommend Max Travel (ATOL bonded license# 4705) for booking international flights and other travel arrangements. Please take a look at their website at <http://www.maxtravel.co.uk/> or give them a call on 020 7095 0920.

There are a number of good online agents that we also recommend, they are:

Kayak: *an excellent flight cost comparison website* <http://www.kayak.co.uk/>

Traveljungle: *another good flight cost comparison website*
<http://www.traveljungle.co.uk/>

Cheap Tickets: this site quotes airfares in USD\$ & often is very competitive when translated back to GBP£ <http://www.cheaptickets.com/>

Southall Travel: very competitive prices for India, Pakistan and Nepal both online and telephone support <http://www.southalltravel.co.uk/>

INSURANCE

Travel insurance for any Mountain Company itinerary is a condition of booking a holiday. At the very least you should have emergency medical and repatriation insurance which must include the cost of mountain rescue. Cancellation insurance is strongly recommended as all deposits paid to The Mountain Company are non-refundable.

To get an online quote for your personal travel and trekking insurance (UK residents only), take a look at Snowcard's website at http://www.snowcard.co.uk/pages/d_select1.asp?referrer_id=MC

The Snowcard activity level for Everest Luxury Lodge trek is 2 and prices start from £47.



Please note that The Mountain Company do not act as an agent of Snowcard Insurance and any policy bought via this web link is effected directly with Snowcard Insurance Services Limited.



CULTURAL CONSIDERATIONS

For those of you who are visiting Nepal for the first time we have provided some cultural information to help you fit in and feel at ease:

- The dress code is important for both men and women. Men and women should wear trousers rather than shorts while trekking.
- There are many hot springs, rivers and lakes where it is pleasant to take a dip, it is fine for men to go bare-chested while bathing but they should not go nude. Women should try and be as modest as possible in these situations.
- Hindus are concerned about the ritual pollution of food when it is touched by someone outside their caste or religion. Therefore, do not touch any cooked foods on display and when drinking from a container used by others avoid touching your lips to it. Do not eat food with your left hand and make sure you only give or receive food with your right hand.
- Shoes are considered degrading so keep them on the ground and remove them before putting your feet on anything. If you enter a Nepali house follow the example of your host in deciding whether to remove your shoes but on entering a temple or monastery you should definitely remove them.
- You will pass Buddhist mani walls, chortens, and stupas along the trek and to follow local traditions you should pass them on your right.



- When visiting a monastery or gumpa it is customary to give a donation for its upkeep.

SUGGESTED READING

Please take a look at The Mountain Company's online bookstore for a wide selection of books and maps to Nepal, the link is at:

<http://astore.amazon.co.uk/themountainco-21>

Everest- 50 years on top of the world by George Band

Above the clouds by Anatoli Boukreev

Eric Shipton- Everest and beyond by Peter Steele

Touching my father's soul by Jamling Tenzing Norgay

Into Thin Air by John Krakauer

The Ascent of Rum Doodle by WE Bowman

MAPS

Nepal Trekking Map Himalayan Maphouse Scale: 1:900,000 **This map will be included in your welcome pack when you arrive in Nepal.**

Everest Base Camp trekking National Geographic 1:135,000

Mount Everest Schweizerische Stiftung fur Alpine Forschung (Swiss Foundation For Alpine Research) 1:50,000

Mount Everest National Geographic Society 1:50,000



APPENDIX 1

SUGGESTED CLOTHING AND EQUIPMENT LIST

Footwear:

- Walking boots. Please use and break in before arrival to Nepal.
- Wool and liner socks.
- Trainers or trail shoes. Can be used in lodge in the evenings.

Clothing:

- Waterproof jacket and trousers (goretex or similar).
- Trekking trousers.
- Long sleeve shirts (not cotton).
- Micro fleece.
- Mid to heavyweight fleece.
- Sleeveless or body warmer type fleece.
- Thermals or baselayer for top & bottom (merino wool or synthetic).
- Fleece pants.
- Medium weight down jacket (optional- depends on time of year)

Handwear:

- Fleece gloves.

Headwear:

- Wool or fleece hat.
- Sun hat.
- Bandana or scarf.



- Headtorch. Bring extra batteries.
- Sunglasses.

Personal Equipment:

- Day pack for carrying water bottles, snacks, camera and extra clothing.
- Stuff sacks for keeping your gear dry and organised.
- Two water bottles (Nalgene wide mouth bottles are the best).
- Sunscreen and lipsalve with a high SPF.
- Water purification tablets (Pristine, Biox Acqua or Acqa Mira).
- Favourite snack food.
- Books, ipod and cards etc.
- Trekking poles (Black Diamond with “Flick Lock” are best).
- Camera with spare batteries and memory cards.
- Insurance certificate.
- Earplugs (optional).
- Hand sanitizer (optional).

Travelling:

- Duffle bag or large backpack for your personal gear on the trek (carried by a porter). Bring a small combination padlock to secure the bag.
- Travel clothes. You will need casual clothing for air travel days and time spent in Kathmandu. You can leave these at the hotel in Kathmandu while trekking.
- Toiletry bag include toilet paper, soap, towel, toothbrush, etc.

Personal first aid kit:

Note: we provide a comprehensive group first aid kit but please bring personal medications and other items you might use regularly such as:

- Any personal medications.



- Blister treatment (Compeed patches are the best).
- Rehydration powder eg Dioralyte.
- Analgesics (paracetamol, ibuprofen and aspirin).
- Plasters and zinc oxide tape.
- Throat lozenges.
- Diamox (helps with acclimatisation).



APPENDIX 2

INTERNATIONAL PASSENGER PROTECTION

In accordance with "The Package Travel, Package Holidays and Package Tours Regulations 1992" all passengers booking with The Mountain Trekking Company Ltd ("The Mountain Company") are fully protected for the initial deposit and subsequently the balance of all monies paid to us, including repatriation if required, arising from cancellation or curtailment of your travel arrangements due to the insolvency of The Mountain Company.

There is no requirement for Financial Protection of day trips, and none is provided. This insurance is only valid for packages booked that DO NOT include flights.

Consumer aware: Your booking is insured by IPP Ltd and its panel of insurers. This insurance is only valid for passengers who book and pay directly with/to The Mountain Company. If you have booked and/ or paid direct to a Travel Agent for a holiday with The Mountain Company please request proof of how the booking is secured as this will not be covered by IPP Ltd in this instance. For further information please go to www.ipplondon.co.uk

This Insurance has been arranged by International Passenger Protection Limited and underwritten by Insurers who are members of the Association of British Insurers & Lloyds Syndicates.

Claim procedures: download claim form from www.ipplondon.co.uk, any occurrence which may give rise to a claim should be advised within 14 days to: International Passenger Protection Limited, Claims Office, IPP House, 22-26 Station Road, West Wickham, Kent BR4 0PR, United Kingdom. Telephone: +44 (0) 208 7763752. Fax: +44 (0) 208 7763751.

In order to deal promptly with any claims hereunder it is essential that you retain all bills, receipts and other documents relating to your travel arrangements. Claims forms must be submitted to IPP within six months of date of insolvency they cannot consider or pay claims received after this date.