

## **Booking Conditions**

### **Booking**

Bookings can be made to our office by email: [info@asianatravelmate.com](mailto:info@asianatravelmate.com) or [sales@asianatravelmate.com](mailto:sales@asianatravelmate.com), or by facsimile (+84- 08) 8241384 and shall be confirmed within 3 working days.

### **Payment method**

Full settlement should be received no later than 25 working days prior to passenger's arrival. Payment should be made by telegraphic transfer, internet transfer to our following account details:

Account name: Asian Mate Travel Co., Ltd.

Acc. Number (USD/VND): 3673224

Bank name: ANZ Bank

Address: 11 Me Linh Square, Dist. 1, HCMC, Vietnam

Telephone No.: +84 8 829 9319

Fax No.: +84 8 829 9316

SWIFT: ANZBVNVX472

Website: [www.anz.com/vietnam](http://www.anz.com/vietnam)

Or by major credit cards (Visa or Master card only)

### **Deposits**

All trips require a non-refundable deposit of US\$100 per person. Once trip deposits is done, an email will confirm the final service within 7 working day, at which time the balance of the trip is due. If the balance is not paid in full by the due date, the booking will be regarded as cancelled.

### **Cancellations**

As a general rule, unless otherwise stated, our policy is that all cancellation must be informed in writing either by email or fax. Cancellations will be subject to the following charges:

More than 30 days prior to trip departure. No charge, however 100\$US deposit is non-refundable.

25-30 days before arrival: 10% charge

15-25 days before arrival: 40% charge

3-14 days before arrival: 60% charge

Within 2 days before arrival: 100% charge

### **Travel Insurance**

Trip insurance is required for our trips. An insurance policy number for our all-inclusive travel insurance, which includes trip cancellation, medical evacuation and other coverage, should be confirmed upon your trip departure.

### **Tour cost**

Tour costs and what inclusion/exclusion is listed on the itinerary for each tour. Unless indicated otherwise on the tour itinerary, the tour fee includes: accommodations in double/twin occupancy and meals as stated, all transportation during the tour, entrance fees, and services of a local tour guide. Tour costs are based in USD and per person. No refunds will be given for unutilized services.

### **Voucher**

Voucher will be issued by Asiana Travel Mate Co. Ltd after the booked trip is confirmed and payment is completed. A service voucher will be sent by email/fax or snail mail to passenger.

### **Liability**

Asiana Travel Mate Co., Ltd. holds the right to offer refunds or exchanges in respect of accommodation, meals, sightseeing tours, transport or any other services which are included in the tour prices but not utilized by the tour member. Asiana Travel Mate Co., Ltd. is not responsible for any loss, injury or damage sustained by passengers. Additional expenses incurred due to delays or postponement, accidents, inclement weather, political restrictions or any other causes must be covered by the passengers. Travelers on trip with Asiana Travel Mate Co., Ltd. are required to have full travel insurance covered. Asiana Travel Mate Co., Ltd. recommends insurance includes trip cancellation, medical emergency evacuation, and other coverage. Airline schedule, train timetable and local conditions may affect accommodation and itineraries. Should this occur, Asiana Travel Mate Co., Ltd. will endeavor to substitute a suitable arrangement of similar value.

**Complaints/Refunds:**

Asiana Travel Mate will act as an intermediary between the clients and other services suppliers such as air, train, boat hotels in the event of any complaint.