

# FAQ's

## Welcome Adventurers

### Why should you visit Vietnam and Cambodia?

Visiting Vietnam and Cambodia is a life changing adventure. Whilst each country has its own uniqueness, they will both heighten your senses through a kaleidoscope of colours, enticing street food smells, exotic heat, breathtaking scenery and an energetic cultural vibe. Most of all, your experience will be enriched by the people and the positive impact they have on you. The people of Vietnam and Cambodia are friendly with open smiles, eager to please and welcome you to their own home country.

### Why choose Kiwi Vietnam Tours?

The aim of Kiwi Vietnam Tours is to ensure your journey is a rich and rewarding one. We hope to achieve this by assisting you to have as much contact with the Vietnamese & Khmer people and their culture as possible.

Kiwi Vietnam Tours Ltd (KVT) is a small travel company specialising in **Vietnam and Cambodia Tours**. We escort our own tours. When you ring our contact number you are speaking to the escorts and organisers, Nev Parrott or Penny O'Leary.

As a result of sixteen plus years of organising and escorting tours to Vietnam we have gained a lot of knowledge and made many Vietnamese friends. This gives us the ability to enhance your experience of these two countries, its people and culture. For the last 10 years we have included Cambodia as an optional add-on tour. Our Information Booklet supplied before we leave will cover both Vietnam and Cambodia.

Our escorted Tours are not restricted to any age group although generally our groups range from **45 to 75 yrs and are 8 to 14 persons**. To ensure you are able to get the most out of your tour, there is a requirement that you are physically able to walk 1 or 2 km per day, step into and off boats and walk up a few steps. If you have difficulty, there is always someone to help.

Our tours are paced to allow free time for shopping and for those who like to explore on their own the chance to do so. Side trips can be arranged at an additional cost. Vietnam & Cambodia are fast developing tourist destinations and some situations can be frustrating. An attitude of exercising patience and approaching situations with a sense of humour is very helpful, if not essential.

## Tour Itineraries

For the **Highlights** and the **Discovery Tours** we offer a 6-Day extension to **Cambodia**. These tours will start in Hanoi (North Vietnam) and travel south to Ho Chi Minh City (Saigon). Those not continuing to Cambodia will fly back to Singapore/ Bangkok and on to NZ (or other options).

Those travelling on to Cambodia will fly or travel by road from Saigon to Phnom Penh, then continue overland to Siem Reap. Here we spend 2 days touring the lost ruins, including the most famous, Angkor Wat.

***We constantly update our itineraries to reflect the changing highlights of both countries and as a result now print them, in order to avoid waste.***

## **Tour Registration**

A non-refundable deposit of \$300 is required, along with a completed Booking Form. When a deposit is received a receipt will be sent to you along with an Invoice.

You will also be sent

- Travel Insurance Form
- Vietnam Visa Application form – 2 Passport photos required
- Tour preparation information and a specific Itinerary

## **Booking Conditions (separate sheet)**

Please read these as signing a Booking Form states you have done so.

KVT recommends all travellers to complete Travel Insurance documentation to cover cancellation situations.

If it is necessary to cancel your tour the following cancellation fees per person apply:

Less than 60 days before departure: Up to 50% of tour cost

Less than 30 days before departure: Up to 100% of tour cost

## **Passports**

Your passport must have at least 6-month validity on return to NZ. (See Tour Tables)

This is a requirement of entry to Singapore, Thailand, Cambodia and Vietnam.

## **Vietnam Visa (Cambodia Visa)**

Vietnam Visa application forms will be sent out on registration. **This form will need to be completed and couriered back to us along with your Passport and two Passport photos.**

For those travelling on to Cambodia, Visas will be obtained at the border. You will require **3 Passport Photos in total.**

## **Extra Costs**

The tour package includes accommodation and breakfast (except in Singapore). Your only additional expenses are lunches & dinners not included in the Itinerary, laundry, and optional tour excursions.

## **Payments**

Final payment for the tour is due 60 days before departure. When you make a booking an Invoice will be sent to you along with a receipt for your deposit.

Payments should be made to **Kiwi Vietnam Tours Ltd** either in cheque form or

Direct Debit to ANZ Acct Kiwi Vietnam Tours Ltd **010745 - 0234725 - 00**

**We cannot accept Credit Card payments** due to the expensive cost of this facility.

## **Flights**

Flights depart from Auckland to Singapore and onto Vietnam with Singapore Airlines. For those flying out of Wellington to Auckland this is fully common rated and hence no additional charge. For those in the South Island you would fly out of Christchurch and meet up with the group in Singapore. If you require a provincial flight to a main centre, then please inform us as we may be able to negotiate an add-on flight.

If your ongoing travel requires you to fly with another airline then we can arrange this e.g. you wish to travel into Thailand then flying Thai Airways will make more sense.

## **Travel Insurance**

**Included** in the Package price is comprehensive Travel Insurance. Those aged 70+ and Pre Existing Medical Conditions will incur additional costs. Forms will be posted out on registration.

## **Accommodation**

Hotel accommodation is priced on a share twin basis. We use 3 & 4-Star Hotels, which include breakfast, air-conditioning, TV and ensuite bathroom. We have a policy of offering single travellers the choice of rooming with another person of the same sex. This is on a first registered – first option basis. Unfortunately the last person to register will have to pay a single supplement.

## **Vaccinations**

We cannot be held liable for giving information on this. You should pay a visit to your GP's nurse or GP to discuss travel vaccinations, including anti malaria medication and any personal prescriptions you may require. You can also check out current health advice on the World Health Organisation website. <http://www.who.int/en/>

## **Tips**

Although tipping is not compulsory there is a growing expectation to do so. Because we are the local experts we include this in the tour cost. This covers tour guides, drivers & hotel doorman but on departing a hotel it is quite good to leave 20,000dong (\$1USD) under the sheets for the cleaning ladies. There may be a situation where we ask you to tip other boat people the same amount but we would inform you beforehand.

## **Luggage**

The shopping in Vietnam and Cambodia is fantastic and varied. Our tours have a 20kg flight allowance and 7kg hand luggage. Travel luggage is manufactured in Vietnam and is reasonably priced, should you require extra.

## **Currency - Dong for your Dollar**

We advise you take USD in cash to Vietnam and Cambodia. In Vietnam change USD to Vietnamese Dong approx \$1USD = 22,000d - \$1NZ = 15,000d. A 1.5l bottle of water is 10,000d, a can of Sprite 15,000d.

Money machines (ATMs) are common in Vietnam, less so in Cambodia.

In Cambodia USD cash is all that is required. (Low denominations)

## **Communications**

Local Mobile Sim Cards are cheap in both countries. Bring your mobile phone and use one while you are there. WiFi is readily available in hotels and city areas.

## **Risks**

The traffic travels on the right hand side of the road (same as the US) the opposite of New Zealand. However like fish in a river, motorbikes do not always keep to the correct side of the road so this is your biggest hazard. Crossing roads, your antennae needs to be fully extended and you should pay full attention to instructions from your tour leader. If on your own, watch the locals and walk across with them, they are only too happy to assist.

Footpaths are often blocked with parked motorbikes, uneven and potholed and it is usual to walk in single file as we negotiate streets to get to restaurants. We take your safety seriously and may insist on holding your hand to take you across the road. Remember, this is why you came, to see the real Vietnam and Cambodia. We promise to lead you up the garden path, a path full of surprises and adventures!

Regards

Kiwi Vietnam Tours