



HANOI BOOKING OFFICE

Address: 5th Floor, 68 Nguyen Du Street, Hanoi, Vietnam

Telephone: ++84.4.39985491

Fax: ++84.4.37227931

Email: sales@indochinaleisure.com

Website: www.indochinaleisure.com

HOW TO BOOK WITH US?

You can make online reservation with us extremely easy, satisfied and comfortable without apprehension over your security. Booking with us, your all information is secured strictly.

When you interested in the trip, you go to the tab BOOK THE TOUR to process the payment online with detailed instructions.

If you are on the way looking for the trip which is different from what you have seen on our website, please kindly click here to contact us, we will reply you within 12-24 hours, we will tailor-made your trip then when you are ready to book, we will send you an online payment link to book with us.

All the payment transaction with us is made by machine, via Online Payment System & the internet, no human made so your personal information as well as your credit card details is not saved. Thus, they are 100% secured.

If you would like to book our service offline, kindly contact us at sales@indochinaleisure.com and we will send you the OFFLINE PAYMENT FORM, you fill in with the needed fields, send back to us by fax/ or email us the copies. We will process the booking and confirm you shortly.

DEPOSIT & PAYMENT POLICY

Deposit of 25-30% value of the tour is required at the time you book with us. Balance of the trip can be settled in cash upon arrival Vietnam. If you pay the balance by credit card (we accept major credit cards such as Visa, Master, JCB and Amex), 3.5% of the amount will be applied for banking service fee accordingly.

If your trip starts from the country which is not Vietnam, balance of the trip is required to be settled at least 45 days before the trip starts by credit card or by bank transfer via our bank account at:

Account name: INDOCHINA LEISURE Co., Ltd

Account number: 0011004068316

Bank name: Vietcombank (Join Stock Commercial Bank for Foreign Trade of Vietnam)

Bank address: 31-33 Ngo Quyen Street, Hoan Kiem District, Hanoi, Vietnam.

Swift code: BFTVVNVX001

Bank website: www.vietcombank.com.vn

After receiving your payment, we will process your booking and confirm you by email as soon as we have well received the written confirmation from the hotels, cruise, aviations....

BOOKING AMENDMENT

You can amend your booking when it is made. Just contact us at sales@indochinaleisure.com with your booking number. Our reservations team is glad to amend your booking and let you be informed of any changes.

CANCELLATION POLICY

1. Stopover Tour & Packages Tours – Cancellation Penalty will be charged as following:

>30 days before arrival: no cancellation charge (only US\$ 100 non refundable deposit per person will be forfeited)

14-29 days before arrival: 10% of the cost of the Tour is forfeited

6-13 days before arrival: 40% of the cost of the Tour is forfeited

< 5 days before arrival: 100 % of the cost of the Tour is forfeited

2. Halong Bay Tours - Cancellation Penalty will be charged as following:

100% money back, even last minutes if bad weather conditions (100% money refunded)

Over one week: 0% of the cost of the Tour is forfeited

Over 72 hours: 50% of the cost of the Tour is forfeited

Less than 48 hours: 100% of the cost of the Tour is forfeited

3. Daily Tours - Cancellation Penalty will be charged as following:

100% money back, even last minutes if bad weather conditions (100% money refunded)

Over 48 hours: 0% of the cost of the Tour is forfeited (Any reasons of guests)

Less than 48 hours: 100% of the cost of the Tour is forfeited

4. Independent Hotel Reservation - Cancellations will be charged as following:

Over 30 days before check in date: 100% Money Back - no cancellation charge. Only 20.00 USD administration charge per booking is forfeited.

29-15 days before check in date: 30% of the cost of the booking is forfeited

15 - 10 days before check in date: 50% of the cost of the booking is forfeited

< 10 days before check in date: 100% of the cost of the booking is forfeited

All money (following cancellation policy) will be refunded via Online Payment System if you made deposit or payment by Credit Card via Internet (but the refund does not include 3.5% banking service fee). Consumers will receive money within 3 – 7 days when Indochina Leisure does refund. If you make deposit or payment by banking transfer via bank, you will receive money via bank account after one week when Indochina Leisure does refund! Your rights will be protected highly by Indochina Leisure.

No refunds or exchanges can be made in respect of accommodation, meals, sightseeing tours, transport or any other services which are included in the Tour prices but not utilized by the Tour member.

If you need any further information, kindly contact us via our email sales@indochinaleisure.com or call us at ++ 84 914 322 828 (Mrs. Elys Nguyen – English Speaking).