

<b>Booking Code :</b>	#ORD01332
<b>Query Id:</b>	SS7198
<b>Guest Name :</b>	Mamta Narang X ( 91 +9213537112 )
<b>Guest Email :</b>	
<b>Guest Contact No:</b>	91 +9213537112
<b>Adult : 4, Child : 0 , Infant : 0</b>	
<b>Total pax :</b>	4


**Voucher No.:** VHR00231

**BOOKED HOTELS**

Hotel Name	Check In	Check Out	Room Category	No of Rooms	Special Request	Confirmation	Remark Voucher
Sunset Beach Resort And Spa	13-09-2025	17-09-2025	Deluxe room	<b>2</b>	Breakfast	yes	
Cicilia Danang Hotels & Spa	17-09-2025	20-09-2025	PREMIUM DELUXE PARTIAL OCEAN VIEW:	<b>2</b>	Breakfast	yes	

**BOOKED TRANSFERS**

Transfer Name	Date	Flight Details	Remark Voucher
Airport Transfer - 1 way (Central Phu Quoc - Duon Dong Area)	13-09-2025	VJ-343	
Airport Transfer - 1 way (Central Phu Quoc - Duon Dong Area)	17-09-2025	VJ-718	
Danang Airport to Danang Hotel Transfer	17-09-2025	VJ-718	
Danang Hotel to Airport Departure Transfer	20-09-2025	VJ-510	

**BOOKED TOURS**

Tour Name	Tour Date	Transfer Type	PickupTime	Pickup From	Remark Voucher
2 Way Transfer to Grand World (From Central/North) - No Guide	13-09-2025	PVT	16:00	Hotel	
Vinpearl Safari and Vinwonders with Grand World (Combo Ticket) With Transfer	14-09-2025	PVT	08:30	Hotel	
4 Island Tour with Aquatopia Water Park & Cable Car (With Lunch)	15-09-2025	SIC	08:15	Hotel	

Kiss The Sea Show - Except Tuesday (Pvt Transfer & Tickets)	16-09-2025	PVT	19:00	Hotel	
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#### BOOKED TOURS

Tour Name	Tour Date	Transfer Type	PickupTime	Pickup From	Remark Voucher
Coconut Forest , Marble Mountain & Hoi An Ancient Town Tour (No Dinner)	18-09-2025	SIC	13:00	Hotel	with lantern boat ride
Ba Na Hills Guided Tour Excluding Lunch	19-09-2025	SIC	07:30	Hotel	

#### IMPORTANT NOTES :

##### Important Child Policy (Child Below 5 Yrs)

**We do not add costing for theme park tickets if the child is below 5 years in your quote**, because theme park child policy is based on Height (1 meter - 1.4 meter). Many children get a free entry where as child with mentioned height and above , parents may need to purchase Child ticket directly from counter with help of tour guide. Rest assured you are not paying twice if you are traveling with child below 5 Yrs.

##### Arrival Pickup Details

- **Our On-Ground Support Team will Connect with your "Lead pax" through WhatsApp messages, minimum one day prior to arrival** . Please make sure you provide the correct no available on WhatsApp
- Do Not Call The Driver (as they ' speak English) , **Please look for your name placard after collecting your baggage and coming out of Arrival Hall - Placard Display "Lead Pax Name"**
- Our on-ground support team is different in different cities, if your tour has multiple city, the next city support team will connect in similar way - one day prior to arrival in that city

##### Sharing Tours (SIC) Pickup/Drop Location

If you have booked any SIC Tour (sharing) , please check your hotel location , as the pickup is available only from given central location below. If you are away from that location - you need to approach common Pickup points. Drop will be at same common point.

Hanoi : SIC Approved Zone Old Quarters / Hoan Kiem District // Common Pickup Zone **Opera House**

Danang : SIC Approved Zone My Khe Beach, My An Beach , beach Road

Ho Chi Minh City : SIC Approved Zone : District 1 Hotels // Common Pickup Zone **Opera House**

Phu Quoc : SIC Approved Zone : Central Phu Quoc / Duong Dong Area

For Sapa SIC Tours , there is no pickup/drop available from/to Hotel. Guest will have to approach pickup point by Taxi

##### Airport Pickup & Driver Waiting Time

The driver will wait for a maximum of 45-60 minutes from the provided flight arrival time. **Guests must look for a placard with the name "LEAD PAX " held by the driver outside the arrival gate.** After the 45-60 minute grace period, a waiting charge of USD 5 per hour (or part thereof) will be applicable and payable directly to the driver.



### **Tour & Sightseeing Pickups**

- Guests must be present at the hotel lobby or reception at least 5-10 minutes before the scheduled pickup time.
- Drivers/guides will not call or knock on guest room doors.

- Maximum waiting time at the hotel lobby is 10 minutes post scheduled pickup time for SIC tour and 30 minutes for private tours
- If the guest is not present in the lobby within the allowed waiting period, the pickup will be considered a no-show.
- No replacement or alternate transport will be provided for missed pickups.
- Rescheduling may be subject to availability and will incur additional charges.

### **Missed Tours / Sightseeing**

Any tour or activity missed due to Flight delays or cancellations , Guest no-show, Last-minute change requests, Personal delays or health issues , Will not be refunded or But can be rescheduled with extra cost (subjected to availability of vehicles & guide). Rescheduling missed services will be treated as a new booking, and full tour fees will apply.

### **Hotel Reservations**

No Early Check -In / Late Check-out Is Guaranteed - Unless confirmed at the time of booking.

- Check In - 1400 HRS (Hanoi/Danang/HCMC/Sapa) 1500 HRS (Phu Quoc) || Check Out - 1100 HRS

We recommend to check online reviews about hotels and be satisfied before booking through us, because we only liable to guarantee the booking at the hotel , but issues like - ambience, locality , room size, quality of service or food , spread of breakfast , hygiene , behavior of staffs are beyond our control.

Our team can try to resolve your issue with hotel , but cannot guarantee services on behalf of hotels. Based on your feedback and complain , we can blacklist those properties , but we cannot refund / change the hotel without additional cost on above mentioned issues.

### **Visa & Immigration**

- Even if the Visa is applied and furnished by our team, we request the traveler to verify each and every details on Visa within 4-5 working hours of delivery, for any discrepancy or error on issued Visa. Post this free look period , we are not responsible for any immigration issues due to Visa error
- Passport Validity Should be minimum 6 months from the date of arrival in Vietnam
- Immigration is subjected to Vietnam Immigration approval. We cannot guarantee confirmed entry even if Visa is done through us.

### **Travel Documents and ID**

It is the responsibility of the traveler to carry valid identification, passports, visas, and any other required travel documents. We are not liable for any issues or delays arising from improper documentation.

### **Itinerary and Service Amendments**

- Requests to change the itinerary, hotel, or any booked service must be made in advance - 10 Days Before departure.
- All amendments are subject to availability and applicable price differences.
- Last-minute changes are discouraged and may not be possible

### **Health / Safety**

- Guests are responsible for their own health and personal belongings.
- However we book meals in many packages, traveler need to choose their consumption of items carefully with regard to likings, taste and allergy. We are not responsible for any health issues during or after the tour/meal consumption.
- It is strongly recommended to avail Overseas Health Insurance Policy to cover your expenses in case of any health emergency
- Any health concerns or special requirements must be informed at the time of booking.
- We shall not be held responsible for loss, injury, accidents, or delays caused by circumstances beyond our control (weather, strikes, war, pandemic, natural disasters, road closures, traffic bans etc.).



### **Cancellation and Refund Policy**

- All services, once booked and confirmed, will be subject to the cancellation policy shared at the time of Quotation.
- No refunds will be provided for partially used services or last-minute cancellations.

### **Force Majeure**

The company shall not be liable for any failure or delay in performance due to events beyond reasonable control, including but not limited to acts of God, strikes, fire, war, government regulations, or pandemic restrictions.

\*\*\*\*\* WISH YOU ALL THE BEST & HAPPY JOURNEY \*\*\*\*\*