



Practical informations

FLIGHTS

Our long distance destination trekking packages rely solely on regular or low-cost airline companies approved by the French Civil Aviation Authority, or which meet international standards and accreditation.

You will be kept informed of the name of the airline company operating on our tours. For our destinations we will always favour direct flights. For example, flights to Morocco: ROYAL AIR MOROCCO, to Tunisia: TUNISAIR, to Jordan: ROYAL JORDANIAN, and to the Sultanate of Oman: ETIHAD AIRWAYS, to Nepal: QATAR AIRWAYS... etc.

We may call on other European companies, SWISS, AIR FRANCE, KLM, BRUXELLE AIRLINES, LUFTHANSA, AUSTRIAN AIRLINES, ALITALIA, TURKISH AIRLINES...etc.

Our prices are based on flights from Geneva and we look at all possibilities for departures from Lyon, Paris and Brussels, as well as other French or European cities.

NB: Changes can never be completely excluded. In case of dispute the Montreal Convention will prevail.

ADMINISTRATIVE FORMALITIES

Any person (including children) entering a European Union country must be in possession of a valid identity card. For countries outside the EU each traveller (including children) must be in possession of a passport, valid for at least six months after your return date.

A valid identity card for European nationals is sufficient for destinations which are part of the Schengen Agreement. For other nationalities please ensure that you are fully informed of the entry requirements. A visa may be required depending on the destination and your nationality. Please be sure that you are aware of the entry conditions of these countries.

In all cases please ensure that your travel documents are valid. **MULANE TREKKING** cannot be held responsible. Please also refer to our Terms and Conditions.

ARRIVAL

AIRPORTS: you will be greeted by our representatives, who in some cases will only be able to assist you after you have cleared customs. A sign indicating **MULANE TREKKING** or your name will help you to identify the representative. You will be looked after as soon as you arrive at the airport.

TRAINS STATIONS: you will be greeted by our representative or guide and escorted by them to the departure point, i.e. minibus, or other means of transportation, as appropriate.

COTTAGES – INNS – “UNUSUAL ACCOMMODATION”: arrival at destination with your own vehicle. You will be greeted by your "host", or guide.

TRANSPORT

There are various different means of transport in each country (minibus, 4x4, private car, cable car, chair lift, etc.), depending on the number of clients and the nature of the terrain: paved road, rough track, mountain road, etc.

ACCOMMODATION

For trips abroad, the first and last nights are generally reserved in 3-star hotels (local standard). Accommodation can vary for the additional nights: igloo tent, open air accommodation, mountain refuge cottage, inn, hotel, riad ... etc.

In the Alps and elsewhere in Europe the proposed accommodation may be in a hotel, cottage, inn, mountain refuge, “Unusual accommodation” (tent, caravan, mountain hut).

For certain itineraries, it may be possible to adapt the accommodation to avoid outdoor camping or bivouacking: Jordan, Oman, Morocco or Nepal. In some cases, and if so requested, we can extend your stay.

WASHING WHEN CAMPING or BIVOUACKING

Water is a rare commodity in the desert and its primary purpose is for drinking water, followed by washing. Your wash routine should therefore consist mainly of a quick face wash and brushing of teeth. Bring wipes with you for a more complete wash. These can be bought in your local supermarket.

For calls of nature, please burn all non-recyclable materials (paper!) or use small plastic bags which can then be buried if they contain recyclable matter.

MEALS

Generally our offers cover full board. Full information on the meals will be communicated to you along with the technical information on each of our programmes.

WATER

In Maghreb, Far East countries and Nepal, always drink bottled mineral water.

In the Alps and elsewhere your drinking bottle can be filled with water from natural sources found at any time along the way. Please also see "Material and Equipment" and "Miscellaneous" sections below.

TRIP SUPERVISION & LOCAL PERSONNEL

In Europe and France in particular, all our trips are overseen by professional mountain guides (all nationally qualified and holders of a professional, current, permit including appropriate insurance).

In France the mountain guides generally handle the animals (donkeys or mules), but your participation is strongly encouraged in order to fully benefit from your trip or trek.

In Morocco, Tunisia, Jordan, Oman and Nepal, your trip is supervised by desert guides and representative's mountain guides.

In Nepal the accompanying personnel is strictly regulated depending on the number of participants: a mountain guide for 4 or more people + 1 porter per person + 2 assistant guides for 8 or more people.

All our guides have a thorough knowledge of the local area and have received specific training in adventure travel.

The drivers generally do not speak English.

Logistical support consists of muleteers, camel drivers and cooks, depending on the particular travel programme chosen.

BAGS & LUGGAGE HANDLING

Your luggage is transported on the backs of the accompanying animals (mule, donkey, camel ...). For trips in France, a special bag is distributed to each traveller in which you can put your personal effects. These bags are adapted to the morphology of the mule or donkey.

NB: in some cases your luggage weight will be restricted. Information on this will be communicated to you for each tour programme.

In the desert or in the mountains we recommend that you use soft, flexible and water-tight bags (this is vital for general baggage handling).

Whichever your programme, you will only need a small backpack (approximately 25-30 litres) for your personal belongings for the day, including your food and water.

ITINERARY

Your travel documents will provide you with all the necessary technical and practical information: walking distances; difficulty, elevation, sites and places visited.

The pre-prepared tour programme can be modified at any time for reasons of safety, weather or other unforeseen circumstances: blocked roads or tracks, flooded streams or rivers, local festivities ...etc

Our guides, representatives and other local partners will always do everything they can to find the best solutions, even if this means modifying the programme in order to guarantee your comfort and safety.

CLIMATIC ENVIRONMENT

Information will naturally vary according to the travel programme, destination and seasons.

You should take the environmental factors (mountain, desert) into account and adapt both your and your children's personal equipment accordingly.

Our mountain trips, in particular **the Alps**, usually start at the beginning of April depending on: snow conditions, altitude and opening periods for the mountain refuges. They end around mid-September, for example, Mont Blanc trips and end October for lower mountain areas.

For **desert regions (Morocco, Tunisia, Jordan, Oman)**: our programmes run from the beginning of October to the end of April. The hot season is precluded.

The more temperate climate of the **Moroccan Atlantic coast** allows our trips to run all year round.

For the **Atlas mountain region (Morocco)** our programmes run all year round except during the winter months of January and February (in some cases March). High altitude snow.

The best months for trips to Nepal are October, November (after the monsoon), February, March and April, which marks the end of the dry season.

COMMITMENT & EXPERIENCE

Our walking and hiking trips do not involve any particular difficulty and do not require any specific experience. They are open to anyone in good physical shape. You just need to be aware of the effects of high altitude for our mountain tours.

For families, our offers (indicated by a green symbol) are adapted to children of 5 years and above, except for certain very technical programmes such as the Mont Blanc. Additional information on this is provided for each programme.

In Maghreb, Far East and Nepal countries our itineraries lead you to the discovery of different cultures and mentalities, which entails an acceptance of these differences.

HOW TO PREPARE FOR YOUR TRIP

Regular hikes, even if only short, will enable you to prepare your trip in the best condition.

MATERIAL & EQUIPMENT

One of the keys to a successful trip is in the quality and adequacy of your equipment. Below is a list of the main items we advise you to take along:

Bags :

- a soft backpack or other type of small, soft travel bag
- a small backpack, 25-30 litres, for your personal belongings for the day

Clothing :

- Hiking trousers (loose-fitting and light-coloured) for the desert
- Trousers with large pockets for mountain climbing (Alps and Atlas)
- Shorts or Bermuda (desert and mountain)
- Shirt and/or long-sleeved + short-sleeved t-shirt
- Jacket and/or fleece
- Windbreaker jacket
- Winter jacket or Gortex jacket for the mountains or desert camping
- Towel
- Swimsuit
- Wool or nylon socks (cotton is not recommended as it takes a long time to dry and can cause blisters)
- Wide-brimmed hat (or chèche, to be bought locally for desert trips)
- Light walking shoes with a solid and slip-proof outer sole, well-suited to the different terrains (mountain or desert). Seek advice from your sports shop. In order to avoid blisters try and break your shoes in before your trip
- Light shoes, gym shoes or sandals for camping/bivouacking

Walking & camping/bivouacking equipment

- Sleeping bag (sarcophagus model):
 - For Autumn and Spring, comfortable temperature -5° to 0°
 - For Winter, comfortable temperature -10° to -5°
- A cotton, fleece or silk sleeping bag storage bag
- torch or flashlight, preferably a headlamp model (with batteries and replacement bulb – kindly bring back used batteries with you)
- Penknife (to be put in airplane hold luggage!)
- 1.5 litre (minimum) drinking bottle or gourd. We advise 2 x 1 litre bottles
- Rain cape / plastic poncho (particularly for the mountains)

Miscellaneous

- Sun cream (minimum SPF 15)
- Lip salve
- Sunglasses
- Hygienic wipes
- Water-purifying tablets (Micropur, Hydroclonazone, etc.)
- Spare shoe-laces
- Toilet paper and lighter for burning after use
- Plastic bags of various sizes to protect your personal belongings or to be used as small trash bags
- Needles, thread and safety pins
- First aid travel kit (plasters, bandages, antiseptic, adhesive tape, anti-diarrhoea pills, anti-inflammatories, eye drops, insect repellent, cough tablets, tweezers, pain killers, mild antibiotics, etc....)

TIPS and GIFTS

Information valid for Maghreb countries, the Middle East and Nepal.

TIPS: it is customary to show ones appreciation by tipping the local personnel. This custom is not entitlement but rather an appreciation of the quality of service provided. General practice would be to prepare an envelope for your guide, and another one for the cook and driver. It is important to keep the tip proportionate to the local cost of living, but also to the length of your trip and the number of participants, and above all relative to your level of satisfaction. Allow a total of about 64-85 € for the guide and 45-65 € for the driver and cook.

GIFTS: “Help us educate the children in the countries you visit, do not give them anything!” This is what we hear from the parents in those countries. Offering gifts to children encourages begging and can undermine parental authority. This is why we ask you to refrain from doing this. If you wish to contribute to the well-being of the local people, know that your mere presence is a form of gift, as it creates work for several families and educates the younger generation. You can give souvenirs to the local personnel looking after you, for example, perfume samples, creams and cosmetics are very popular gifts for men, who will offer them to their wives. Avoid giving any form of medicine as a gift. It could be used incorrectly and result in more harm than good ... Pens, pencils, books and school supplies should be distributed to school teachers or parents, not directly to the children.

DISPUTE AND COMPLAINTS

If you encounter any problems during your trip, we recommend that you try to solve the issue directly with your guide on the spot or, as a last resort, make contact with our local representative in accordance with the information provided in your travel documents. It is important to report any problem as quickly as possible as a solution will always be found. No recourse will be possible once you return home.

In order for us to correctly investigate a complaint you should report the matter quickly by calling the emergency telephone number provided in your travel documents. You should also submit a written statement and, if possible, have it validated by all parties concerned.

Each complain will be subject to concrete investigation and a decision on possible compensation will then be taken.