

## **TERM & CONDITIONS:**

### **• Deposits & Payment Policy**

Deposit of 20% of the total of tour is required upon confirmation of booking tour. The **full prepayment will need to be made 45 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.

The bank account name: **CTY TNHH HANH TRINH TINH TAN**

The bank name: Asia Commercial Joint Stock Bank

The bank branch: Hanoi Branch

The International Banking Account Number: 8888116868 (USD) – 889868686868 (VND)

Bank Swift Code: ASCBVNVX

The bank address: 442 Nguyen Thi Minh Khai, Ward 5, District 3, Hồ Chí Minh City, Vietnam

Phone number: (84.28) 3929 0999

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

### **• Children Policies**

- + Maximum 1 child can share the parent's existing bedding.
- + Children under 2 years old are free of charge for land services, only charge fee from airlines if have.
- + Children from 2-6 years old: 50% of adult price, or quote case by case
- + Children from 7-11 years old: 75% of adult price, or quote case by case
- + Children from 12 years old up: 100% adult price

### **• Booking Amendment**

You can amend your booking when the confirmation is made. Just contact us at [Info@mettavoyage.com](mailto:Info@mettavoyage.com) with your booking number. Our reservations team is glad to amend your booking accordingly. The extra expense may occurred will be informed to you before you decide to amend the services or travel date.

### **• Cancellation Policy**

**NON REFUNDABLE deposit** of US\$ 100 per person upon the packages tours services confirmation will be applied.

#### **Cancellations will be charged as follow:**

- o 45 days prior to the arrival date: Non Refundable deposit charge and the cancellation fees applied by the concerned services suppliers such as flight company, boat company, train, hotels... in accordance with their cancellations policies if any.
- o 44 - 31 days prior to arrival date: Cancellations fee of 30% per group/booking and plus the cancellation fees applied by the concerned services suppliers such as flight company, boat company, train, hotels... in accordance with their cancellations policies if any.

- o 30 days - 15 days prior to arrival date: Cancellations fee of 50% per group/booking plus the cancellation fees applied by the concerned services suppliers such as flight company, boat company, train, hotels... in accordance with their cancellations policies if any.
- o 14 - 7 days before arrival: Cancellations fee 70% charge plus the cancellation fees applied by the concerned services suppliers such as flight company, boat company, train, hotels... in accordance with their cancellations policies if any.
- o Less than 7 days before arrival Or No show: 100% charge per group/booking.

\*\*\* Nonrefundable deposit and banking service fee will be forfeited in all cancellation cases.

- **Refund of Unused Services during travelling:**

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

- **Liability**

**Metta Voyage Co.,ltd** is not responsible for any loss, injury or damage sustained by passengers. Additional expenses incurred due to delays, accidents, natural disaster, epidemic or political actions and unrest must be borne by the passengers. **Passengers are required to have full travel insurance.**

Airline schedules and local conditions may affect accommodation and itineraries. Should this occur, **Metta Voyage Co.,ltd** will endeavor to substitute a suitable arrangement of similar value. Participation on any tours implies full agreement to the above conditions by all parties involved.

- **Passport and Entry Visa**

Your passport must be valid for at least six months following your entry date to your travel destination.

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.

- **Travel Insurance**

- Travel insurance is not included in your tour price. It is the passenger's responsibility to verify whether his/her local health insurance carrier provides coverage while traveling. Please contact your insurance carrier for details. We can suggest you the insurance carrier case by case.

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- **Metta Voyage Co., ltd** strongly advises that you purchase a comprehensive travel insurance policy to cover all aspects of your tour: the loss of deposits through cancellation, lost of baggage and personal items, personal injury and death. A waiver must be signed if insurance is declined.

- If you wish to speak to us, please call our Reservation Center at +84.989383572 and live chat during our business office hours.