

VIETNAM & CAMBODIA

HANOI • ANGKOR WAT • HALONG BAY • SIEM REAP • HO CHI MINH CITY

THE OFFER

Vietnam and Cambodia are two of South East Asia's most fascinating destinations. From Halong Bay to Ho Chi Minh City, Phnom Penh to Angkor Wat, the unique history, culture and landscapes you'll encounter across these two countries will leave you speechless - then turn you into a storyteller. Departing in 2022, this is your chance to experience both in one unforgettable 14 day tour.

Begin in the ancient city of Hanoi, with its enchanting colonial architecture and vibrant markets, then journey through scenic rice paddies and villages to UNESCO listed Halong Bay. Sail among towering limestone islands on an overnight Junk boat cruise, with an onboard cooking class also giving you a chance to try your hand at making authentic local dishes. Fall in love with the colourful old town of Hoi An with two days at leisure, or alternately join optional tours to the Golden Bridge of Ba Na Hills or World Heritage listed My Son Holy Land. In Ho Chi Minh City, an exploration of the Cu Chi Tunnels will give a greater understanding of the Viet Cong. Crossing the border into beautiful Cambodia, you'll get to enjoy free time in its capital of Phnom Penh, plus explore the ancient temples of Angkor Wat and Angkor Thom on a full day day. With two internal flights, 12 nights hotel accommodation, an overnight junk cruise, 17 meals and more, this is the cultural odyssey you've been dreaming of.

14 DAY CULTURAL ODYSSEY

FROM

\$1199

PER PERSON TWIN SHARE

STANDARD PACKAGE

\$1199

PREMIUM PACKAGE

\$1399



14 DAY CULTURAL ODYSSEY | VIETNAM & CAMBODIA

THE ITINERARY

Day 1 Arrive Hanoi, Vietnam

Upon arrival in Hanoi, you will be met and transferred to your hotel where you may enjoy an evening at leisure.

Overnight: Hanoi (Standard Or Premium Hotel Option)

Meals included: None

Day 2 Hanoi - Halong Bay Cruise

This morning after breakfast drive through beautiful rice paddy fields on the way to the coast (approx. 4 hours) where you will board a Junk boat for an overnight cruise through the thousands of towering limestone islands and emerald waters of UNESCO listed Halong Bay. Enjoy a seafood lunch before taking part in some afternoon activities such as swimming, relaxing on a remote beach, climbing to the top of a lookout for an amazing panoramic view or take a ride on a rowing boat into a secluded bay. Continue this journey with a cruise further into the bay to visit a Pearl Farm. Drop anchor in the late evening for an overnight stay among the dramatic limestone peaks.

Please note: The overnight cruise boat & services are the same for both the standard & premium packages.

Overnight: Traditional Junk Boat - Majestic Cruises or similar, Halong Bay

Meals included: Breakfast;Lunch;Dinner

Day 3 Halong Bay - Hanoi

Early risers can take part in an optional Tai Chi class on deck this morning. After breakfast, climb aboard the tender for a visit to Sung Sot (Surprise) Cave, a colourful grotto of giant stalactites and stalagmites. Return to the boat and enjoy a short cooking class where you will learn how to prepare local delicacies such as spring rolls. Enjoy lunch on board, followed

by a relaxing trip back into port, where you will disembark and return to Hanoi (approx. 4 hours). Upon arrival back into Hanoi check into the hotel for an evening at leisure. Alternatively, you can take part in an optional evening activity (not included).

Optional Activity: Traditional Vietnamese Dinner with Water Puppet Show - \$80 USD for 2 people arranged on tour

This evening you will be picked up from the hotel and transferred to one of the best restaurants in Hanoi's famous Old Quarter - Duong's Restaurant. Here you will enjoy many Vietnamese traditional dishes such as Goi Cuon Tom Thit (fresh rice paper roll with prawn and pork), Pho Bo (noodle soup with beef), Bun Cha (BBQ vietnamese pork meatballs with noodles), Goi Ga Hoa Chuoi (banana blossom salad with chicken) and Che Nep Dua (sticky rice in coconut cream). After dinner you will transfer to a water puppet theatre for a spectacular water puppet show. Vietnamese water puppetry is a traditional and unique art of Vietnam. Each show lasts 45 minutes and includes lively illustrative Vietnamese pastoral scenes, rural daily life as well as fairy legends. Finish the evening with a transfer back to your hotel. Please note: The itinerary may be adjusted if the water puppet show at 8:00pm is not available. The water puppet show will be arranged at 6:30pm and the dinner at the restaurant after the show.

Overnight: Hanoi (Standard Or Premium Hotel Option)

Meals included: Breakfast;Lunch

Day 4 Hanoi - Da Nang - Hoi An

Today transfer to the airport for your flight to Da Nang (approx. 1.5 hours). Upon arrival you will drive onwards to the ancient coastal city of Hoi An (approx. 1 hour), where you will check into the hotel. The rest of the afternoon is spent at leisure to explore this amazing city.



14 DAY CULTURAL ODYSSEY | VIETNAM & CAMBODIA

THE ITINERARY

Overnight: Hoi An (Standard Or Premium Hotel Option)

Meals included: Breakfast

Day 5 Hoi An Free Day

Today is free at leisure to explore the graceful and historic Hoi An, which is Vietnam's most atmospheric and delightful city. Once a major port, it boasts the grand architecture and beguiling riverside setting that befits its heritage, and the 21st-century curses of traffic and pollution are almost entirely absent. Alternatively, you can take the opportunity to join an optional tour (not included).

Optional Activity: Ba Na Hills, Golden Bridge & Da Nang Full Day Tour - \$150 per person

Early this morning you will be picked up from the hotel and travel to Ba Na Hill Station on the outskirts of Da Nang. Here you will take a cable car to Ba Na Hills where you will enjoy amazing views. Here you will visit an old French cellar (Debay Ancient Wine Cellar), a flower garden - Le Jardin D'amour, Linh Ung Pagoda, a wax statue museum and the iconic Golden Bridge. Afterwards enjoy free time to explore this resort park then travel onwards to Da Nang where lunch will be provided. In the afternoon, return to Hoi An where you may enjoy the remainder of the day at leisure. Inclusions: Transportation, English speaking guide, lunch, entrance fees, cable car ticket and drinking water.

Overnight: Hoi An (Standard Or Premium Hotel Option)

Meals included: Breakfast

Day 6 Hoi An Free Day

Today enjoy another day free at leisure to explore this fascinating city. Alternatively, you can take the opportunity to join an optional tour (not included).

Optional Activity: My Son Holy Land Tour - \$70 per person

Depart early this morning and travel to My Son (approx. 1 hour), a UNESCO World Heritage site located 40km southwest of Hoi An. My Son was once the capital and religious centre of the Cham people and is believed to be the longest inhabited archaeological site in Indochina. The ruins of My Son were built between the 7th to 13th century BC and are located in a valley surrounded by mountains, the sides of which are covered in thick jungle. Hon Quap (Cat's Tooth Mountain) overlooks the site, its crooked peak mimicked by the architecture of some temples' roofs. These mountains are the source of the Thu Bon river, a holy river which flows through the site. Lunch will be included at a local restaurant and after the day's tour of this magnificent site be transferred back to the hotel in Hoi An. Inclusions: Transfers to and from your hotel to My Son Holy Land, English speaking tour guide.

Overnight in Hoi An (Standard Or Premium Hotel Option)

Meals included: Breakfast

Day 7 Hoi An - Ho Chi Minh City (Saigon)

After breakfast you will be transferred to nearby Da Nang Airport for the flight to Ho Chi Minh City (formerly Saigon) a bustling metropolis located in the south of the country (approx. 1.5 hour). Upon arrival you will be picked up and transferred to the hotel where you may enjoy the remainder of the day is at leisure.

Overnight: Ho Chi Minh City (Standard Or Premium Hotel Option)

Meals included: Breakfast

Day 8 Cu Chi Tunnels Half Day Tour

This morning be picked up from the hotel and head to the Cu



14 DAY CULTURAL ODYSSEY | VIETNAM & CAMBODIA

THE ITINERARY

Chi Tunnels (approx. 1 hour) for a half day tour. The Cu Chi Tunnels were constructed by Vietnamese fighters during the country's long fight for independence. The network of tunnels which make up this underground city include living rooms, kitchens, hospitals, weapons factories, storage facilities and a command centre. The tunnel system was an excellent way for the Vietcong to move around the countryside undetected by foreign troops and was at one stage home to around 10,000 people. After exploring these tunnels, along with nearby remains of American tanks and numerous bomb craters, drive back to Ho Chi Minh City arriving in the mid afternoon. The rest of the evening will be spent at leisure.

Overnight: Ho Chi Minh City (Standard Or Premium Hotel Option)

Meals included: Breakfast

Day 9 Ho Chi Minh City Free Day

Today is yours to enjoy at leisure. Alternatively, you can take the opportunity to join an optional tour (not included).

Optional Activity: Mekong Delta Day Tour - \$70 per person

This morning after breakfast be picked up from the hotel and travel to the city of My Tho (approx. 1.5 hours) on the banks of the Mekong. Upon arrival board a motor boat and cruise along the Mekong River. The boat will take you to Xep Canal, a lovely place where you will transfer to smaller canoes so you may navigate the smaller canals. These canals are lovely places where you can escape the traffic of the main river. Here you will cruise under coconut trees before arriving at a small islet. Disembark and walk around a small local village. Stop at a local family's home to enjoy tropical fruit, honey tea and wine and listen to traditional Vietnamese music performed by the villagers. Afterwards continue onwards to another islet where a traditional Vietnamese lunch will be prepared by a

local family (included). In the afternoon return to Ho Chi Minh City. Please note this tour includes travel in smaller traditional river boats, which may be difficult for less mobile, and/or elderly travellers to get in and out of. Inclusions: Transfers to and from the hotel, English speaking tour guide, Mekong River boat trip, lunch, honey tea and honey wine, seasonal fruits and a traditional music performance.

Overnight: Ho Chi Minh City (Standard Or Premium Hotel Option)

Meals included: Breakfast

Day 10 Ho Chi Minh City, Vietnam to Phnom Penh, Cambodia

Today you will be picked up at the hotel early in the morning to begin your journey to Phnom Penh, Cambodia by way of a tourist bus (not a private group service). Stop at the Vietnam/Cambodia Moc Bai Bavet border for visa processing (visa cost not included) and then continue onwards to Phnom Penh. This journey can take anywhere between 6 to 8 hours depending on the visa processing times on the border. On arrival, be welcomed by the tour guide and transfer to the hotel. The afternoon is free to at leisure.

Please note:

- For customers who would prefer to fly to Phnom Penh rather than take the tourist bus, a flight upgrade option is available for \$220 per person, which includes an afternoon flight from Ho Chi Minh City and airport transfers in Ho Chi Minh City and Phnom Penh.

- Due to limited flight availability between Ho Chi Minh City and Phnom Penh passengers who purchase this flight upgrade option will most likely depart Ho Chi Minh City in the afternoon, and arrive into Phnom Penh in the evening. Flights are subject to schedule changes and/or delays and may not always arrive in Phnom Penh



14 DAY CULTURAL ODYSSEY | VIETNAM & CAMBODIA

THE ITINERARY

before the bus.

- Please contact TripADeal after booking if you wish to add this flight upgrade to your booking.

Overnight: Phnom Penh (Standard Or Premium Hotel Option)

Meals included: Breakfast

Day 11 Phnom Penh Free Day

Today is free at leisure to explore the capital city of Cambodia.

Optional Activity: 'Choeung EK' Killing Fields & Phnom Penh City Tour - \$110 AUD for 2 people

After breakfast you will be picked up from the hotel to explore the capital city with the bustling Central Market, the Independence Monument, Wat Ounalom. After a set lunch at a local restaurant continue on to the Tuol Sleng Prison Museum and the notorious Killing Fields of Choeung Ek, gaining a deep insight into the painful rule of the Khmer Rouge. Afterwards you will visit the Royal Palace and the sacred Silver Pagoda, which is well known for its 5000 silver tiled floor. Upon completion of the tour you will be transferred back to the hotel. Inclusions: Transfers to and from the hotel, English speaking tour guide and a local lunch.

Overnight: Phnom Penh (Standard Or Premium Hotel Option)

Meals included: Breakfast

Day 12 Phnom Penh - Siem Reap

After an early breakfast at the hotel you will travel to Siem Reap by way of a tourist bus (not a private group service, approx. 6 hours) passing through three provinces, Kandal, Kampong Cham and KamPong Thom. On arrival be greeted by a tour guide in Siem Reap and transferred to the hotel for an afternoon at leisure.

Overnight: Siem Reap (Standard Or Premium Hotel Option)

Meals included: Breakfast

Day 13 Full Day Temples of Angkor Wat Tour

After breakfast at the hotel you will begin your full day tour to Angkor Wat, the most balanced, the most harmonious and the most perfect Khmer temple. It shows Khmer art, which reached the height of its glory in the 12th century. See the south gate of Angkor Thom, then visit the Terrace of Elephants, which used to be a base for the king's grand audience hall. The Terrace of the Leper king was a terrace which housed the royal crematory.

Continue on to visit an amazing view of Ta Prohm Temple which has been deliberately left as it was discovered. Enjoy a set lunch at a local restaurant before visiting Pre Rup Temple, a classic example of temple-mountain; Eastern Mebon, Ta Som, Neak Pean, a unique ancient hospital built in the reign of King Jayavarman VI (1181-1220); and Preah Khan, a large temple built on the site of a battle that ended in Angkor's downfall at the land of the Cham. After the tour you will be transferred back to the hotel for an evening of leisure.

Overnight: Siem Reap (Standard Or Premium Hotel Option)

Meals included: Breakfast;Lunch

Day 14 Siem Reap, Cambodia - Depart

Today check out of your hotel and transfer to the airport for your return flight home. Check out will be from 10am.

Please note luggage can be stored at the hotel for any travellers departing in the evening.

Meals included: Breakfast



14 DAY CULTURAL ODYSSEY | VIETNAM & CAMBODIA

TOUR INCLUSIONS

HIGHLIGHTS

- Discover two countries in one incredible tour ex Hanoi
- Embrace the ancient history and culture of Hanoi at leisure
- Sail among the limestone islands of Halong Bay
- Visit a grotto of stalactites and stalagmites
- Explore the magical Sung Sot (Surprise) Cave
- Delve into Vietnamese cuisine with a cooking class onboard the cruise
- Visit a floating pearl farm on Halong Bay
- Explore the ancient old town of Hoi An at leisure
- Learn about the Viet Cong at the historic Cú Chi Tunnels
- Enjoy a free day at leisure in the street food mecca of Ho Chi Minh City
- Travel the beautiful countryside of Cambodia
- Visit the temples of Angkor Wat and Angkor Thom
- Discover Phnom Penh on a day free at leisure

FLIGHTS

- 2 x internal flights: Hanoi to Da Nang and Da Nang to Ho Chi Minh City

ACCOMMODATION

- 12 nights quality hotel accommodation (Standard or Premium Option)

CRUISE

- 1 night traditional Vietnamese junk boat cruise on Halong Bay

DINING

- Enjoy 17 meals including daily breakfast

TOUR ESSENTIALS

- English speaking local tour guides
- Airline taxes and surcharges

TRANSPORT

- Transportation by A/C vehicles

TRANSPORT

- Return airport transfers

IMPORTANT INFORMATION

*Please note: All information provided in this brochure is subject to both change and availability. Prior to purchase please check the current deal for up-to-date information. If you have already purchased this deal, the terms and conditions on your Purchase Confirmation apply and take precedence over the information in this brochure.

BOOKING INFORMATION

After purchase, you will receive a receipt and a Purchase Confirmation, directing you to an online Passenger Information Form. The Passenger Information Form must be completed within 72 hours of purchase.

Any special requests, preferences and optional extras MUST be clearly stated in your Passenger Information Form. Any change requested after submitting your Passenger Information Form cannot be guaranteed, is strictly subject to availability and will incur surcharges as outlined in the Schedule of Fees below.

On purchasing this Travel Offer you are bound by the General Terms and Conditions, in addition to the specific terms and conditions outlined in this Important Information.

Please note: this tour requires a minimum of 10 passengers to operate and departures are not guaranteed until this minimum number is met. Please refrain from booking travel arrangements such as flights prior to receiving a confirmation email that your departure date has hit minimum numbers and is now guaranteed. This confirmation email will be sent at least 60 days prior to the departure date, and if minimum numbers are not met a date change or refund will be offered.

*Book With Confidence

Cancel your holiday up until 65 days prior to your travel date and receive a TripADeal credit for the full value of your purchase to use on any product on the TripADeal website. For cancellations between 64-35 days prior to your departure date receive a TripADeal credit for the value of your purchase less a \$220 per person cancellation fee. Cancellations within 30 days of the departure date incur a 100% cancellation fee.

CANCELLATION POLICY

Covid-19 Booking Policy

- TripADeal Tour packages are non-refundable. If your Tour package is affected by Covid-19 related travel restrictions and you are unable to travel, you will receive an open credit less any non-recoverable supplier fees to the value of your original purchase for use on any other package available via the TripADeal website.

Please note: all additional charges are payable direct to your Travel Consultant in AUD (unless otherwise stated).

OFFER ESSENTIALS

Travel offer is valid for travel on selected dates until the 7th of December 2022.

This travel offer is priced for two people based on twin share.

Single Traveller Supplement

For solo travellers a mandatory single supplement of applies:

- 14 Day Standard Package: \$400

- 14 Day Premium Package: \$530

Departure Dates

Please see the TripADeal website for current departure dates.

Surcharges

Please note: dates/months with a ^ incur a \$100 per person land high season surcharge.

FLIGHTS

Domestic Airline(s) Used

Vietnam Airlines and Vietjet Air (subject to availability).

Flight Upgrade

- Ho Chi Minh City, Vietnam to Phnom Penh, Cambodia - \$220 per person

Please note:

- Airline used will be Vietnam Airlines or Cambodia Angkor Air (subject to availability)

- Due to limited flight availability between Ho Chi Minh City and Phnom Penh passengers who purchase this flight upgrade option will most likely depart Ho Chi Minh City in the afternoon, and arrive into Phnom Penh in the evening. Flights are subject to schedule changes and/or

delays and may not always arrive in Phnom Penh before the bus.

ACCOMMODATION

Accommodation Used

Standard Package

3 Star (self-rated)

- Hanoi: May De Ville 2 Hotel, Hong Ngoc Cochin Hotel, Moon View Hotel, Adamas Hotel or similar

- Hoi An: Indochine River Hotel, Kim An Hotel, Rose Garden Hotel, Venus Hotel, Le Pavillon Boutique Hotel or similar

- Ho Chi Minh City: Le Duy Grand Hotel, Cititel Ben Thanh Hotel, Le Duy Hotel, Ha Hien Hotel or similar

- Phnom Penh: Cardamom Hotel, Le Grand Palais Hotel, The V Hotel or similar

- Siem Reap: Angkor Panoramic Hotel, Grand Bayon Hotel, City River Hotel, Ta Prohm Hotel, Silk D' Angkor, Memoire Hotel or similar

No Star Rating

- Halong Bay: Majestic Cruises, Lavender Cruises or similar

Premium Package

4 Star (self-rated)

- Hanoi: Flower Garden Hotel, Chalcedony Hotel, Babylon Grand, The Q Hotel or similar

- Hoi An: Rosemary Hotel, Silk Luxury Hotel, Phu Thinh Resort, Cocoriver Resort or similar

- Ho Chi Minh City: Royal Hotel, Muong Thanh Saigon Centre Hotel, Northern Hotel, Golden Central Hotel or similar

- Phnom Penh: Kraven Hotel, Double Leaf Boutique Hotel or similar

- Siem Reap: Tara Angkor Hotel, Somadevie Hotel, Somadevi Angkor Hotel, Price D'Angkor Hotel or similar

No Star Rating

- Halong Bay: Majestic Cruises, Lavender Cruises or similar

Please note:

- Accommodation services in Halong Bay are the same for both the standard and premium packages.

- Accommodation/rooms offered are based

IMPORTANT INFORMATION

on a lead-in room type, and are subject to availability based on seasonality. Properties will be confirmed, no later than two weeks prior to travel.

Extra Nights

Not available. If you wish to book additional nights, please wait until you receive your final travel documentation which will include the hotels you will be staying at. You are then welcome to contact the property directly to request additional nights.

Maximum Room Capacity

2 people.

Child Policy

- No child discounts. Full price applies for all children travelling with their parents.

- Valid for Children/infants 8 years old and over.

Please note: Children must be accompanied by a responsible adult 18 years old and over to travel. No unaccompanied minors allowed.

Triple Share

Not available.

Bedding Configuration

2 x Single or 1 x Queen/King (subject to availability).

Adjoining / Interconnecting Rooms

Subject to availability and at the hotels discretion. Please enquire on booking if you require this option.

GENERAL TOUR INFORMATION

Minimum group size 10, maximum group size 20 per vehicle.

Please note: this excludes the tourist bus experiences on day 10 and day 12.

Optional Tours / Activities – Available for purchase upon checkout

- Day 5: Ba Na Hills, Golden Bridge & Da Nang Full Day Tour: \$150 per person

- Day 6: My Son Holy Land Tour: \$70 per person

- Day 9: Mekong Delta Day Tour: \$70 per person

- Day 10: Ho Chi Minh City to Phnom Penh Flight Upgrade - \$220 per person

- Day 11: 'Choeung Ek' Killing Fields & Phnom Penh City Tour: \$110 per person

Please note:

- Prices are per person, are subject to availability, time permitting and weather conditions.

- The optional tours listed above must be purchased on checkout or over the phone prior to submitting your passenger information form (subject to availability).

- Please note the Ho Chi Minh City to Phnom Penh Flight Upgrade is not available through the online checkout and must be booked over the phone with a TripADeal representative.

- Some tours require minimum numbers to operate.

- Due to limited flight availability between Ho Chi Minh City and Phnom Penh passengers who purchase this flight upgrade option will most likely depart Ho Chi Minh City in the afternoon, and arrive into Phnom Penh in the evening. Flights are subject to schedule changes and/or delays and may not always arrive in Phnom Penh before the bus.

Optional Tours / Activities – Available for purchase on tour

- Day 3: Traditional Vietnamese Dinner with Water Puppet show - \$40 USD for per person arranged on tour

Please note:

- Prices are based on 2 people, are subject to availability, time permitting and weather conditions, and are payable direct to the tour operator in the currency.

- Some tours require minimum numbers to operate.

EXCLUSIONS

- International Airfares

- Visa fees and requirements (A visa for Vietnam & Cambodia are strict requirements if travelling on an Australian passport)

- Meals/beverages not stated in the itinerary

- Recommended gratuities/tipping: \$10 AUD per person per day where tour services are provided

- Optional activities/tours

- Personal expenses

- Travel insurance (Mandatory)

Please note: A comprehensive travel Insurance policy must be organised BEFORE all details can

be finalised.

OTHER IMPORTANT INFORMATION

TOUR GUIDE VS. TOUR LEADER

Tour Guide

Often locals with intimate knowledge of an area, its culture, and history. Their role entails providing commentary, routing the tour, and seeing that people have a good time. They are a licensed, qualified expert who supplies specific information on history, art, architecture and culture of the city/village/attraction in which he or she is guiding the tour. The guide meets the group at the required place and leaves the group at the end of the tour, they do not travel with the group.

Tour Leader

An experienced person tasked with ensuring the smooth operation of tours, as well as providing practical support to passengers throughout the whole trip. Their role primarily includes assisting with accommodation, transportation between locations, and communication with tour guides in each stop. A tour leader may provide general guidance around a city or village, and offer information on the place visited on the bus, however they are not required to have specific knowledge on art, architecture, or history. They are not allowed to provide a guided tour or commentary of a city/village/attraction once there and if caught doing so, can be fined.

Please note: Tour leaders/guides are not a standard inclusion in all travel offers. Tour leaders/guides will only be made available when particularly required to enhance the experience of the destination featured.

CLIMATE & AVERAGE TEMPERATURES

Vietnam

Vietnam's climate can be divided into a tropical and a temperate zone. It is characterized by strong monsoon influences, has a considerable amount of sun, a high rate of rainfall, and high humidity. July is the hottest month in Hanoi with an average temperature of 29°C and the coldest is January at 17°C with the most daily sunshine hours at 8 in July.

Cambodia

Cambodia is warm to hot year round and the

IMPORTANT INFORMATION

climate is dominated by the annual monsoon cycle with its alternating wet and dry seasons. April is the hottest month in Phnom Penh with an average temperature of 31°C and the coldest is January at 26°C with the most daily sunshine hours at 8 in December.

COACH TOUR

Meals

17 meals are included in the tour, for all other meals; lunches and dinners the tour leader (when available) will offer assistance with reservations, suggestions and directions to local restaurants. It is your responsibility to notify TripADeal of any dietary requests/requirements. Please note; we will do our best to meet your requests/requirements, however cannot guarantee that we will always be able to.

Luggage

You will be responsible for all your personal belongings whilst on the tour. With regards to luggage, you must carry your own luggage from the coach to the hotel room and back to the coach. The driver will assist with the uploading and off-loading of the luggage from the coach.

OTHER

Fitness Level Required / Mobility

Our vehicles are not equipped with wheelchair access, so unfortunately our tours are currently not suitable for wheelchair users and those less mobile.

Please note: a basic level of fitness will be required. Boat tours in the Mekong Delta (optional tour) are on small traditional river boats. Getting on and off these boats can be a little difficult for less mobile and/or elderly passengers. If you have any concerns please consult your healthcare provider prior to purchase/travel.

Yellow Fever

A valid international certificate of vaccination against Yellow Fever is required in many countries. You may need to present this on arrival at the airport or border crossing. Some countries will refuse entry if you are unable to present your certificate. It's also quite common for your home country to request a Yellow Fever certificate on your arrival back home. It is your responsibility to check with

your doctor well in advance of leaving home about the Yellow Fever requirements for the countries you'll be visiting.

Gratuities / Tipping

Land

Gratuities (tips) are not included in the tour price for services of the tour leader (when available) and driver throughout the tour. The recommended tip is \$10 AUD per person per day where tour services are provided

Sightseeing

Please note: In the event entrance to a site is affected by changes in operating hours or public holiday closures, your itinerary will be adjusted to ensure you do not miss out on the experience.

Shopping

Shopping overseas can be a daunting and confusing experience, especially when there is a language barrier. Please be very cautious when foreign currencies and prices are involved. If paying by credit card, please pay close attention to the amount you are being charged and keep all of your receipts.

Do not make any purchases you are not comfortable with or feel pressured into. If you are uncertain or need assistance with the language barrier, please seek assistance from your Tour Guide/Leader.

Please refer to our Terms and Conditions in regards to shopping for further information.

VISAS

Vietnam

- Australian passport holders are eligible to apply online for a single entry electronic visa (e-visa), valid for up to a maximum of 30 days. Lodge your application online (for a non-refundable fee) with the Vietnamese National Web Portal of Immigration - <https://www.xuatnhapcanh.gov.vn/>. You will be given a unique code to track your visa application status. Once your visa is granted, you must print it out and present it at check in. Keep this e-visa print out with you at all times during your travel in Vietnam.

- Some private online visa services and travel agents have scammed travellers or been involved in the public disclosure of the personal information of applicants for visas and 'visa issued on arrival' approval letters. To avoid such scams, only use official

Government of Vietnam services to arrange your visa. Visa and other entry and exit conditions (such as currency, customs and quarantine regulations) change regularly. Contact the nearest Embassy or Consulate of Vietnam for up-to-date information.

Cambodia

- Australian passport holders travelling for tourism can apply for an e-visa online through the Cambodian Ministry of Foreign Affairs and International Cooperation. E-visas are only valid for entry through the Phnom Penh, Siem Reap and Sihanoukville International Airports, and Cham Yeam (Koh Kong), Poipet (Banteay Meanchey), Bavet (Svay Rieng) and Tropaeng Kreal (Stung Treang).

- Alternatively a tourist visa can be completely arranged on arrival at the border for \$35 USD per person.

- Visas must be arranged in USD currency at the border.

- Tourist visas are valid for thirty days. For longer stays, or if you're travelling to Cambodia for a purpose other than tourism, you must arrange a visa in advance through the nearest Embassy or Consulate of Cambodia. Visa and other entry and exit conditions (such as currency, customs and quarantine regulations) can change at short notice. Contact the nearest Embassy or Consulate of Cambodia for up-to-date information.

Important: Please start arranging your visa at least 3 weeks prior to departure to account for any delays due to consulate operating hours.

Please note: Passengers who are not Australian citizens must check with the respective consulate or visa agency to determine what their visa requirements are and what personal identification is required. It is also important to note, some areas of employment such as journalism, government authorities and charity organisations may have additional restrictions in applying for Visas. This may in turn affect the type of application required.

SCHEDULE OF FEES

Voluntary Changes

This includes booking changes requested by you, including but not limited to those changes requiring an airline ticket, date/

IMPORTANT INFORMATION

accommodation changes or a Purchase Confirmation reissue.

- Changes - \$100.00 per booking + any additional charges applied by the airline/accommodation/other travel provider.

Name Changes Due To Passenger Error

- If the incorrect name has been advised to TripADeal, charges of \$100 per booking + any additional charges applied by the airline/cruise company/accommodation/other travel provider.

Supplier Fees

In the event the Travel Offer you have purchased is unable to proceed, and/or a travel Supplier is unable to fulfil the Travel Offer due to external circumstances (Limitation of Liability e.g. a Force Majeure event), there may be a fee or amount of money that is withheld by our Suppliers and is unrecoverable. This may be due to non-refundable airline tickets, cancellation penalties with cruise cabins or unrecoverable payments with our land/accommodation partners. TripADeal has committed to these costs as your Agent and will endeavour to recover all funds committed and/or paid for your Travel Offer, but this may not be possible in all circumstances. If refunds are not available from Suppliers, we will endeavour to obtain a travel credit on the best terms available and communicate these outcomes to you. In the event, TripADeal is unable to obtain a refund or travel service credit, or part thereof, this cost is passed on to the customer as a Supplier Fee. This fee is not revenue-raising and is paid to or withheld by our suppliers when recovering payments.