

Terms & Conditions

General booking

We accept instant bookings which are made at least 45 days prior to departure day. Bookings made within 45 days prior to departure day will be manually confirmed.

Cut-off day for booking is 10 days.

Some departure dates and prices may vary, and Indochina Unique Travel will contact you with any discrepancies before your booking is confirmed.

Payment methods Simply enter your credit card details exactly as to the amount shown in your invoices. We accept Visa Card, Master Card, PayPal and also bank transfer if this is more convenient for you.

Deposit policy Initial deposit is \$99 for multiple-day tours. The remaining balance is payable 45 days prior to the departure date. Full payment is requested for bookings within 45 days prior to departure day.

Cancellation Once travelers cancel a confirmed booking, the cancellation fee will be applied according to the day of cancellation prior to departure day.

45 days in advance: charge \$99 deposit

From 30 to 45 days: charge 50% of final tour price

From 10 to 30 days: charge 70% of final tour price

Under 10 days: charge 100% of final tour price

No-show No-show charges will be 100% of final tour price.

Itinerary charges Indochina Unique Tourist reserves the right to modify or re-arrange any original tour program or to cancel or substitute any element of the tour itinerary without notice when local conditions require such changes, as well as due to scheduled flight changes etc., which may change according to weather condition of such period, etc.

Child Policy (2-12 years) Children between 2-12 years of age who share a room with parents without an extra bed are entitled to a discount on transfers, excursions, and package tours maximum of 30% from adult price. In case of a request to stay in a separate room, the full charge will be applied as of adult rates.

Liability and Travel Insurance Travel insurance including emergency medical repatriation, cancellation costs, acts of god, and medical expenses is required for all passengers who book their services from us. Travel insurance must be purchased from their country of departure or contact us for provide an insurance services prior to traveling. We used PVI's insurance services (A well-known Vietnam Insurance Services) for you only upon request (Certificate attached below). We, as a local ground handler, are **not responsible for providing insurance whatsoever**. Indochina Unique Tourist is not itself a provider of accommodation nor of most ground services. We do not accept and hereby exclude all liabilities for the acts or omission whether negligent or otherwise of airlines, coach, cruise and hotels operators or any person provided services in connection with the requested bookings made with us. Indochina Unique Tourist is not liable for any loss or damage caused by events beyond its control. We shall not be liable for and shall be indemnified by customer in respect of any loss either direct or indirect third-party claim suffered as a result of any incorrect or incomplete booking confirmed by the system.



PVI INSURANCE CORPORATION

Head Office: PVI Tower - 1st Pham Van Bach Street - Cau Giay District - Ha Noi - Viet Nam
Tel: (84.24) 3733 5588 - Fax: (84.24) 3733 6284 - Website: www.baohiempvi.com.vn

CERTIFICATE

- According to Travel Insurance Contract No. C00003 / OP / DLCN / 36/06/17
between PVI Insurance Company – Quang Nam and Indochina Unique Tourist
Co., Ltd.

PVI INSURANCE COMPANY – QUANG NAM

*PVI Quang Nam hereby acknowledges and agrees to provide travel
insurance for*

INDOCHINA UNIQUE TOURIST CO.,LTD

Quang Nam, date....., month.....year 2019
PVI INSURANCE COMPANY - QUANG NAM



GIÁM ĐỐC
Nguyễn Thị Như Mai

Claims and Complaints All complaints are governed by the Liability clause (shown in above). All complaints should be reported immediately to the ground service provider. Failure to do this would result in Indochina Unique Tourist ignoring such complaint or loss. The Customer shall bare full responsibility in an event the customer acts abnormally or displays antisocial behavior. Indochina Unique Tourist or its designated ground service provider reserves the right to immediately cancel the customer stay and the agent will be charged for any amounts arising for the delinquent behavior of the customer which may be subject to a claim by a third party.

Jurisdiction All disputes arising out of the aforementioned terms and conditions above shall be subject to the laws and exclusive jurisdiction to the laws of each country in which the customers traveling.

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