

OPERATIONAL RESOURCES

Safety & Risk Management Notes

The standards we apply to keep your travellers safe in cities, mountains and remote areas of Central Asia, and how we respond when plans change.

01 Our principles

Plan realistically

Every program is checked day by day for distances, road conditions, altitude, seasonality and border rules. Unrealistic or unsafe elements are removed or replaced, and we explain why.

Trusted suppliers

We work with hotels, transport companies, drivers and guides we know personally, and review their performance after each tour.

Right vehicle for the road

4×4 vehicles and experienced drivers for off-road and mountain sections; capacity planned for passengers and luggage, never overloaded.

Always reachable

A duty contact is available 24/7 while your group is on tour, and you are informed promptly of any significant change.

02 Destination-specific risks and how we manage them

Situation	What we do
Mountain weather	Weather in the Tian Shan, Fann and Pamir mountains changes quickly. Guides check forecasts, hold a plan B, and travellers are advised to carry a warm layer even in summer.
No mobile signal	Charyn Canyon, Kaindy and Kolsai lakes, Son-Kul and many mountain areas have weak or no coverage. Guides know the coverage points; timings and meeting points are agreed in advance.
Altitude	High routes are planned with gradual ascent and adequate rest. Travellers with health concerns should consult a doctor before booking.
Long drives	Driving days are planned with regular stops, and day length is adapted to the age and pace of the group.
Border zones & checkpoints	Passports or permits are prepared in advance (e.g. Big Almaty Lake, Kel-Suu). Travellers are briefed: no photography at checkpoints, passports at hand, luggage may be scanned.
Seasonal closures	Some passes and border crossings (e.g. Karkara) open only in season. We confirm opening dates before quoting.
Heat	Summer in Uzbekistan and Turkmenistan is very hot; sightseeing is planned for mornings and late afternoons, with water provided during excursions.

Limited internet

In Turkmenistan many websites and messengers may not work. Contacts and documents are shared before entry.

03 If something goes wrong

1 On-site response

The guide or driver ensures the safety of the group first and contacts our duty coordinator immediately.

2 Coordination

The coordinator arranges what is needed: medical assistance, replacement vehicle, re-routing or re-accommodation.

3 Partner notification

You receive a clear update with facts, actions taken and next steps, as quickly as possible.

4 Follow-up

After the tour we share an incident summary and the measures taken to prevent a repeat.

04 Shared responsibilities

We ask our partners to

- Ensure every traveller has travel insurance covering medical care and evacuation
- Share health, mobility, dietary and age information that affects the program
- Check visa and entry requirements for each traveller's nationality
- Pass on our pre-travel advice: clothing, cash, offline maps

Emergency numbers

- Kazakhstan: 112 (fire 101, police 102, ambulance 103)
- Other countries: through the guide and our duty coordinator
- Our duty contact is shared with the group documents before arrival

Travel insurance is not included in our packages and is the responsibility of the traveller or the booking partner.

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