

**Mappy Tour** offers a wider selection of tours and more varied styles of travel than any other Other tour operators. Whether you're joining one of our classic dedicated walking tours, more comfortable lodging tours or our family friendly Discovery tours, you are guaranteed to experience .

Mappy Tour specializes in all group holidays in Vietnam, with unrivaled knowledge and experience we are committed to bringing you the finest all group adventures available. No other region on earth offers the diversity you'll discover in Vietnam; spectacular natural sights, challenging and rewarding activities and encounters with some of the world's most colorful cultures and wildlife. The possibilities are endless.

## NORTH AND HA GIANG REGION

## ITINERARY

| DATE   | ITINERARY                                 | DURATION OF TRANSPORT | MEALS INCLUDED             |
|--------|-------------------------------------------|-----------------------|----------------------------|
| Day 1  | ARRIVE IN - HANOI                         | FLIGHT                | Lunch                      |
| Day 2  | HANOI - West of Hanoi                     |                       | Breakfast - Lunch          |
| Day 3  | HANOI – BA VI – HANOI                     |                       | Breakfast - Lunch          |
| Day 4  | HANOI – HA GIANG – QUAN BA                |                       | Breakfast - Lunch - Dinner |
| Day 5  | QUAN BA – DONG VAN – MEO VAC              |                       | Breakfast - Lunch - Dinner |
| Day 6  | MEO VAC – HOANG SU PHI                    |                       | Breakfast - Lunch - Dinner |
| Day 7  | HOANG SU PHI – BAC QUAN – DEPARTURE HANOI |                       | Breakfast - Lunch - Dinner |
| Day 8  | HANOI – NINH BINH                         |                       | Breakfast - Lunch          |
| Day 9  | NINH BINH - HALONG                        |                       | Breakfast - Lunch - Dinner |
| Day 10 | HALONG – HANOI                            |                       | Breakfast - Lunch          |
| Day 11 | HANOI – RETURN                            | FLIGHT                | Breakfast - Lunch          |

# PROGRAM DETAILS

## DAY 1 : ARRIVE IN HA NOI

Take off the Flight ... to ...

Arrival in **Hanoi at ...**

Customs formalities and luggage recovery (Estimated time approximately 30 minutes).

You will then be greeted by your guide and driver, outside the airport, transfer to Hanoi city for a day tour of the city

### Lunch at the restaurant

**HANOI CITY :** is the capital of Northern Vietnam and keeps this role until now. The city is located on the right bank of the Red River and far about 1760 kilometers from Ho Chi Minh City. Hanoi features a warm humid subtropical climate with plentiful precipitation. In addition, Hanoi is considered one of the main cultural centers of Vietnam, where most Vietnamese dynasties have left their imprint.

**Hanoi Cyclo :** an hour cycling around and take photos in the Old Quarter.

**The Old Quarter (36 old streets) :** has a history that spans 2,000 years and represents the eternal soul of the city. Ha Noi Old Quarter with its old-styled narrow streets full of antique brick houses seems to nostalgically resist the flow of time while still actively trying to adapt to the dynamic atmosphere of the modern city. Once a bustling area where merchants and artisans gathered to sell their products, Ha Noi Old Quarter consists of many small, meandering streets, each bears the name of the goods that was specifically traded there such as Hang Bac (Silver Product), Hang Ma (Paper Product), Hang Go (Wood Product), just to name a few.

**Water Puppet show :** is a tradition that dates back as far as the 11th century when it originated in the villages of the Red River Delta area of northern Vietnam. The puppets are made out of wood and then lacquered. The shows are performed in a waist-deep pool. A large bamboo rod supports the puppet under the water and is used by the puppeteers, who are normally hidden behind a screen, to control them. Thus the puppets appear to be moving over the water.



Overnight at the hotel in Ha Noi.



**Overnight at hotel in Ha Noi**



**Lunch included**



**English speaking guide .**



**Transfer to Ha Noi Airport - hotel and sightseeing**

## DAY 2 : HANOI – WEST OF HANOI

### Breakfast at the hotel

After breakfast, visit:

**Vietnam Museum of Ethnology** : this fabulous collection relating to Vietnam's ethnic minorities features well-presented tribal art, artefacts and everyday objects gathered from across the nation, and examples of traditional village houses

**Saint Joseph Cathedral Ly Quoc Su** : is a Roman Catholic cathedral with neo - gothic fashion, which was constructed about 120 years ago. The structure with domes of the cathedral follows the Gothic style and design of Paris Cathedral. It's 64.5m in size, 20.5m in width with two bell towers of 31.5m-height. Although the looks of the cathedral, from the doorways, the colourful window glass, to the non secular work for adornment follows Western model, the primary inside half is adorned in Vietnamese approach with two typical colours yellow and crimson. Outside, in front of the cathedral is the statue of Mother Maria.

### Lunch at the restaurant.



**The master's pagoda (Chua thay)**: 30 km west of Hanoi, very pretty village in the middle of a vast rice plain. The beautiful pagodon and the little covered bridge give a remarkable character to this preserved landscape that looks like an old engraving. This charming village was chosen for a scene from Indochina with Catherine Deneuve.

**Thay Pagoda** : is dedicated to Thich Ca Buddha (Sakyamuni, the historical Buddha). The temple is also known as "Thiên Phúc Tự". The temple was established in the 11th century during the reign of Emperor Nhân Tông of the Lý dynasty. It is dedicated to Vietnamese Thiền master Từ Đạo Hạnh . It is one of the oldest Buddhist temples in Vietnam, It is well maintained by the monks.

Back to Hanoi

### Overnight at hotel in Ha Noi



Overnight at hotel in Ha Noi



Breakfast, lunch included



English speaking guide .



Transfers with sightseeing until 17h00

## DAY 3 : HANOI – BA VI – HANOI

### Breakfast at the hotel

Depart to the farm of Ba Vi (65km from the center), the discovery of traditional Vietnamese agriculture.  
10.00 am Arrival at the **village of Tea Ba Trai**. Visit the vast hills of green tea, participate in the picking

### Lunch at the restaurant.

Arrival at the farm and visit.



### Enjoy a lunch of fresh produce from the plantations.

Relax in the open air with hammocks, mats.

Participation in cultural exchange Gong, dance with ethnic Muong

Hiking through the rice fields. **participate in rice activities: rope hitting bucket of water, milled rice, pounding rice.**

**Cooking class to learn how to prepare the dish "Banh Cuon" with rice then enjoy.**

**Visit fresh vegetables grown organically** (Office vegetables). Here, the group will participate in the different stages of growing vegetables, harvesting, cooking and tasting.

Back to Hanoi.

### Overnight at hotel in Ha Noi



**Overnight at hotel in Ha Noi**



**Breakfast, lunch included**



**English speaking guide.**



**Transfers with sightseeing until 17h00**

## DAY 4 : HA LONG – HA GIANG – QUAN BA

### Breakfast at the hotel

You will then be greeted by your driver and your guide at **08h00**, depart to Quan Ba (350km ~ 9h drive), via Ha Giang (307km ~ 6h drive) .. The road is long but in good condition Stops planned en route to pause or take pictures.

### Lunch at the restaurant.



Arrive in Quan Ba in the evening.

### Dinner at the restaurant

### Overnight at hotel in Quan Ba



**Overnight at hotel in Quan Ba**



**Breakfast, lunch, dinner included**



**English speaking guide.**



**Transfers with sightseeing until 20h00**

## DAY 5 : QUAN BA – DONG VAN – MEO VAC

### Breakfast at the hotel

After breakfast at home, drive to the limestone plateau of **Dong Van** (95km / 3 hours drive), located at 1025m altitude and inhabited by **the Tày ethnic group and the Hmong ethnic group**.



### Lunch at the restaurant.

You will see several ethnic groups along the way: **Hmong, Dao, Lolo and La Chi**. So many opportunities to stop to take photos and to communicate with these people from another world.

Visit the village of **Pho Bang**, houses with earthen walls and thatched roofs and the former palace of the Hmong Kings, built in the form of **royal palace Manchu**. There, you will have a glimpse of the turbulent history of the Hmong ethnic group in Vietnam.

Continuation of the road through breathtaking landscapes, consisting of rice terraces, shark tooth peaks.

Continue to **Meo Vac** (25km / 1 hour drive), passing the **Ma Pi Leng pass**.

Stop to enjoy a breathtaking view of the valley dotted with fields of hemp terraces, karst hills, houses on stilts and where passes the **Nho River Qué**.

### Dinner at the restaurant

### Overnight at hotel in Meo Vac



**Overnight at hotel in Meo Vac**



**Breakfast, lunch, dinner included**



**English speaking guide.**



**Transfers with sightseeing until 20h00**

## DAY 6 : MEO VAC – HOANG SU PHI

### Breakfast at the hotel

Depart to **Hoang Su Phi** (250km / 5h30 drive), one of the most unspoiled areas of Ha Giang province.

The population is composed of different ethnic minorities. You will be impressed by the beauty of its rice terraces that have existed for more than three centuries. The history of the rice terraces is linked to that of ethnic groups who live there from generation to generation as: the **Dao, Nung, Hmong ...**



You will meet the Red **Dao, the Hmong flowers, the Dao has black teeth** on the road.



#### **Lunch along the way.**

You will arrive in Hoang Su Phi late.

#### **Dinner at the restaurant**

#### **Overnight at hotel in Hoang Su Phi**



**Overnight at hotel in Hoang Su Phi**



**Breakfast, lunch, dinner included**



**English speaking guide.**



**Transfers with sightseeing until 20h00**

### **DAY 7 : HOANG SU PHI – BAC QUAN – HANOI**

#### **Breakfast at the hotel**

Today you will have the opportunity to meet **Pa Then, the Red Dao, the Hmong ...** Visit some ethnic villages along the way and stop for taking photos.

The private car takes you to Lao Cai train station (160km / 3h30 drive).

#### **Lunch at the restaurant**

#### **Dinner at the restaurant**

To take the night train to Hanoi.

You will sleep on board, in a private compartment of 4 people, soft beds, air-conditioned

#### **Overnight at hotel in Ha Noi**



**Overnight at hotel in Ha Noi**



**Breakfast, lunch, dinner included.**



**English speaking guide.**



**Transfers with sightseeing until 20h00**

## DAY 8 : HANOI - NINH BINH

### Breakfast at the hotel

Arrive early at Hanoi Station.

After that you will be your driver and guide, breakfast, then transfer to Ninh Binh with lunch along the way.

**NINH BINH** : is a province in Red river delta. It is far about 90 kilometers from Hanoi with convenient transportation system. The city itself is a fairly uneventful place, but it is surrounded by a stunning landscape of lush green paddy fields and striking limestone outcrops and is the hopping off point for sights and attractions including Tam Coc and Trang An, Bich Dong, Hoa Lu, Phat Diem Cathedral, Van Long and Cuc Phuong National Park.



**King Dinh Tien Hoang's Temple:** The temple is located in Truong Yen village, Hoa Lu town, in a garden of 5 hectares wide. It faces the East, and stands in front of Ma Yen Mount, where King Dinh Tien Hoang's tomb was located. The temple was built in the 17th century, with a special architecture.

**King Le Dai Hanh Temple:** is almost the same as Dinh Temple in term of architectural design, except for some details. Le Dai Hanh temple also consists of three parts: Bai Duong used for the community, Thien Huong, in memory of the royal mandarins of King Le, and finally, the altar in memory of the King.

### Lunch at the restaurant.

**Visit Trang An** : Boat trip on flat-bottomed boats to walk through rice paddies. This beautiful site is also called "Ha Long Bay" because it has many limestone hills covered by lush vegetation and the succession of the circus.

**Phat Diem Stone Cathedral** : is one of the most famous and beautiful churches in Vietnam with special architecture: an elegant combination between Western church architecture style and Vietnamese religious buildings. This is an Eastern architectural ensemble including Lake, Phuong Dinh, cathedral with 4 churches on the sides, 3 man-made grottos, stone churches.

### Overnight at hotel in Ninh Binh



Overnight at hotel in Ninh Binh



Breakfast, lunch included.



English speaking guide.



Transfers with sightseeing until 17h00



## DAY 9: NINH BINH – HALONG BAY

### Have breakfast at Hotel

Depart to the famous Halong Bay, for a memorable journey across the bay.

**Ha Long Bay:** Its bay, newly designed among the 7 new wonders of the world, offers one of the most beautiful seascapes in the world.



**Halong Bay Cruise:** On the boat, you will have a memorable trip. Enjoy a delicious seafood meal on board and spend all day contemplating one of Vietnam's natural wonders. Visit the islets, caves, If the heart tells you, you can soak in the jade waters of the Gulf of Tonkin.

### Night on a boat in Halong Bay



**Night on a boat in Halong Bay**



**Breakfast, lunch, dinner**



**English speaking guide.**



**Transfer to the pier**

## DAY 10: LA BAIE D'HALONG – HANOI

### Breakfast at the hotel,

Before breakfast, you will have the opportunity to see the sunrise over the bay.

After we continue the **cruise to Bai Tho Mountain** in the other beautiful bay of Bai Tu Long.

Lunch and return to the pier

Back to Hanoi

### Overnight at hotel in Ha Noi



**Overnight at hotel in Ha Noi**



**Breakfast, Lunch included**



**English speaking guide.**



**transfer to Ha Long Pier - Ha Noi Hotel.**



## DAY 11 : HANOI – FLIGHT RETURN.

**Have breakfast at Hotel,**

Then visit:

**Temple of Literature** : founded in 1070 by Emperor Ly Thanh Tong, the Temple of Literature is dedicated to Confucius (Khong Tu). Inside you'll find a pond known as the 'Well of Heavenly Clarity', a low-slung pagoda and statues of Confucius and his disciples. A rare example of well-preserved traditional Vietnamese architecture, the complex honours Vietnam's finest scholars and men of literary accomplishment. It is the site of Vietnam's first university, established here in 1076, when entrance was only granted to those of noble birth.

**Ngoc Son Temple** was built in the 18th century on Jade Island in the centre of the 'Lake of the Returned Sword' or Hoan Kiem Lake. Legend describes how an emperor was once given a magical sword which helped him defeat the Chinese Ming Dynasty and in doing so saw the return of the Golden Turtle God to the lake.

**Hoan Kiem Lake (Lake of the Restored Sword)** : refers to a legend of the great Vietnamese hero, Le Loi, who led a successful uprising against the Chinese in the fifteenth century. Tradition has it that Le Loi netted a gleaming sword while out fishing in a sampan and when he returned as King Ly Thai To, after ten years of battle, he wanted to thank the spirit of the lake. As he prepared the sacrifice there was a timely peal of thunder and the miraculous sword flew out of its scabbard, into the mouth of a golden turtle (Vietnamese use the same word for turtle and tortoise) sent by the gods to reclaim the weapon.

**Lunch at the restaurant.** Then free shopping at Dong Xuan Market.



**Dong Xuan market** : is the oldest and largest market in Hanoi. Established in 1889, Dong Xuan Market is housed within a four-storey Soviet-style building on the northern edge of Hanoi Old Quarter. It's also known as Hanoi's largest indoor market, offering a wide range of goods such as fresh produce, souvenirs, accessories and clothing, as well as electronic and household appliances.

Tonight transferred to the airport for return flight

Take flight on the flight ... to...



**Breakfast, lunch included**



**Transfer to hotel - Ha Noi Airport**

## End of our services

# RATES & CONDITIONS

## IMPORTANT NOTE ON THIS PROPOSAL

- This is a travel proposal and can be changed depending on arrival and departure times.
- No service has been booked yet. We are waiting for your confirmation and payment of the deposit to make reservations in accordance with the general conditions of sale.

## RATES & CONDITIONS

| PROPOSED SERVICES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | RATE IN USD / PERSON |                     |                       |                     |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|---------------------|-----------------------|---------------------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | GROUP SIZE           | HOTEL CLASS 3 STARS | HOTEL CLASS 3.5 STARS | HOTEL CLASS 4 STARS |
| <b>1- <u>THE TERRESTRIAL PROGRAM IN DOUBLE ROOM, ON A BASIS OF 2 PARTICIPANTS,</u></b><br><br><b>TARIFF VALID UNTIL : 31/03/2018</b><br><br><b>SERVICES INCLUDED :</b> <ul style="list-style-type: none"> <li>- All visits walks as mentioned in the program (except for options)</li> <li>- The service of one or more French-speaking guide throughout the program in Vietnam</li> <li>- Land transport by vehicle adapted to the group size .</li> <li>- Accommodation in the hotel category with breakfast included (10 nights in Vietnam)</li> <li>- Full board meals in Vietnam (11 lunches, 05 dinners)</li> </ul> <b>SERVICES EXCLUDED :</b> <ul style="list-style-type: none"> <li>- International flights</li> <li>- Visa stamping fee in Vietnam 25 USD to be paid on site (price to date)</li> <li>- The options proposed in the program which are to be confirmed at registration</li> <li>- Drinks during meals and in rooms</li> <li>- Tips for driver and guide (tip: 5 euros per day minimum)</li> <li>- Personal expenses</li> <li>- Single supplement</li> <li>- Travel insurance: hospitalization, accident, emergencies.</li> <li>- <b><u>The other services offered below:</u></b></li> </ul> | <b>2</b>             | <b>1,670</b>        | <b>1,792</b>          | <b>1,993</b>        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>4</b>             | <b>1,172</b>        | <b>1,288</b>          | <b>1,491</b>        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>6</b>             | <b>1,015</b>        | <b>1,137</b>          | <b>1,334</b>        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>10</b>            | <b>928</b>          | <b>1,050</b>          | <b>1,248</b>        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>16</b>            | <b>922</b>          | <b>1,044</b>          | <b>1,247</b>        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>20</b>            | <b>882</b>          | <b>1,004</b>          | <b>1,213</b>        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>30</b>            | <b>824</b>          | <b>946</b>            | <b>1,148</b>        |
| <b>2- SINGLE SUPPLEMENT</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                      | <b>163</b>          | <b>198</b>            | <b>395</b>          |



### LIST OF HOTELS OFFERED \*

\* No reservation has been made on the proposed hotels. They, therefore, remain subject to availability at the time of booking.

|              | HOTEL CLASS 3 STARS         |           | HOTEL CLASS 3.5 STARS     |           | HOTEL CLASS 4 STARS           |           |
|--------------|-----------------------------|-----------|---------------------------|-----------|-------------------------------|-----------|
| DESTINATION  | HOTEL                       | ROOM TYPE | HOTEL                     | ROOM TYPE | HOTEL                         | ROOM TYPE |
| HA NOI       | ROMANCE or similar          | Superior  | GONDOLA or similar        | Superior  | SILK PATH BOUTIQUE or similar | Standard  |
| NINH BINH    | YEN NHI or similar          | Superior  | HOANG SON or similar      | Superior  | THE REED or similar           | Deluxe    |
| HA LONG      | ORIENTAL SAILS ou Similaire | Superior  | ORIENTAL SAILS or similar | Superior  | SYRENA or similar             | Superior  |
| QUAN BA      | CHEZ L'HABITANT             | -         | CHEZ L'HABITANT           | -         | CHEZ L'HABITANT               | -         |
| MEO VAC      | CHEZ L'HABITANT             | -         | CHEZ L'HABITANT           | -         | CHEZ L'HABITANT               | -         |
| HOANG SU PHI | CHEZ L'HABITANT             | -         | CHEZ L'HABITANT           | -         | CHEZ L'HABITANT               | -         |

# TERMS OF SALES

## VALIDITY OF RATES

Mappy Tour ensures the validity of the rates stated on the invoice or document delivered to the customer but the price can be corrected in the case

- Force Majeure: Significant fluctuations in exchange rates, new state taxes, fare increase in domestic flights, etc.) with or without prior notice from us.
- In the case of Christmas or New Year , the price may be adjusted as some hotels charge extra for the room as well as for gala dinners.

## NOTE ON TRANSPORT

- Scheduled transportation by air, train and boat is subject to change without prior notice by the shipping company.
- In the event of significant fuel increases, we will notify you at least 30 days.

## NOTE ON SELECTED HOTELS:

- The hotels listed above are the preferred guests, in case the hotel has no rooms, the customer will be placed in a hotel of the same type (quality and price)
- Depending on the customer's confirmation, any confirmation higher than the room type will be charged, we will be charged more room.
- The room has two separate beds (Twin Room) or one double bed (Double Room).
- Triple rooms in most hotels include double beds and extra beds.
- The rooms can be connected to some hotels.

Please specify the type of bed in the registration form

- We prefer hotels in the city center. But sometimes we are forced to book hotels outside the center when hotels in the city center are empty

- All hotels are expected to be provided at the time of booking. These rates are valid until **31 September 2018**

## NOTES ON HOTEL TIMES:

- We will notify you at the exact time of check-in at 14:00 and check out at 12:00.
- All check-in before 14:00 or check out after 12 noon will be charged 70% per night.

## NOTES ON THE HOURS OF STAFF AT YOUR SERVICE:

Your driver and instructor:

- From 8:30 to 17:30 for free meals or lunch
- From 8.30 to 20.30 for a full meal.

In addition to these hours, our staff will assist you during your transfer to the airport, train station, pier, ...

- Tips for all staff: 4 EUR / 5USD / 100.000 VND / day for each tourist.

## NOTE ON RESTAURANTS:

Food is an integral part of the discoveries of a trip. We have created menus for you to enjoy the specialties of the restaurants in each city.

However, **if you have some suggestions or requirements about meals** (such as buffet meals, vegetarian meals, no pork, no beef ....), **please inform us at the time of registration**. Then we will prepare a separate menu.

## NOTES ON VISITS:

For the sake of clarity and transparency, we would like to mention all the sightseeing places in a specific order that we would like you to explore.

However, during our trip and with actual conditions (weather, traffic, time), **our guides and drivers have the right to change the program order, even cancel one or more trips. if conditions are not allowed.**

## TERMS AND CONDITIONS

Unless otherwise agreed in writing, Mappy tour and Customer whether individually or collectively agree to apply the general conditions of sale for all services Mappy tour provides to Customer.

All services reserved for individual trips or groups are governed by the general conditions of sale noted below. These Terms

and Conditions of Sale apply to all forms of contract, in writing or orally, between Mappy tour and Mappy Tour Customer.

## REGISTRATION & PAYMENT:

### **For groups less than 10 people**

- 1) Request a registration form from our services**
- 2) Fill out and return the registration form along with a copy of your passport.**
- 3) 50% deposit at the time of registration (before the expiry date)**
- 4) Pay 50% of the balance 30 days before departure.**

### **For groups of 10 people:**

- 1) Request a registration form from our services**
- 2) Fill out and return the registration form along with a copy of your passport.**
- 3) The first deposit payment is 40% of the cost of the trip, at the time of registration (before the expiry date)**
- 4) Payment of the deposit is 30%, 60 days before departure.**
- 5) Pay 30% of the balance 30 days before departure**

**Note: The transfer fee is the customer's responsibility**

**Bank details for payment by bank transfer:**

Name of Beneficiary: **VIEN Quoc Hien (Agency Representative)**

Account number: **00711 4575 7963 for transfer in euro (EUR)**

Code Swift : **BFTV VNVX 007**

Name of the bank: **VIETCOMBANK (VCB), HO CHI MINH CITY**

Bank address: **29 Ben Chuong Duong Street, District 1, Ho Chi Minh city, Vietnam**

Tel : **848.3829.7245**

Fax: **848.3829.7228**

## CANCELLATION:

- **Cancel one month before the date of departure:** the non refundable amount is 3,000,000 VND.
- **Cancellation 31 to 24 days prior to departure: 50%** of tour value.
- **Cancel service from 23 to 15 days** before the expected departure: 70% of tour value.
- **Cancellation within 14 days** before departure: 100% of tour value.

### **Special conditions:**

- These cancellation conditions do not apply to air tickets.
- These conditions may vary according to travel time (peak season, holiday according to hotel conditions, airline and other providers).
- If prior to departure, Mappy Tour reserves the right to cancel the reservation without compensation.
- If Mappy Tour cancels the trip for any reason, the participant will be fully refunded without compensation. Any trip that is interrupted or shortened by the participant for any reason does not allow refunds.
- If one or more people cancel the trip, the price for the remaining participants will be reported.
- In the event that one or more people leave the program during the travel period, the amount paid is non-refundable and any other costs (telephone, insurance, transportation, etc.) will be charged. the person (s) involved ....

## RESPONSIBILITIES:

Mappy tour is committed to making everything possible to satisfy the needs of its customers and providing the services that are confirmed in the program. It is understood among the parties that Mappy tour acts as an intermediary between airlines, hotels, local shipping companies and other local service providers.

In addition, Mappy tour is not liable to the customer, in the event of failure or dissatisfaction with the services provided by the third party, and as a result of any damages or misconduct. anything else, damage, delay, change of schedule, and any other breach beyond control and/or being affected by the action or fault of an individual or legal entity providing services to the customer.

Customer liability is any additional costs arising from any irregularities beyond our control, such as delays, accidents, fatigue, natural disasters, political events - not listings. full.

The programs, prices and services provided are always valid at the time of quotation of the program and therefore can be changed at any time regardless of our wishes without prior notice. from us.

Mappy tour also reserves the right to modify the program and services provided for the benefit of the parties. Participation in the tour involves the full acceptance of the client (agent and/or traveler) for these conditions.

## COMPLAINTS & CLAIMS:



All service complaints and disputes will be resolved prioritized through negotiation and mutual understanding. In case of disagreement and disagreement, the dispute will be brought by the Vietnam International Arbitration Center (VIAC) at the Chamber of Commerce of the Socialist Republic of Vietnam. Any complaint must be in writing within 30 days of the end of the service.  
After this date, no refunds will be made whether part or the total has been paid.

### **PASSEPORT:**

**Passport is valid for 6 months from the date of return.**

### **VISA :**

**Formalities to inquire about our services at the latest 2 months before departure**

### **TRAVEL INSURANCE:**

Before departure, we recommend that you book your travel insurance (medical expenses, repatriation, luggage, cancellations, etc.).

### **HEALTH:**

Provide a first aid kit and your medication.  
The hepatitis A vaccine is also recommended as well as the treatment of malaria.

### **PRACTICAL / USEFUL INFORMATION:**

Available on demand

### **AGREEMENT:**

#### **ORGANIZING PART OF THE JOURNEY**

We are committed to respecting all the benefits provided for in the program

Signature :

Representative of the company

Mappytour  
Huyen Gia Services Co Ltd,

#### **PARTIE CLIENTELE**

I have read the conditions terms of sale and I accept them

Signature :

Representative of the family or group:

Last name First Name :

