

Skypac Travel Terms & Conditions

The following “Terms & Conditions” clearly interprets all terms and conditions for an agreement of travel services between Skypac Services Co. Ltd and its clients. It is important that clients understand these with full acceptance before making a booking with us. Once your deposit is paid, upon our final trip confirmation, our contractual relationship is hereby set forth.

Price

The tour price is in VND and quoted per person the USD \$ price is only as reference where and if display, based on double occupancy or twin share basis, unless otherwise specified. All tour costs are based upon the services mentioned in each tour’s detailed itinerary as per the “Services” section. Services are offered as a complete dedicated package and Skypac Services Co. Ltd will not provide a breakdown of trip component’s cost to any unused parts or late show-up. All costs quoted are based on availability and subject to change without notice, as airlines and hotels can unexpectedly impose rate increases.

Many hotels include compulsory Gala dinners on Christmas Day, New Year’s Eve and sometimes on national festive occasions. This is a compulsory charge and will be negotiated and invoiced by Skypac Services Co. Ltd where applicable.

Deposit & Payment

A deposit of 50% of the total invoice is required in order to confirm all our services. The balance of payment shall be due earlier than 30 days of your departure. In case of urgent booking or the invoice value is under \$500, full advance payment is required. Failure to pay by the due date may result in unexpected cancellation of the booking. Payment shall be made in cash, electronic transfer or credit card (Visa, Master and American Express card). Except for the cash payment (at some special cases only), any levied charges for the bank transfer or any applied surcharges for credit card banking (3%) should be covered by the clients. Following full payment, the final voucher of services and related documents will be forwarded by e-mail to clients at a maximum of two weeks prior to your departure.

Regarding some upscale Trans-Mekong cruises, it is a strict policy from these cruise companies to be non-refundable once booked. Please check further details with our travel consultant.

Child Discount

Children under 8 years old are generally granted a reduction up to 25% of the land tour and some discount on airline subject to the carriers, provided that they are accompanied by at least two full-paying adults and staying in the same room. Please check further details with our travel consultant

Refunds & Penalties

Deposits are non-refundable but can be valid for any substitute booking within 1 year from original departure date and must be notified to Vietnam Skypac Services Co. Ltd earlier than 45 days prior to the client’s original schedule. Within 45 days of departure, deposit then is

automatically non-replaceable and forfeited. Cancellations are subject to the following penalties of the full tour price:

Between 45 – 30 no penalties

Between 29– 15 days of scheduled tour departure: 50% penalty

From 14 days or less of scheduled tour departure:100% penalty

Any late amendments to a confirmed booking may be added to the fee imposed by Skypac Services Co. Ltd where applicable and subject to the specific circumstances.

In some other cases, we are flexible with the policy above to meet the best benefit for our clients, please advise any wish you have directly to your travel consultant

Insurance

Nobody should travel abroad without an insurance package that covers emergency medical evacuation, hospital costs, and repatriation. Skypac Services Co. Ltd recommends strongly to the client and considers it a prerequisite to confirm any booking of your travel. You may also wish to purchase a policy to cover trip delays, cancellation or lost and stolen belongings. Please ask your travel agent or contact our sales experts for an appropriate recommendation or review the insurance policies prior to your final payment.

Services

Our tours generally include the following services unless otherwise discussed.

Customized itinerary planning and in-depth destination consultation.

Regional and country's domestic flights.

Personalized sightseeing as indicated in the day-by-day itinerary.

Meals as specified in your daily itinerary.

Airport transfers.

All accommodation as per customer choice

All entrance fees.

Hotel tax and service charges.

Ground transportation with private air-conditioned vehicles.

Government fees and local handling charges.

Special travel permits were required.

Availability services (24/7) of Skypac Services Co. Ltd and our regional associate offices before and during your trip.

International flight is subject to the client's own arrangement and flexible for personal flight mile-saving purposes.

Liability Remarks

The tour price does not include travel insurance, passport and visa fees, non-per-payable airline and departure taxes, excess baggage charges, gratuities, laundry, phone calls and other communication costs, drinks, meals not listed in the itinerary, and all items of a personal nature.

Skypac Services Co. Ltd and the clients who understand the Booking facts described herein have been read and accepted by the clients. Skypac Services Co. Ltd accepts no responsibility for any accidents, damage, loss, injury, sickness, death, cancellation, delay, deviation, substitutions or other unforeseen events unless caused expressly by the negligence per willful act of itself and its employees. Every endeavor has been made by Skypac Services Co. LTD to ensure that all the services are accurate at the time of final payment and Skypac Services Co. LTD shall not be under any obligations or to be liable to any person for any loss or damage suffered as a result of any inaccuracy or mislead contained herein; or which may arise as a result of any changes in or withdrawal of any price, detail or services appearing herein due to circumstances beyond its control, which due to actions or failures of third party carriers, sub-contractors, government bodies, military or terrorist actions.

In the event that guests are denied entry into Vietnam or any other destination included in the itinerary arranged by Skypac Services, the company will not be responsible for this situation

The company shall be exempt from liability during the operation of the tour in the event of force majeure situations such as weather conditions, natural disasters, epidemics, strikes, riots, wars, or delays and cancellations of flights, trains, cruises, or other transportation due to weather or technical issues. If such events prevent the continuation of the tour, the company will refund the tour fee to the guests after deducting the costs of services already incurred, such as visa fees, air tickets, accommodation, meals, etc. The company shall not be responsible for any additional compensation beyond the refunded amount

Claims

All disputes, claims, and litigation regarding the Services shall first be settled by way of negotiation and mutual understanding. In the event such negotiation and mutual understanding come to failure, the disputes, claim or litigation shall be finally settled by arbitration of the Vietnam International Arbitration Centre at the Chamber of Commerce and Industry of the Socialist Republic of Vietnam. Claims must be submitted in writing within 30 days after the end of the services.