



RESERVATION FORM

Please carefully read and complete this form, sign, and fax to: (+84-4) 652 4622 or mail to: Viet Travel Mate, No 5 – Bloc A1 – Collective quarter of Yên Viên Engineering Factory – Yên Viên – Gia Lâm Dist., – Hà Nội – Vietnam or email to info@viettravelmate.com

CONTACT INFORMATION

Name: _____

Mailing address: _____

Phone (business): _____ Phone (home): _____

Fax: _____ Email: _____

Name of Emergency Contact: _____

Relation: _____ Phone: _____

TRIP INFORMATION

Trip Name: _____

Trip Date: _____

Arrival Date: _____ Flight No. & Arrival Time: _____

Departure Date: _____ Flight No. & Departure Time: _____

TRIP PARTICIPANTS' INFORMATION *(also used for Visa processing where applicable)*

Insurance: All tour participants are required to have health and/or travel insurance to participate on the trip.

Participant #1: Name (as it appears on passport): _____

Citizenship: Dak Lak Occupation: _____

Passport No: _____ Date of Birth: _____

Issue Date: _____ Expiration Date: _____

Special Requirements (eg. vegetarian, diabetic, allergies, medical conditions etc.):

Accommodation: I will share a double room I prefer single accommodation at supplemental cost (this is required for set departure trips only)

Name of insurance policy: _____ Insurance No.: _____

Expiration: _____ Gender: _____

Participant #2: Name (as it appears on passport): _____

Citizenship: _____ Occupation: _____

Passport No: _____ Date of Birth: _____

Issue Date: _____ Expiration Date: _____

Add: #1016 H1- Viet Hung Apartment- Long Bien Dist.,- Ha Noi- Viet Nam

Tel: (84 4) 6296 6895 / 62956154 *Fax: (84 4) 3652 4622 Mobile: +84 913004442

Email: sales@viettravelmate.com / info@viettravelmate.com

Website: www.viettravelmate.com

Special Requirements (eg. vegetarian, diabetic, allergies, medical conditions etc.):

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Accommodation: I will share a double room I prefer single accommodation at supplemental cost (this is required for set departure trips only)

Name of insurance policy: _____ Insurance No.: _____
Expiration: _____ Gender _____

Participant #3: Name (as it appears on passport): _____

Citizenship: _____ Occupation: _____

Passport No.: _____ Date of Birth: _____

Issue Date: _____ Expiration Date: _____

Special Requirements (eg. vegetarian, diabetic, allergies, medical conditions etc.):

Accommodation: I will share a double room I prefer single accommodation at supplemental cost (this is required for set departure trips only)

Name of insurance policy: _____ Insurance No.: _____

Expiration: _____ Gender _____

Participant #4: Name (as it appears on passport): _____

Citizenship: _____ Occupation: _____

Passport No.: _____ Date of Birth: _____

Issue Date: _____ Expiration Date: _____

Special Requirements (eg. vegetarian, diabetic, allergies, medical conditions etc.):

Accommodation: I will share a double room I prefer single accommodation at supplemental cost (this is required for set departure trips only)

Name of insurance policy: _____ Insurance No.: _____

Expiration: _____ Gender _____

PAYMENT INFORMATION

I am paying a NON REFUNDABLE deposit of \$ _____ to Viet Travel Mate by:

bank transfer cash credit card (Charge to: Visa Master card)

Name as stated on credit card: _____

Credit Card No: _____ Expiration Date: _____

SJC code: _____

Name of bank: _____

I authorize Viet Travel Mate to debit the total amount of: _____

Signature: _____ Date: _____



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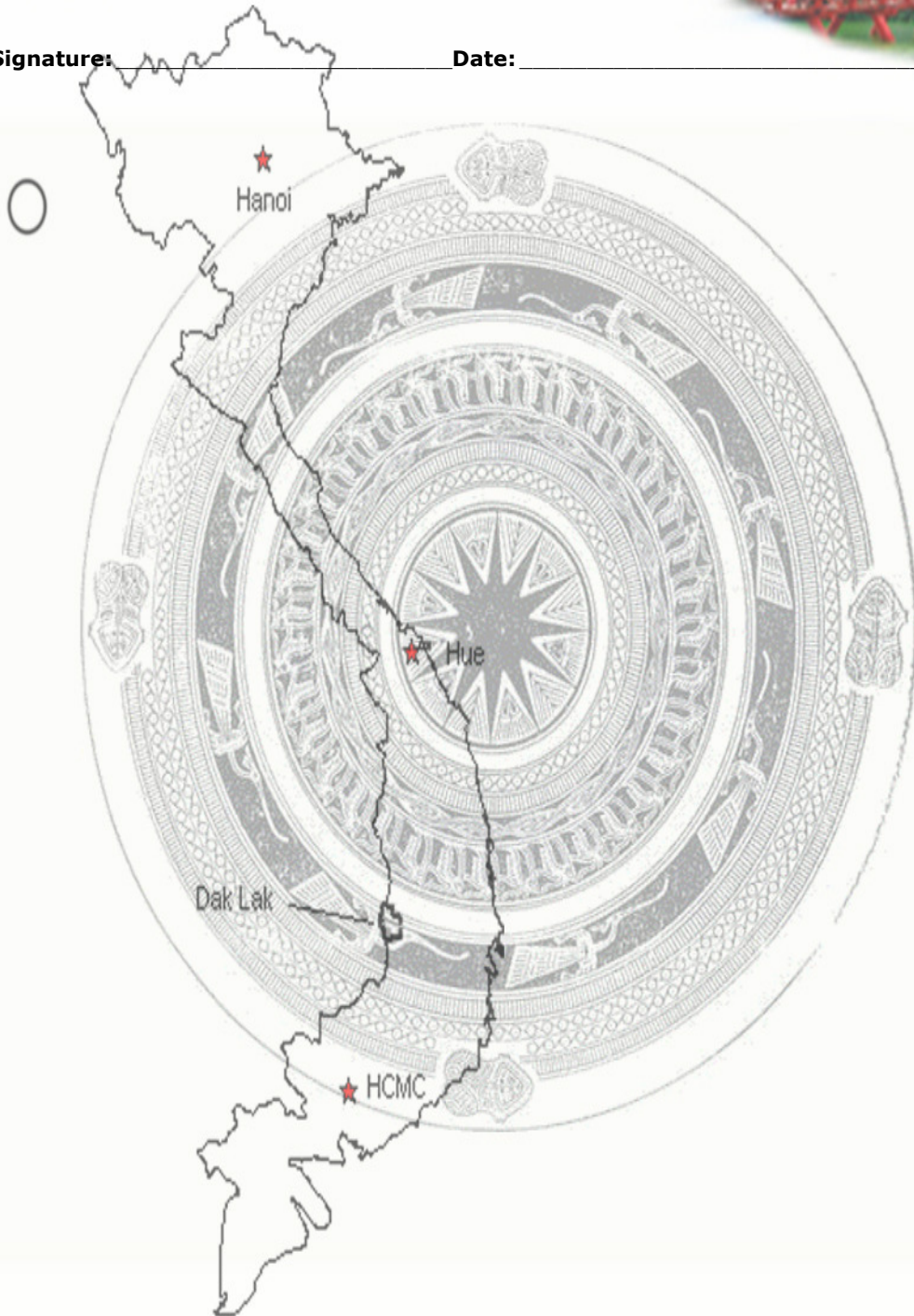
Website: www.viettravelmate.com

I have read, understood, and accept the Terms and Conditions as stated in the agreement on the back of this form and release and discharge Viet Travel Mate and its representatives from and against any liability arising from participation on the tour.

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Signature: _____

Date: _____



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BOOKING CONDITIONS

Booking

The receipt of your deposit and/or final payment will indicate that you and your travel agent (when applicable) have read these Terms and Conditions, and that you (and your agent) have accepted them.

The Terms and Conditions below form the basis of the contractual relationship between Viet Travel Mate (VTMC) and its clients. It is extremely important that our clients understand and accept these Terms and Conditions as well as all web contents.

Booking

Bookings can be made to our office by email: info@viettravelmate.com , or by facsimile (++ 84-4) 652 4622 and shall be confirmed within 5 working days.

Deposit & Final payment

A deposit which is equal to 20% of the total tour cost or 100 US Dollar (whatever is greater) per person joining tour is required at the time of booking. The full or final payment is required 45 days before departure for your Tour to Vietnam, Laos or Cambodia. Should the tour booked within 45 days before departure for your Tour to Vietnam, Laos or Cambodia, full payment is required.

Methods of Payment

Full settlement should be received no later than 45 working days prior to passenger s' arrival. We are now able to offer 3 methods of Payment:

1. Made by telegraphic transfer, internet transfer to our following Viet Travel Mate nominal account details:

Account name: **Viet Travel Mate and Trading JSC.,**

Vietnamese account name: **Cong Ty CP TM Va Du Lich Nguoi Ban Viet**

VND account number: 0541001532073

USD account number: 0541371532083

Bank For Foreign Trade Of VietNam

198 Tran Quang Khai, Hanoi

Telex: 411504/411229 VCB – VT

Tel: 84-4-825 1322 – 824 0976

Fax: 84-4-826 9067

Swift: BFTV VNVX

TGMS: VIETCOMBANK

Website: www.vcb.com.vn

2. **Visa, Master JCB, Amex and Dinner Club Card off line payment.** (You only need to fill up the information through: [Credit Card payment form](#) and we can charge you from your card with the amount you need to pay + 3 % bank fee)

3. **Visa, Master, Amex, Dinner Club Card** by fax to us the reservation with filling fully detail required and send us the copy of your card by fax (recommended) or send email as attachment file

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Note: Cash payment, travelers' check and company check is applicable upon special request, but personal checks cannot be accepted.

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Disclaimer:

(For clients who make payment by credit card only).

Viet Travel Mate will draw USD from your credit card. That amount is normally shown on your credit card. (3% of the amount will be charge for bank fee)

Viet Travel Mate currently quotes tour prices in US Dollars on our web site as well as customized tour cost tour cost and quote in USD to you at the time when you are making bookings.

Cancellation Refunds

We would deeply regret your decision to cancel your trip to Vietnam, Laos or Cambodia, however we realize that there are many valid reasons that this can happen.

In the event of cancellation we will refund any payment made to Viet Travel Mate (less any cancellation fee that is applicable) within 14 days of our receipt of your written cancellation request. All cancellation must be informed in writing either by email or fax

The cancellation fee will be calculated as follows:

More than 45 days prior to trip departure. No charge, however 100 \$US deposit is non-refundable.

1. Cancellation received more than 30 days before departure: 10 % of tour price, but may be applied for your next trip within 18 months.
2. Cancellation received from 15 to 28 days before departure: 10% of the tour price
3. Cancellation received from 7 to 27 days before departure: 60% of the tour price
4. Cancellation received from 7 to 0 days before arrival: 100% of the tour price

No-show travelers will be charged 100% of the tour price full cost of any tour if applicable.

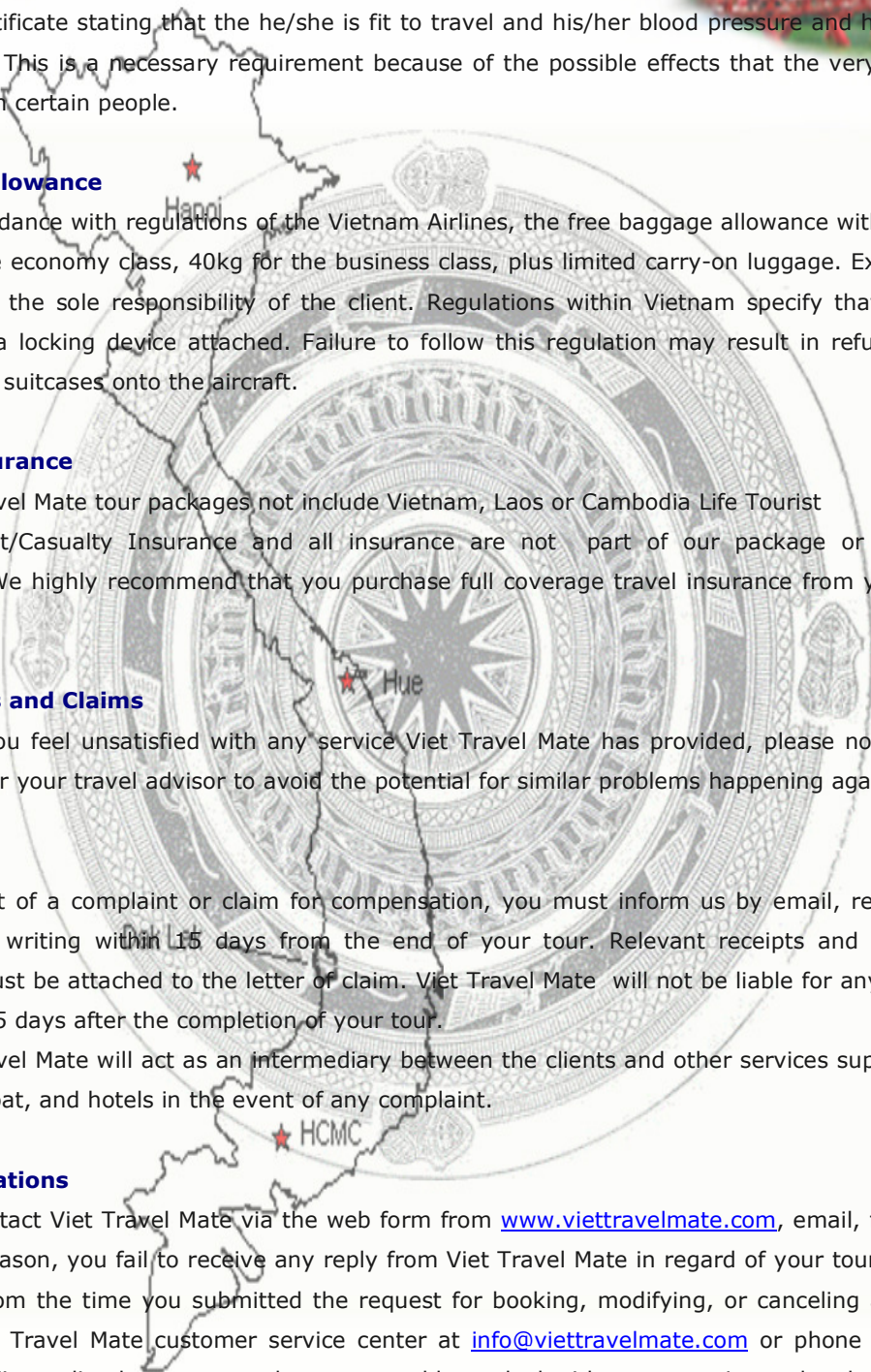
After the trip has commenced, we are unable to refund any amount for unused services due to your early departure, late arrival, or missed days on tours.

Travel Documentation

All clients must be in possession of a valid passport and necessary visas or permits at the commencement of travel. All such documentation is the sole responsibility of the client. Your travel advisor may assist you in applying for the necessary travel documentation upon request. Viet Travel Mate accepts no responsibility or liability whatsoever for the failure of clients to obtain appropriate documentation.

Health Requirements

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Clients should take into account all international travel risks and familiarize themselves with health requirements applicable to the areas they intend to visit. The client is solely responsible for checking the safety and security conditions, vaccination, and other health requirements of governments in countries visited or transited. Travelers who want to take part in any adventure trip are required to provide a doctor's certificate stating that the he/she is fit to travel and his/her blood pressure and heart condition are normal. This is a necessary requirement because of the possible effects that the very high altitude may have on certain people.

Luggage Allowance

In accordance with regulations of the Vietnam Airlines, the free baggage allowance within Vietnam is 20kg for the economy class, 40kg for the business class, plus limited carry-on luggage. Excess baggage charges are the sole responsibility of the client. Regulations within Vietnam specify that all suitcases must have a locking device attached. Failure to follow this regulation may result in refusal by airport staff to load suitcases onto the aircraft.

Travel Insurance

Viet Travel Mate tour packages not include Vietnam, Laos or Cambodia Life Tourist Accident/Casualty Insurance and all insurance are not part of our package or customize or excursion. We highly recommend that you purchase full coverage travel insurance from you country of origin.

Complaints and Claims

Shall you feel unsatisfied with any service Viet Travel Mate has provided, please notify your local tour guide or your travel advisor to avoid the potential for similar problems happening again during your trip.

In the event of a complaint or claim for compensation, you must inform us by email, regular mail, or facsimile in writing within 15 days from the end of your tour. Relevant receipts and substantiating evidence must be attached to the letter of claim. Viet Travel Mate will not be liable for any claims made later than 15 days after the completion of your tour.

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

Communications

You can contact Viet Travel Mate via the web form from www.viettravelmate.com, email, fax, or phone. If for any reason, you fail to receive any reply from Viet Travel Mate in regard of your tour status within 48 hours from the time you submitted the request for booking, modifying, or canceling a tour, please contact Viet Travel Mate customer service center at info@viettravelmate.com or phone at ++(84 4) 62966895 immediately to ensure that we are able to deal with your enquiry under the terms of our Terms and Conditions.


Service voucher

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Voucher will be issued by Viet Travel Mate 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 & Responsibility

Viet Travel Mate shall not be liable for any loss, injury, or damage to person or property, alteration of itineraries or cancellation in part or in full, caused by climatic conditions, sea fire, breakdown of machinery or equipment, acts of government or other authorities, wars whether or not declared, civil disturbances, strikes, riots, thefts, epidemics, quarantines, medical or customs regulations, terrorist activities, or any other actions, omissions or conditions beyond Viet Travel Mate's control. Neither Viet Travel Mate nor any of its affiliates or subsidiaries shall be or become liable or responsible for any additional expenses of liability sustained or incurred by the tour member as a result of any of the aforementioned causes.

Passengers are required to have full travel insurance covered. This include trip cancellation, medical emergency evacuation, and other coverage. Airline schedule, train timetable and local conditions may affect accommodation and itineraries. Should this occur, Viet Travel Mate will endeavor to substitute a suitable arrangement of similar value.

Viet Travel Mate shall not be responsible for any wrongful or negligent or fraudulent, omissions, changes of itinerary, cancellation or the failure of any equipment operated by any suppliers such as transportation carriers, cruise, and hotels, or any other party not directly owned or controlled by **Viet Travel Mate.**

Viet Travel Mate is not responsible for a client's failure to comply with customs regulations.

Viet Travel Mate is not responsible for the theft or lost of any customer's valuables or items of personal property due to the negligence of the customer.

Viet Travel Mate reserves the right to substitute hotels, flights, or cruise ships, to alter itineraries, or to cancel the tour prior to departure. If Viet Travel Mate has cancelled any tour prior to the commencement of the tour, Viet Travel Mate is liable for a full refund of the money received by

Viet Travel Mate

Many of Viet Travel Mate tour packages include activities which require care attention. Such activities include boarding and going ashore from boats, climbing hills, trekking, cycling, hiking, kayaking, and entering and exiting tombs and caves etc. You will receive help and advice from our representatives but all activities are undertaken at your own risk. Viet Travel Mate, its employees and agents cannot be responsible for any action or event that occurs after its said employees and agents have exercised their duty and taken the necessary care.

Viet Travel Mate reserves the right to modify or rescind the terms and conditions in whole, or in part at any time with or without notice.



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