



Client feedback on our Covid Refund Policy

"May I say that of all the Companies we have dealt with over the years, yours stands head and shoulders above the rest. You have a great team who, despite the difficult circumstances, have kept us in the picture at every step, relaxed payment deadlines, and provided a full refund in days rather than weeks or months!" Keith & Gill

"Julie and I are very disappointed that we are unable to travel the Silk Road. We can only thank you and everyone at Mountain Kingdoms for your amazing service, your efficient and straightforward approach and the professional but friendly manner in your dealings with us. We send you our very warmest good wishes and assure you that we should we consider another holiday at some time in the future, MK will be our first choice for booking" June

"I would like to thank you for the hassle free approach regarding the refund. (This has not been the experience of others that we know). We have always been impressed with Mountain Kingdoms and this supports our view." Dianne & Patrick

"I have trekked far and wide with Mountain Kingdoms since 2006, from the Annapurna Circuit to the Sanctuary, the Inca Trail, Bhutan, Kanchenjunga, Ama Dablam and more... as I have always wanted to know that my group and I are in safe hands and that we have a reputable company offering support while we are in country should we need it. I wanted to say that I really appreciated your approach to handling my latest booking with MK. Some of the stories in the media of holiday companies not offering any refunds or even credit notes is rather alarming and will surely prove detrimental to their long term business prospects. I received a full refund from MK a week or so ago – and as always your team have been a credit to you and the company" David

"I would just like to acknowledge safe receipt of our refund for the cancellation of our Stans adventure. Please pass on our sincere thanks to everyone in your office for the kind and professional manner we have been dealt with when organising the holiday." Keith & Nicole B

"Just a quick note to thank Mountain Kingdoms for sorting our refund so promptly under these difficult times. It is much appreciated. Please be assured that once we are able to we will be rebooking the Bhutan trip with Mountain Kingdoms. Alison and I send our best wishes to you all at Mountain Kingdoms for now and the future." Bill and Alison

"Thank you for your email. I feel badly that the trip was cancelled and that your company has had to suffer the loss of this business. I was speaking with my daughter last night and she and I are anxious to rebook with you as soon as we are on the other side of this pandemic crisis. Thank you again for all your professionalism." Tom

"Thank you for the full refund which has now arrived safely into my accounts. Be assured that I will choose to travel with you in the future, happier times." Jane

"Thank you! We're still disappointed (should be on our holiday of a lifetime now!) but obviously understand. We intend to rebook for next year." Natalie

"Thanks very much for the update and refund. We realise how difficult this must be for you at the moment and we all look forward to a return to normality. We hope that we shall be able to join you on one of your trips sometime in the future." Simon & Tina

"Thank you, refund received safely today. We would like to thank all at Mountain Kingdoms who helped put our dream trip together but particularly Niki and April who patiently pieced together the itinerary. Once the current problems are over we will get in touch and try again." Mike & Sue

To find out more about our Refunds Guarantee and our Book with Confidence policy visit our website www.mountainkingdoms.com and click on the Covid-19 box