

# BOOKING CONDITIONS

## 1. BOOKING

To make your booking Kiwi Vietnam Tours Ltd (KVT) require a completed **Booking Form** and a **\$300NZ Non - Refundable Deposit per person** (or full payment if the travel is within 60 days). Clients booking by telephone or email will be deemed to have read these Booking Conditions and to have signed the declaration on the Booking Form. The person making the booking accepts these booking conditions on behalf of everyone in his / her party. If Kiwi Vietnam Tours Ltd (KVT) accepts your booking we will issue a confirmation invoice. The contract will exist between us from the date when we issue the confirmation invoice.

## 2. PAYMENT

When you receive the confirmation invoice please check the details carefully and inform KVT immediately if anything appears incorrect. Spelling of names, etc, is particularly important. Names on travel documents should always match those shown on passports. Payment for all monies due must be paid to KVT no later than 60 days before tour departure. No reminders will be sent. In the case of non-payment of the balance by the date due KVT will treat the booking as cancelled by you. Travel documents will be sent to you before your tour approximately one to two weeks before departure. No documents will be sent out unless final payment is received and cheques have been cleared. KVT cannot accept any liability for items lost in the mail. Events beyond our control may result in price increases and surcharges – we reserve the right to pass on these increases.

## 3. IF YOU CHANGE YOUR BOOKING

Changes made by you to your booking will incur an amendment fee of up to \$50 per person per amendment. In addition a cancellation fee may be incurred.

## 4. CANCELLATION AND REFUNDS

Cancellation fees apply to all reservations. The date of cancellation is the date on which Kiwi Vietnam Tours Ltd receives the written cancellation. Cancellation fees are as follows:

- More than 60 days prior to trip departure - Loss of deposit
- 30 to 59 days prior to trip departure - 50% of total booking cost
- Less than 30 days prior to departure - 100% of total booking cost

No refunds will be made if you leave a trip for any reason whatsoever, whether voluntarily or involuntarily, after the trip has begun. No refunds will be made for accommodation, transport, sightseeing, meals or services not utilized. Different fees may apply to airline tickets.

## 5. TRAVEL INSURANCE

Travel Insurance is compulsory for all persons joining Kiwi Vietnam Tours Ltd tours. It should provide cover against theft, personal accident, personal liability, medical expenses, repatriation and cancellation of tickets. KVT provides this service as standard on package tours.

## 6. RESPONSIBILITY

Kiwi Vietnam Tours Ltd act as agent for transport companies, hotels, and other contractors and shall not be liable for any injury, damage, loss, delay or irregularity that may occur. The traveller understands that during the course of the tour certain risks may occur, including, but not limited to the hazards of accident or illness in remote places without medical facilities, and the forces of nature. The traveller agrees to assume all risks associated with the tour.

Kiwi Vietnam Tours Ltd reserves the right to cancel any tour prior to departure; in such case, full refund of all payments will constitute full settlement with the traveller.

Travellers agree to accept the authority of the Tour Leader. Kiwi Vietnam Tours Ltd will not accept responsibility or liability for any traveller who contravenes any law or regulation of any country visited. Where Kiwi Vietnam Tours Ltd provides services it will do so with due care and skill.

## 7. YOUR HEALTH AND FITNESS

KVT strongly recommend a visit to your dentist and doctor before your trip. You must ask your doctor about current vaccination requirements. Full details of pre-existing medical conditions must be forwarded to KVT when you book.

***You should undertake extra exercise before traveling to Vietnam in order to counteract the effects of heat and a change in diet.***

## 8. PRIVACY POLICY

We may use photos or video in promotional media that contains images of yourself obtained while on one of our tours. Promotional media may include advertising images, our web site and Facebook. If used, you will not be identified by your name. Please read our full privacy policy on request. All your private information is held under secure conditions and deleted after your tour.