

STOK KANGRI EXPEDITION



Summit of Stok Kangri



HIGHLIGHTS

- This expedition would be a suitable objective for a hill walkers looking to climb their first peak in the Himalayas.
- To help acclimatise before the climb we go on a beautiful trek exploring the high and arid landscape which crosses several high passes.
- Included in the itinerary is the opportunity to see the monasteries of Leh and the highest motorable road in the world at the Khardung La. There is an option to extend your itinerary to visit Taj Mahal in Agra at the end of the trip.
- Stok Kangri would be an ideal opportunity to raise funds for the Charity of your choice. Please get in touch with us to discuss ideas for raising sponsorship.
- Roland, owner and founder of The Mountain Company, has led this trip several previous times and has modified the itinerary based on this experience. He will be able to answer any questions you might have.
- There is an option to extend your holiday after the trek to see Taj Mahal and Fatepur Sikri, please get in touch if interested.

"I'd like to take the opportunity to thank all at the Mountain Company and particularly Roland Hunter for making my trip to Ladakh so enjoyable. Thanks to Roland's organisational skills and local knowledge the trek went like clockwork and we achieved our aim of summiting Stok Kangri in perfect weather.

Roland even managed to locate a bar with a television on one of our trekking rest days so that we wouldn't miss England playing in the world cup finals! I look forward to trekking with you again in the future." Sam Halligan



STOK KANGRI EXPEDITION

Total number of days	18 days
Grade & days trekking	Strenuous (Mountaineering), 11 trekking days
Accommodation	6 nights hotel, 11 nights camping
	Delhi (2 nights) – Ashok Country Resort
	Leh (4 nights) – Pangong Hotel
2011 price ex Delhi	£1,545 (US\$2,550)
2012 price ex Delhi	£1,595 (US\$2,595)
Minimum group size	6
Dates	July 11 th to 29 th 2012
	July 10 th to 28 th 2013



THE FOLLOWING IS INCLUDED IN THE PRICE OF THE TRIP

- All transfers including airport collections.
- Twin share room at Ashok Country Resort in Delhi and Hotel Pangong (or equivalent) in Leh.
- Breakfast only at hotels in Delhi and Leh, all meals included while on trek.
- Twin share tents while on trek.
- All trekking arrangements including permits and fees, tents, Western and Sherpa guides, ponies and cook.
- 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 “Ladakh Trek Information” notes.

THE FOLLOWING SINGLE SUPPLEMENT IS AVAILABLE:

Single room supplement	£POA
Single tent supplement	£150 (US\$250)

Please note that if you are a single person booking on one of our trips you do not have to pay the single room supplement, this is only payable if you specifically request to have a room or tent to yourself. You will not have to pay this for this option if you happen to end up with a single room or tent due to odd numbers on the trip.



THE FOLLOWING IS NOT INCLUDED IN THE PRICE OF THE TRIP

- International flight to/from Delhi (from £400).
- Internal flight to/from Leh and Delhi (from £200).
- Travel & trekking insurance (Snowcard from £83).
- India visa up to 6 month (£40).
- Lunch and evening meals in Delhi and Leh.
- Personal clothing & equipment please see the Appendix for suggested kit list.
- Tips.
- Other items not listed in “What is included”.

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

This is a trek in Ladakh followed by an expedition to climb a 6,000m peak including time to explore Buddhist monasteries in and around Leh.

Ladakh, also known as little Tibet, is one of the most remarkable regions of India. Although politically part of India, Ladakh is geographically and culturally an extension of western Tibet. Ladakh is a high and arid landscape with lush irrigated valleys surrounded by snow capped peaks. Leh the capital of Ladakh has long been a remote and fascinating outpost and important cross-roads for pilgrims and traders in the upper Indus Valley.

After the spectacular flight over the Himalaya to Leh we spend several days for essential acclimatization with sightseeing at Buddhist monasteries. The trek starts at the village of Chilling in the Zaskar valley and from here it is a six day trek to Stok Kangri Base Camp. On the climb we use a High Camp at 5,300m that improves our chances of summit success. After an early start on summit day we



cross the glacier to reach a ridge that we follow to the summit. There are superb views south to Zaskar and north to the Karakoram range.

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 Delhi and join the tour at the hotel.

A driver will be sent to collect you on your arrival at Delhi airport and to bring you back to the hotel. Please provide travel plans on booking and we will arrange the pick up and transfer. Overnight Ashok Country Resort.

Day 2. Fly to Leh (3,505m).

Transfer to the airport for an early morning flight to Leh. The rest of the day it is best to relax and keep hydrated in order to gradually adapt to the high altitude of Leh. Overnight hotel.

Day 3. Sightseeing around Leh.

Leh is the ancient capital of Ladakh and has many hilltop forts and palaces to visit including the Royal Palace which overlooks the town. The town is situated on the old Silk Route and still has a trading tradition, it is well worth wandering around the colourful bazaar.

You will have the opportunity to visit the two well known monasteries of Shey and Thiksey. Shey gompa was constructed by the first king of Ladakh and was the seat of power for the pre- Tibetan kings. Thiksey gompa is a very impressive monastery containing numerous stupas, statues, thankas, wall paintings and a large pillar engraved with the Buddha's teachings. Overnight hotel.

Day 4. Day excursion to Khardung La (5,605m).

Today we drive up the "highest motorable road in the world" from Leh to the top of the Khardung La at 5,605m. This takes about 2 hours and is an ideal way to help the acclimatisation process by spending time above 5,000m.



On our return to Leh later in the afternoon we take the short walk up to the Shanti Stupa above the town, there are superb views of the Indus Valley and snow capped peaks including Stok Kangri. Overnight hotel.

Day 5. Drive to Chilling (3,200m) - 3 hour driving.

There is an option today to raft along the Indus River from Leh to the confluence of the Indus and Zaskar rivers. The rafting trip takes 3 hours on Grade 2 rapids and costs an additional US\$60 to be booked and paid locally.

If you decide not to go rafting then you will drive to Chilling and have the chance to explore this village in the afternoon. Overnight camping.

Day 6. Cross Zaskar River and trek to Skiu (3,500m)- 5 hours walking.

After crossing the Zaskar River on a box and cable bridge (see photo) we follow the Zaskar river upstream to the village of Skui. Overnight camping.

Day 7. Trek to Ganda La Base Camp (4,100m)- 5 hours walking.

Today we walk up a beautiful gorge to the village of Shingo and then set up a camp a little further up the valley at the Base Camp of Ganda La pass. Along the way you will see beautiful Ladakki scenery with splashes of green near the streams or irrigated farmland and elsewhere the landscape is dry and arid with a variety of colours. Overnight camping.

Day 8. Trek to Rumbak (3,800m)- 7 hours walking.

From Camp we follow a long gradual ascent to the Ganda La at 4,850m then descending to Yurutse and onto our camp near the village of Rumbak. Overnight camping.

Day 9. Trek to Khilchay (4,200m)- 5 hours walking.

From Rumbak we start the steep climb to the Stok La at 4,900m where we have views of the Stok Kangri range. The camp is at Khilchay a short descent from the pass. Overnight camping.

Day 10. Trek to lower Stok Kangri Base Camp (4,500m)- 5 hours walking.

Today we walk to the lower Stok Kangri Base Camp and in the afternoon we go for an exploration walk (“climb high, sleep low”) to help the acclimatisation process. Overnight camping.



Day 11. Trek to Stok Kangri Base Camp (5,000m).

Today we continue up the valley ascending to a pass where we get views of Base Camp and also the route to the summit of Stok Kangri. We spend two nights at Base Camp to help our acclimatisation to the high altitude.

Day 12. Acclimatisation day.

There are a number of good walks around Base Camp, the best way of acclimatising is to “climb high, sleep low”.

Day 13. Trek to High Camp (5,300m) and in the afternoon there will be a glacier skills session.

We use a High Camp on this climb because it shortens the summit day and increases everyone’s chance of reaching the summit. This approach has worked well in the past.

The route from Base Camp starts by climbing the moraine and then descends gently to the glacier beyond. The High Camp is located at 5,300m near the top of the glacier under the south face. In the afternoon there will be a glacier skills session to ensure everyone is prepared for the summit day.

Day 14. Climb Stok Kangri (6,123m) and return to lower Base Camp.

Our summit day begins before dawn, the route climbs over scree and boulders to reach the south ridge which continues to the summit. The ridge is quite exciting with a certain degree of exposure although it is never too steep there is some scrambling in places. The biggest challenge is the altitude making the climb feel very strenuous.

The summit views are superb in every direction with Leh visible way down in the valley below and the Karakoram mountain range to the north. After the summit celebrations and maybe a bite to eat we retrace our steps back to lower Base Camp. Overnight camping.

Day 15. Spare summit day or buffer day.



Day 16. Trek to Stok and drive to Leh- 4 to 5 hours walking and 30 minute drive.

We descend to the village of Stok where we meet the jeeps for transport back to Leh via either Thikse or Hemis monasteries. Farewell dinner in the evening. Overnight hotel.

Day 17. Fly to Delhi.

Early morning flight to Delhi. There is an option to drive from the airport to Agra to see the Taj Mahal and Fatepur Sikri, in this case you would spend the night in Agra and drive back to Delhi on Day 18. Please contact The Mountain Company office if you are interested in the Agra option. Overnight Ashok Country Resort.

Day 18. Fly back home.

Transfer to Delhi 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.

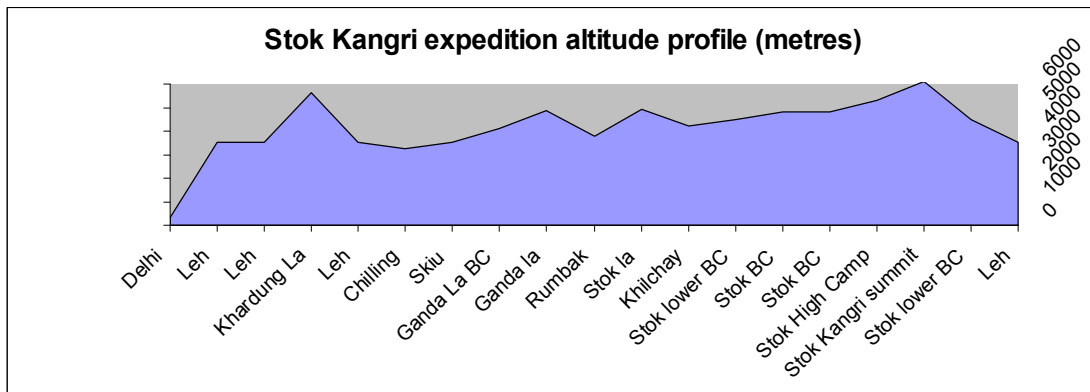




PRACTICAL INFORMATION

ALTITUDE AND ACCLIMATISATION

Our Stok Kangri 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!
- Drink 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>

COMMUNICATIONS

We bring a Thuraya satellite phone for logistical, safety and personal use. Personal calls charged at £3 per minute and £2 to send and receive SMS text.

ACCOMMODATION IN DELHI & LEH

In Delhi for hotel accommodation we use the **Ashok Country Resort**. This hotel is a family run eco-friendly boutique hotel, situated only 4km from Indira Gandhi International Airport and about 16 km from the Delhi commercial centre of Connaught Place. Website at:

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

In **Leh** we use the Pangong Hotel (Category A rated) which is located in a grove of poplar trees only 5 minute walk from the centre of Leh. The hotel has a beautiful garden with views of Stok Kangri. There are 18 well furnished spacious double rooms with attached bathrooms and running hot & cold shower facility with Cable TV.

We will book hotels of a similar quality if we are unable to get reservations at these ones for the dates of itinerary.

A TYPICAL DAY ON TREK

The day starts with an early morning mug of tea brought to your tent by one of the cook's helpers. Before heading over to the mess tent for breakfast it is best to pack your overnight gear into your duffel bag. During breakfast the tents will be packed away and, after the pony men have arranged their loads, they will set off on the trail in the cool of the morning.

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After breakfast, probably between 7am and 8am, we start walking. The pace of the trek is leisurely with plenty of time to enjoy the scenery, take photos and explore the local villages. Lunch will be around 11am at a spot by the side of the trail and is prepared for us by the cooks.

There is more walking after lunch and normally you will get into camp by mid afternoon with the tents already put up by the local staff. In the evening a three course meal is served in the mess tent around 7pm. After supper the western leader will discuss the plan for the next day with the group. People might stay in the mess tent chatting about the day's events for a while before retiring to their tent for the night.

FOOD

In **Delhi** there is a wide range of excellent restaurants close to the hotel in Connaught Circus from upmarket, local dhabas to western style. Some of the more popular ones are: Spice Route (in the Imperial hotel), Banana Leaf, Nirulas, Baristas, Parikrama, United Coffee House and Standard. Breakfast is provided each morning by the hotel.

In **Leh** there is also a wide range of good restaurants, our favourites include Dreamland, La Terrasses and the Tibetan kitchen.

While on the trek you will get breakfast with porridge and cereal, toast or chapattis, omelettes and a range of hot drinks. Normally a hot lunch is prepared by the trek crew or on the longer days a pack lunch is provided after breakfast. On arrival at the camp 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 Ladakh is mid June to mid September, in Leh the typical summer maximum temperature is 30°C and minimum 12°C. At higher altitudes on the trek temperatures range from about 20°C to -5°C. Delhi is typically



hot and humid at this time of year, temperatures in July and August range from 34°C to 24°C with high humidity.

CLOTHING AND EQUIPMENT

A list of suggested clothing and equipment for the Stok Kangri climb and 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. It is worth pointing out that you will need a sleeping bag for this trip.

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 pony. **The maximum weight allowance is 18kgs.** Please ensure that your bag is marked clearly on the outside for easy identification.

VISA REQUIREMENTS

Citizens from the UK, US, Canada, Australia and New Zealand require an entry visa, it is your responsibility to obtain the entry visa. The Indian High Commission in London has updated the procedure for obtaining tourist visas. The decision on whether to grant a visa has been retained by the High Commission; however the application and collection process has been outsourced to VFS Global.

All applications have to be made online at <http://in.vfsglobal.co.uk/> You still have to



apply online if you are submitting your application by post or using a visa agency. Walk-in applicants also need to fill out the online form before visiting VFS's office.

It should take 2 to 3 days to process your visa from submission although many people have experienced delays so please allow longer than this. Postal applications might take up to 15 days plus postage time. We suggest you carefully read the VFS website taking particular care in calculating the fee payable and also the rules for acceptable passport photos in order to avoid further delays.

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

Snowcard activity level for Stok Kangri trek is 4 and prices start from £83.



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 India for the first time we have provided some cultural information to help ensure your behaviour is acceptable to your hosts in India:

- Both men and women should dress conservatively wearing full length trousers and a shirt.
- 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 should not go nude. Women should try and be as modest as possible in these situations.



- Indians consider the left hand to be unclean, therefore do not eat food with your left hand and make sure you give or receive food only with your right hand
- Shoes are considered degrading so keep them on the ground and remove them before putting your feet on anything and on entering a temple you should remove your shoes.
- 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 gompa it is customary to give a donation for its upkeep

SUGGESTED READING

Please take a look at The Mountain Company's bookstore for a wide selection of books and maps to Nepal, the link is at: <http://astore.amazon.co.uk/themountainco-21>

Ladakh: Crossroads of High Asia by Janet Rizvi

Heartlands: Travels in the Tibetan World by Michael Buckley

A Journey in Ladakh by Andrew Harvey

Ladakh by Prabuddha Das Gupta

Tibetan Foothold Dervla Murphy

Quest for Kim: In Search of Kipling's Great Game by Peter Hopkirk

City of Djinns: A Year in Delhi by William Dalrymple

The Ascent of Rum Doodle by WE Bowman

MAPS

Ladakh - Zaskar Centre by Editions Olizane Scale: 1:150,000

Leh, Zaskar and Nubra Valley by West Col Productions Scale: 1:200,000

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APPENDIX 1

SUGGESTED CLOTHING AND EQUIPMENT LIST

Footwear:

- B2 Mountaineering boots (or plastic boots).
- Walking boots. A pair of water repellent boots with ankle support.
- Gaiters. A pair used to keep boots dry if walking through deep snow or on wet ground.
- Wool and liner socks.
- Trainers/sneakers or sandals. Can be used in camp/lodge in the evenings.

Climbing equipment:

- Climbing harness with 1 sling, 4 screw gate carabiners and belay plate
- Crampons (10 or 12 point general mountaineering type).
- Mountaineering ice axe and leash.
- Helmet.

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 base layer for top & bottom (merino wool or synthetic).



- Fleece pants.
- Medium weight down jacket (eg. Nuptse jacket by The North Face).

Handwear:

- Fleece gloves.
- Warm mittens and/or gloves.

Headwear:

- Wool or fleece hat.
- Sun hat.
- Bandana or scarf.
- Headtorch. Bring extra batteries.
- Sunglasses.

Personal Equipment:

- Sleeping bag.
- Sleeping mat (eg. Thermarest).
- Backpack large enough to carry water bottles, camera, lunch 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.
- Insect repellent.
- Water purification tablets (Pristine, Biox Acqua or Acqa Mira).
- Favourite snack food.
- Books, ipod and cards etc.
- Trekking poles.
- Camera with spare batteries and memory cards.



- Insurance certificate.
- Earplugs (optional).
- Baby wipes (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 Delhi and Leh.
- 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.
- Malaria prophylactic tablets.
- 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.