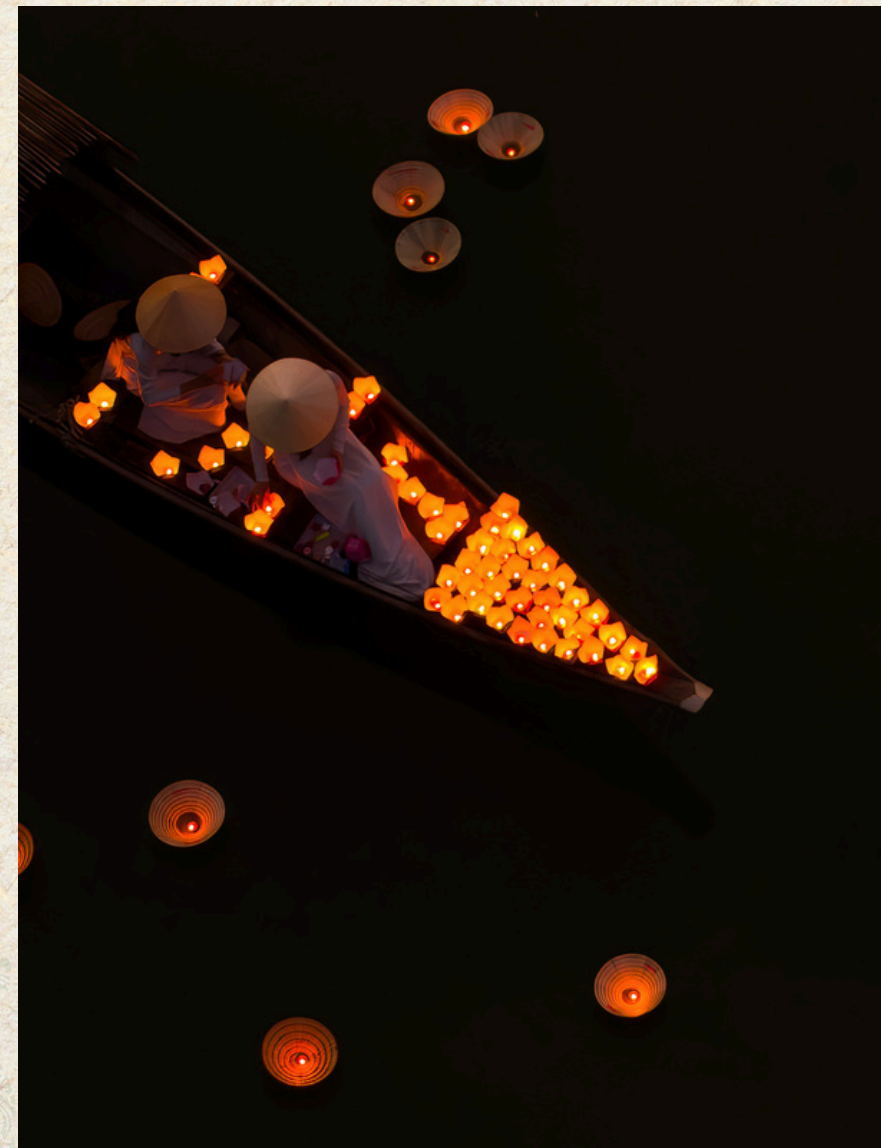


# VIETNAM



## *DEPOSIT & PAYMENT POLICY*





# VIETNAM *DEPOSIT & PAYMENT POLICY*



A deposit of 30% of the total of the tour or any other products is required upon confirmation of the booking. A full prepayment will need to be made **15 days before** departure for all services by money transfer or credit card payment with **all bank transfer charges/ fees to be paid by the client.**

*\* Negotiation can be considered on a case-by-case basis or in certain situations.*

## **Bank detail:**

### 1. Bank Account:

- EUR: 6710108430083
- GBP: 9263422112856
- USD 5362663970147

### 2. Account Name: VIETNAM FTRIP COMPANY LIMITED

### 3. Bank name: Military Commercial Joint Stock Bank – Dien Bien Phu Branch, Ha Thanh Transaction

### 4. Bank address: 47 Phan Dinh Phung, Ba Dinh district, Ha Noi City, Viet Nam

### 5. Swift code: MSCBVNVX

After receiving your payment, we will issue the hotel voucher and/or final confirmation itinerary which can be sent to you by email or fax.



# VIETNAM *CHILDREN* POLICY

- Maximum 1 child sharing the parent's existing bedding.
- Under 2 years old are free of charge for land service, only charge fee from airlines if there is any.
- Children from 2 – 6 years old: 50% of adult price, or quote case by case
- Children from 7 – 11 years old: 85% of adult price, or quote case by case
- Children over 12 years old & up: 100% adult price

*\* Negotiation can be considered on a case-by-case basis or in certain situations.*





# VIETNAM *BOOKING AMENDMENT*



- You can amend your booking anytime once the confirmation is made. All the amendments are only accepted by email, so please contact us at [team@ftripvietnam.com](mailto:team@ftripvietnam.com) with your booking number. Our reservations team is glad to amend your booking accordingly.
- If there is any extra expense, the team will inform you before you decide to amend the services or travel date.





# VIETNAM CANCELLATION POLICY



A NON-REFUNDABLE deposit of US\$100 per person upon the package's tours or any other services confirmation.

Cancellations will be charged as follow:

- Cancellations made after booking confirmation or more than 30 days before departure date: Non-refundable deposit charge and the cancelation fees applied by the concerned suppliers such as flight, boat, cruise, hotel, etc. by their cancellation policies if any.
- Cancellations made between 16 and 30 days before departure date: 50% of the total booking cost will be charged or loss of deposit plus the number of penalties charged by hotels or car operators by their cancellation policies if any. All penalties will be itemized.
- Cancellations made between 7 and 15 days before departure date: 70% of the total booking cost will be charged or loss of deposit plus the number of penalties charged by hotels or car operators by their cancellation policies if any. All penalties will be itemized.
- Cancellations made less than 7 days before departure date or No-Show: 100% of the total booking cost will be charged.

*\* Non-refundable deposit and banking services free will be forfeited in all cancellation cases.*



# VIETNAM CANCELLATION POLICY



## Refund of Unused Services during traveling:

No refund will be given for any unused service after the trip has commenced or during the tour.

- **Travel Insurance:** Travel insurances, including travel cancellation insurance, shall be taken out by you in so far as they are not included in the travel price and shown in the description of performance. We strongly recommend that each traveler takes out travel insurance to cover cancellation, holiday abandonment, personal liability, and also travel medical insurance. We can suggest you the insurance carrier case by case according to your references.
- **Force Majeure Clause:** We may cancel a trip at any time before departure due to such events of force majeure as terrorism, natural disasters, war, fire, or other external events which are not viable for us to operate the planned itinerary. In case such events happen, we are responsible for immediately informing the client and refunding the full amount that you have paid. The client can also transfer the paid amount to an alternate departure date if the operation condition is permitted.
- **Passport, Visa, Currency, customs, and health regulations:** Each traveler shall carry a passport which is valid for at least six months after the end of travel.

It is your responsibility to ensure that you are in possession of a valid passport and visa and all travel documents are valid for travel.

You are responsible for adherence to all rules and regulations that are important for travel. All disadvantages, in particular the payment of withdrawal costs resulting from not following these rules and regulations, shall be imposed on you.





# VIETNAM



## *CONTACT US!*

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