



General Terms & Conditions

Prices

All rates are quoted per person in US Dollars. Rates are inclusive of 10% VAT and service charges.

Booking Procedure

Booking will be confirmed on receipt of advance deposit only.

(1) VRT requires 30% advance deposit to hold the booking

(2) Balance of 70% must reach Vietnam Responsible Tourism (VRT) 7 days prior to tour departure date.

It is always better and more secure for a reservation to book early so we strongly advise you to book at least 4 weeks in advance. All services should be booked through our website, email or direct at our Hanoi Head Office.

Last-minute bookings:

We will try our best to make last minute bookings work. In such cases please call our support number +84 43 843 1750.

Payment condition:

Full payment can be made by Bank Transfer payable to our Bank Account, and all bank service charges will be borne by the payee. If payment is by Credit Card, an additional 3% will be added on to our tariff rates (Visa Card and Master Card are accepted).

Bank Details:

To be updated

Cancellation / No Show

In the case of cancellation by the customer VRT must be informed in writing (letter or email). Cancellation charges would be effective from the date we receive advice in writing and cancellation charges would apply as follows:

Before 45 days - 10% of the total tour / service cost

From 45 days to 15 days - 15% of the total tour / service cost

From 15 days to 07 days - 25% of the total tour / service cost

From 07 days to 02 days (48 hrs) - 50% of the total tour / service cost

From 48 hours to arrival or no show - no refund

Visas

In case visas are required, VRT would be delighted to help you organize the visas. Please note, however, that VRT can not be held responsible for information on visa regulations, or in case visas are not obtained or accepted by local authorities.

It is the tour members responsibility to ensure that they have valid passports and visas, where necessary.

Insurance

Insurance is not included in the tour cost, but VRT can assist you to insure yourself comprehensively for the full duration of your tour. Passengers are strongly advised to have full travel insurance.

Vietnam Responsible Tourism (VRT) acts as an intermediary between transportation and airlines companies, hotels, tourist offices and all contractors providing services for tourists. As such VRT is not liable for any loss, injury or damage caused said parties.

Programs and tours prices are based on the situation at the time of printing the tariff and could be subject to change due to local conditions. Participation in tour program implies the clients' agreement to the above.

Thank you for your valued time with VRT and we look forward to your booking.