

Mountain Kingdoms and Coronavirus -

Genuine feedback from our clients following announcement of our Refund Policy

To read our Policy on Refunds visit our website www.mountainkingdoms.com and click on the Covid-19 box

Hi Seraphina,

Thanks for your e mail and I can confirm the we have the refund.

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!

We are now committed ambassadors for your Company.

When the current situation allows we will be very keen to travel with you as we are sure it extremely well organised.

You are at the top of our travel bucket list!

Thanks again.

Keith & Gill H

Dear Seraphina,

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 have our disappointment, but can only begin to imagine what a nightmare and distressing time you are all going through.

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

Many thanks

June T

Dear Seraphina,

Thank you for your email and I confirm that the refund was paid into our account this morning.

I would also 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.

We hope that the Mountain Kingdoms Team is well and stays safe and that things will be brighter in the near future.

Kind regards
Dianne & Patrick K

This is a kind, considerate and confidence inducing message, as well as an unusual one! Thank you! And good luck with your business future.

Veronica T

Thank you Steve, I wish you and all your wonderful staff a safe and healthy time throughout this crisis and once over many happy years of travelling on new adventures. Bye for now,

Valerie P

Thank you for your message. We very much appreciate its tone and contents. We have been travellers with the company for several years and rank our two holidays in Nepal as at the top of our list of favourite holidays.

Wishing you and your colleagues all the best in these difficult times.

Ruth & Peter A

Good Morning Steve

You don't know me personally – but 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.

Niki has always organised our trips – she is fantastic by the way!

I wanted to write to you having read your email dated the 7th of April detailing your approach to the Covid-19 pandemic.

I have always booked my trips via Mountain Kingdoms – 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 was due to be in Nepal now! Having trekked in many parts of the world with you – I had managed to persuade my whole family to take a trek to the Sanctuary to experience what I have been lucky enough to experience over many years. Alas it was not meant to be. Many of my guides have become friends over the years – and in all honesty my biggest fear was the European Community would decent upon Kathmandu, spreading the virus and creating a catastrophe in Nepal. The cancellation of all treks was certainly the right thing to do. If my son did not have examinations scheduled in October for his MA I would certainly have taken a calculated risk and transferred to an October date.

However, enough of my ramblings. I am a company owner – a publisher and hence I am all too well aware of the challenges that businesses are facing in this current crisis. The travel industry is obviously extremely hard hit. I just 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.

In my humble opinion -very few people take the time to say well done – and I wanted to make that time.

You always had my loyalty – but you will certainly continue to have it and I will book many more trips via MK. Your approach to the Coronavirus pandemic has been honourable and understanding. All credit to you!

Stay safe Steve and best wishes to the whole team at Mountain Kingdoms.

David

Steve,

We have travelled with you several times.

We wish you and all the MK team financial and personal good health and hope that the industry and government schemes protect such fantastic companies and people. Good luck.

*Best wishes
Chris and Diana F*

Dear Seraphina,

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.

Nicole and I hope to be travelling with you at some date in the future.

Kind Regards
Keith & Nicole B

Hi Harry

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.

Stay safe.

*Best regards
Bill and Alison*

Hi there,

This is absolutely brilliant of you in these difficult times.

Once this is all over you will certainly be top of my recommendations

Regards
Niall

Many thanks for your message. I along with so many travellers I am sure, wish you well at Mountain Kingdoms, where we started with Himalayan Kingdoms. I went with your company on my first ever trek and have never looked back. Only age has reduced my ambitions!! Best wishes for the future of your exceptional company.

*Stay safe and wishing all at Mountain Kingdoms well!
Patricia*

Dear Steve

Thanks for your message, which in its consideration for your clients is entirely in keeping with my dealings with your company over many years. Rest assured of my loyalty as a client. More importantly, I am delighted that you have (I assume) safely returned from Peru where I and friends read in the papers you had been stuck due to the virus! (Comment from Steve Berry - this was a piece of fake news!! From where we will never know!!)

Best wishes

Julian P

Dear Steve

Thank you for your email. I am glad that you are still going to be around when this is over and I do hope my proposed trip to Bhutan in September will still go ahead.

I think it is vital that we continue to travel in the future, especially to places where tourism forms a major part of the country's income and GNP. I have been to several countries which will now be struggling with the lack of travellers and the employment they bring. I wonder how long it will take these places to get back to a sense of normal?

Anyway, am still very much looking forward to being back in Kathmandu and travelling into Bhutan.

Regards

Peter B

Thank you for this wonderful letter Steve. For us, it just means we can't book our next Himalayan slot just yet, hopefully EBC on one of the itineraries.

Meanwhile I'll just keep going up and down stairs with the rucksack, or was it knapsack [?], on my back & re-living our autumn trek to ABC with Pasang. 😎

Best wishes to all the team at W-on-Edge

David and Ratree S

Hi Steve,

Just a note to thank you for getting in touch - it does make a difference and it's good to hear your positive outlook. We are due to travel in November so have plenty of time to review the situation and I am glad we booked with a reputable company.

*In the meantime, stay safe and best wishes,
Helen C*

Dear all at Mountain Kingdoms

Thank you Steve for your perceptive and thoughtful message. I guess that my trip in November is far too far away yet for any action to be taken!

I hope you all stay well in these strange times.

All best wishes
Kit

Hello

I am glad to hear that you are hopeful for the future. After an enjoyable visit to the office in Wotton-Under-Edge last year (we met briefly and I had a very interesting meeting about trips I was considering) I was planning to take a much-awaited first trip with you later in the year.

I am currently waiting to re-organise a family ski holiday that I was due to take this week, with another small UK company. I will be booking my trip(s) with you as soon as it becomes clear when and where we are able to travel again.

Best wishes to you and all the staff - stay well and let's hope it's back-to-business soon.

Leigh L

Hi Seraphina!

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 C

Thank you for the update Seraphina.

We wouldn't travel with anyone else and looking forward to returning to Nepal when this craziness ends. Wishing you and Steve all the best through these testing times.

Let's keep in touch.

Kindest Regards

Kelly and Andy

Dear Seraphina

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.

Best wishes

Jane L

Hi

Thank you so much. I am sorry too and I have every intention of travelling with you again when it becomes possible!

Olive

Dear Seraphina,

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.

Thank you & take care

Natalie P

Thanks Harry,

We certainly want to go with you , hopefully next spring.

Kind regards,

Leonard & Vicky

Hi

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.

Many Thanks

Simon & Tina

Hi April

Many thanks for getting back on the flights and transfers.

I appreciate your help and will look out for further updates / info in due course.

Keep well everyone.

Kind regards

Susan B

Seraphina,

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.

Regards

Mike & Sue

Dear Mountain Kingdoms

I just wanted to say I wish you all the best during these troubling times. I haven't travelled with you yet but all being equal I will be able to book your trip to Tibet next year. One thing the pandemic reminds me is that you have to seize the day.

My very best wishes to all your staff and good health.

Melanie B

Thank you Steve for an excellent letter and update on your situation.

Having recently used you for the first time in December 2019 I am delighted that you are determined to survive this setback and hope to travel with you again.

Regards

John W

Excellent communication.

Thank you.

Best wishes to all.

David C

Very good to hear from you and especially reassuring to know that you are in a good position to weather the storm, or should I say, the virus.

We shall look forward to travelling with you again later in the year

Best regards, Sallie H

Excellent decision - whilst not affected, we hope to book with you again next year

Peter E

Hi

Thanks so much for this email. Thank goodness we were able to get to Uganda early in February before it all kicked off. We have been in touch with our guide and the school in Ruguburi that we visited and they are of course now struggling with tourism on its knees and schools shut. Take care and be safe

Simon and Diane

This is probably an automated bulletin, but in the event that it isn't I'd just like to say stay safe and healthy to Steve and all at Mountain Kingdoms.

John G

Good luck to you and your Company.....

Best wishes Tessa S

Thank you Steve. All the best to you and your family.

Malcolm and Mary

Excellent message Steve, well put.

Tom R

Hi

Thank you and as soon as this awful time is over we will be desperate to book with you again. Keep safe everyone.

Name unknown

I am all too well aware of the challenges that businesses are facing in this current crisis. The travel industry is obviously extremely hard hit... and I just 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.

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Name unknown

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Name unknown

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Name unknown

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.

Name unknown

Thank you for a well reasoned and concerned communication. Hope the law is passed and that Mountain Kingdoms continues. Treks with your company to

Bhutan were so very well conducted in terms personnel and equipment! Simply the best! Thanks again & best of luck!
Name unknown

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