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The information here has been compiled with care and is provided in good faith. However it is subject to change, and does not form part of the contract between the client and Vietnam in Focus. The itinerary featured is correct at time of printing. It may differ slightly to the one in the brochure. Occasionally our itineraries change as we make improvements that stem from past travellers' comments and our own research. Sometimes it can be a small change like adding an extra meal. Sometimes the change may result in us altering the tour for the coming year. Ultimately, our goal is to provide you with the most rewarding experience.

#### Quoted Prices

All prices quoted on the website are subject to change due to fluctuations in the exchange rates.

#### DEPOSIT & BALANCE

A non-refundable deposit worth 1/3<sup>rd</sup> per person of the total cost of the tour is required upon confirmation of your booking. The balance is due on the day of departure. If you fail to pay by the due date we reserve the right to cancel your booking and retain your deposit. If you make a booking less than 20 days prior to departure, full payment is due immediately.

#### AMENDMENTS

Up to 30 days prior to departure, three amendments per booking are permitted free of charge. For all subsequent changes there will be an amendment fee of USD\$50 per change.

#### CANCELLATION

Cancellation fees apply to all cancelled reservations. The fee is determined by the date written cancellation is received by Vietnam in Focus.

#### CANCELLATION CHARGES ARE AS FOLLOWS:

Days before departure:

More than 45 days – Loss of deposit

45 or less days – 100% of total booking cost

#### REFUNDS

Refunds are not made for any unused services. No refund will be made if you leave the trip early for any reason.

#### PASSPORT / VISAS

All passengers must hold a valid passport and valid visa. It is your responsibility to obtain a current Vietnam visa.

#### RESPONSIBILITY

A very high level of care is taken to ensure suppliers maintain high standards. However, as we do not control the airlines, bus operators, or hotels we cannot be responsible in any way for problems resulting from the booking, unless it is a direct result of negligence on our part or the part of our employees.

#### VIETNAM IN FOCUS

Vietnam in Focus act as agents only for the persons or companies providing or offering the means of travel, transport, accommodation or other services and all receipts, tickets, and vouchers are issued subject to the terms and conditions under which transportation and services are offered.

#### THE TRAVELER

The traveler is fully aware that he/she is travelling in an area that may be remote, subject to unusual climatic conditions or politically unstable. Should Vietnam in Focus deem it advisable to amend an itinerary, it may do so by varying or completely rerouting any trip. In this case the traveller will make no objection or claim for compensation from Vietnam in Focus. Compensation should be made through your insurance company. Refunds will be at the total discretion of Vietnam in Focus.

#### VIETNAM IN FOCUS

Vietnam in Focus will do everything it can to ensure your tour departs on time. However, Vietnam in Focus reserves the right to cancel any tour 10 days prior to departure should the group size fall below the minimum numbers required. Alternative dates will be made available. Should this option be unacceptable, a full refund of all payments will constitute full settlement with the passenger.

#### VIETNAM IN FOCUS

Vietnam in Focus reserves the right to decline, accept, or retain any person as a member of any party at any time. Travellers agree to accept the authority of the group leader. Vietnam in Focus will not accept

responsibility or liability for any traveller who contravenes any laws or regulations of Vietnam, Cambodia, or Laos. All employees of Vietnam in Focus are bound by these conditions.

#### PRIVACY

Vietnam in Focus respects your privacy and abides by the terms of the Privacy Amendment Act 2000. We will only collect personal information that is relevant to your travel arrangements. We will protect the privacy of the information you provide us and only pass it to third parties such as airlines, tour companies, hotels or insurance providers when that information is necessary to fulfill your travel arrangements. In providing this information to us, you consent to Vietnam in Focus using this personal information for the purpose of making and completing travel arrangements on your behalf.

\* based on twin share

† prices will be reviewed for exchange rate fluctuations of more than 10 points.