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## **10-DAY IMPRESSIONS MEKONG RIVER CRUISE IN LAOS AND CAMBODIA TOUR**

**Trip Code:** LATL10SN\_PR

**Duration:** 11

**Destination:** Laos and Cambodia

**Travel Dates:** 2021

### **DAY 1                      Vientiane – Embarkation (D)**

Welcome to the Mekong get ready for an unforgettable experience!

This afternoon, you will embark on either of our boutique ships the Mekong Sun or Mekong Pearl, both vessels are built in a comfortable Laotian style. These unique vessels are the first German-Laotian owned river ships with cabins on the upper Mekong. Settle into your accommodating cabin and unpack for a six-day cruise. (Check-in is at 2 pm).

In the afternoon you will participate in a guided city tour including all highlights of the Laotian capital: amongst others the That Luang Stupa and the Victory gate. Back onboard your river vessel, enjoy the spacious decks, lounge on board and attend your welcome reception and dinner this evening. A selection of Asian and European food will be provided throughout the cruise.

Overnight on board.

### **DAY 2                      Wild Nature along the Mighty Mekong (B/L/D)**

Today your Mekong river cruise experience starts.

During the day you will cruise up-river, as we move up the river you will discover remarkable and impressive landscapes. In the afternoon enjoy the beautiful views and watch nature's wonders along the shores before you stop at a remote place to stay for the night.

Overnight on board.

### **DAY 3                      Fascinating rapids & the district town Salakham (B/L/D)**

As we cruise up north you will experience the landscape changing to glorious untamed nature

The landscape becomes more and more spectacular: hills covered with tropical vegetation, awe-inspiring rock formations along the river banks, and a fascinating array of fast currents and slower river parts. The power of the mighty Mekong will give your cruise the feeling of a real expedition

During the day you will visit the dreamy district town Salakham. Enjoy the beautiful views and watch nature's wonders along the riverbanks before you head north again and stop for the night.

Overnight on board.

#### **DAY 4                      The farming village Ban Don Saingam (B/L/D)**

Upstream you will stop at the small farming village of Ban Don Saingam, where you can participate in a 30 minutes trekking to explore a hidden cave visited exclusively by Mekong River Cruises guests. The purely natural landscape is only broken by the seldom sights of small villages and local herds of cattle.

This evening we enjoy our famous Mekong River Cruises BBQ dinner in a beautiful riverside location.

Overnight on board.

#### **DAY 5                      Xayabouri Dam (B/L/D)**

During and after breakfast on board, enjoy the beautiful view and possibly watch local fishermen along the shore. Don't miss passing the log of the Xayabouri dam, the biggest hydropower facility in the whole of Laos.

In the afternoon you will meet the inhabitants of a small hill tribe village which is regularly visited by our guests and supported by donations. This last evening on board will be celebrated with a farewell dinner.

Overnight on board.

#### **DAY 6                      Kuang Si waterfall - Luang Prabang - Siem Reap(B/L)**

During the morning a guided shore excursion will take you to the Kuang Si-waterfalls, some of the most attractive waterfalls in Laos.

This afternoon you will reach Luang Prabang, the former royal capital of Laos, now a UNESCO World Heritage Site.

In Luang Prabang you will say goodbye to your Lao crew. Check out and disembarkation cruise.

You will take a short domestic flight to Siem Reap

#### **DAY 7                      Siem Reap city tour and Angkor Wat Tour (B,L)**

"Morning: After breakfast, you will visit The Southern Gate of Angkor Thom, the famous Bayon, Baphuon, and Phimeanakas temples, plus Terraces of the Elephant and leper King. Lunch at a famous local restaurant.

Afternoon: Visit Ta prohm then explore the Angkor Wat temple, the 7th Wonder of the Ancient World. You will climb up to Bakheng Hill to watch the sunset over Angkor Wat and the surrounding area.

Overnight in Siem Reap Hotel.

#### **DAY 8                      Siem Reap Local Village Tour and School Visit (B,L)**

Live like a local for a morning on this 4-hour village life tour from Siem Reap. Get chance to mingle with the villagers in a typical Cambodian village, visit a local school and peek into a Buddhist temple. Along the way, learn more about sustainable development practices in Cambodia, admire traditional handicrafts like basket-weaving and discover local specialities like rice wine.

#### **DAY 9                      Siem Reap Free Day (B)**

Enjoy your free day at leisure

#### **DAY 10                     Siem Reap Departure (B)**

Today, you will be transferred to the airport for your departure flight home.

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## Terms And Conditions

**This deal is valid until 13 March 2020**

- After your booking has been confirmed: No flight booking changes are possible

### Child Policy

- Child from 1-11 years old receives 15% discount on this package
- For a child 12 years old and above, the full price will apply

## 1. BOOKING

Passenger names must be provided exactly as per passport at the time of booking. Any spelling corrections made after full payment is paid must be sent in writing and will incur additional fees, including local suppliers' fees, admin fees, any ticket/voucher re-issue fees, etc.

Tweet World Travel reserves the right to correct any errors in rates quoted/invoiced or calculated, or any omissions made at any time during your booking. Any verbal quote given is an indication only of the final price and is subject to confirmation in writing. Even once payment has been paid in full, but an error in price has been found, Tweet World Travel reserves the right to correct any error or outstanding amount.

**By booking with us the client agrees to be bound by the terms, conditions and responsibilities set forth in this booking. The client also agrees that:**

- All persons are fit and physically able to partake unaided in their chosen activities/package tours /cruise etc. as outlined in the itinerary.
- All parties acknowledge the physical demands and hazards involved in the tour or cruise they will be undertaking and have chosen to participate at their own risk.
- All parties understand that any medical or dietary information provided to us will not, under any circumstances, make Tweet World Travel liable if a particular condition exacerbates while on tour or cruise, which might affect their ability to participate in any portion of the tour or cruise.

## 2. PAYMENT

- Full payment will due **24 hours** after your booking is confirmed.
  - You can make a payment by *Bank Transfer*, *Cheque* or *Credit Card*

### **Credit Card Fee**

- The following Card Fees apply:
- Visa Credit Card - 1.5% fee and MasterCard Credit Card ? 1.5% fee applies.
- For late payment or urgent bookings, please notify us via email at [payments@tweetworldtravel.com.au](mailto:payments@tweetworldtravel.com.au)

### 3. AMENDMENTS FEES

After bookings are deposited/fully paid, any amendment has to be requested in writing and incurs \$69 fee per person, plus any additional costs and administrative expenses incurred in arranging the alteration. Alterations will be made at our discretion and may not always be possible.

### 4. SAFETY NET PROTECTION

- Safety Net Protection is not included in our tour/cruise packages. If you wish to purchase safety net protection, an additional fee of \$95 per person will be incurred. This is only valid for a one-time use (claim).
  - Safety Net Protection enables passengers to amend their tour and/or river cruise 15 days prior to departure, to another tour/cruise to the same destination, departing in the same year (once only) without any applicable cancellation charges or penalties. The new tour must be at the same cost or higher, but cannot be at lower cost than the initial cruise/ tour booked. If the passenger chooses the higher cost option, then the additional difference amount must be paid. ***However, no modifications shall be accepted less than 15 days prior to departure.***
  - Safety Net Protection is payable immediately at the time of making the deposit payment. Once purchased, Safety Net Protection is not refundable
  - Safety Net Protection does not apply for airfares or third-party fees and charges.
  - Safety Net Protection allows for amendment ONLY, not cancellation.

### 5. TRAVEL VOUCHER

Your travel voucher will be issued and send to you or your travel agent from 15 -30 days before your departure. Make sure you have your travel voucher before you travel.

### 6. CANCELLATION

Please check with your consultant, your travel insurance provider or read our cancellation policy carefully before cancelling or amending your booking. For a specific tour / cruise package, a separate cancellation policy might be set out and be applied to your booking.

Please see the below for the cancellation policy of this package.

#### 6.1 Cancellation by customer

Before the travel date the following fees will be apply:

110 days or more before departure – \$900 per person is non-refundable
109-79 days before departure – 65%
78-61 days before departure – 85%
Within 60 days of departure – 100%
Any 'no show' – 100%

After the trip has commenced, we are unable to refund any amount for unused services due to your unwillingness to participate, early departure, late arrival, or missed days on tours. If your tour/package includes international/domestic flights the airline's cancellation policy will be applied.

## **6.2 Cancellation by Tweet World Travel**

If this package is cancelled or varied prior to departure due to unforeseeable circumstances such as, but not restricted to, severe weather conditions or force majeure, Tweet World Travel will refund all monies prior to departure less visa cost, fuel surcharge and any other cancellation fees levied by airlines and other third parties.

## **6.3 Cancellation by Local Supplier or Third-Party Travel Provider**

If the Local Supplier or Third Party Travel Provider changes any part of your booking for reasons beyond its control, for example, if a Local Supplier or Third Party Travel Provider changes its schedules, overbooks, or if there are any changes in applicable surcharges, fees or taxes, we will use every reasonable endeavor to notify you. If any such changes result in your Travel Product costing more or otherwise being materially different, then you may cancel the Travel Product and we will refund any monies already paid less any fees charged by us under these terms and conditions and by the Local Supplier or Third Party Travel Providers under the terms and conditions you agreed with them.

# **7. PUBLICITY & PRIVACY**

## **7.1 PUBLICITY**

When you book with Tweet World Travel, you agree that we may use images of you taken during the trip and any comments made in writing by you regarding the trip, without recourse to you and without compensation to you, for publicity and promotion purposes only through whatever medium we choose.

If you do not want your images to be displayed, you have to advise us in writing at the time of booking, or when you collect your travel documents.

## **7.2 PRIVACY**

Tweet World Travel collects information about you (including health information where necessary) to process your travel arrangements, facilitate your participation in loyalty programs and conduct marketing activities and market research. If the information is not provided, we may not be able to make travel arrangements for you. We may disclose your personal information to our related companies, carriers, travel service providers, organisations which provide services to you.

For our full Privacy Policy, see enclosed [LINK](#)

## **Liability**

Tweet World Travel (herewith called the Company) acts as a co-ordinator for all persons taking these tours in the making of all arrangements for transportation, sightseeing and hotel accommodation. The Company does not own, manage, control or operate any transportation vehicle, any hotel or restaurant or any other supplier of services. All vouchers and tickets issued are subjected to the terms and conditions specified by the supplier and all services are subjected to the laws of the country where the services are provided. Unforeseeable circumstances such as force majeure, adverse weather, flight rescheduling, hotel overbooking

and faults with transportation or road conditions may also have an effect on the tour itinerary after the commencement date. Any decision made in respect of tour services by independent suppliers/operators or airlines to re-route or amend the itinerary due to any of the above or similar circumstances is at the discretion of the tour service provider and Tweet World Travel shall not be liable for any claim whatsoever arising from such events. We strongly urge all customers to undertake a high level of personal responsibility in order to ensure that possessions, equipment and personal documents are closely monitored and protected at all times. We also strongly advise all customers to purchase appropriate travel insurance to protect you from financial loss and personal injuries in the event of an emergency.

You acknowledge and agree that there are inherent risks involved in participating in the tour, including without limitation possible contact with native flora/fauna, local residents, unforeseen events and travel in remote locations. By making a booking, you agree to accept all risks associated with the tour. You agree to unconditionally release us from, all liability, including without limitation in contract and in tort, for any cause or action, including any injury, damage, loss, cost, delay, additional expense or inconvenience caused directly or indirectly as a result of the inherent risks associated with the tour, or any force majeure events or other events which are beyond our control, including but not limited to war, civil disobedience, terrorism, insurrection, accident, explosion, sickness, fire, floods, severe weather, acts of God, acts of Government, alteration or cancellation of scheduled air services, accidents to or failure of machinery or equipment or industrial action.

If we or our service providers are affected in any way by a force majeure event, we may in our discretion vary or cancel any itinerary or arrangement in relation to the tour as we consider necessary, without incurring any liability to you.

Each service provider is responsible for the part of the tour it conducts. Service providers are not our agents or employees and are not under our direct control. We therefore do not warrant the performance of any service provider. We do not accept, and you release us from, all liability for any injury, loss, damage, costs or expenses, including without limitation any property damage or personal injury, that you may suffer which arises out of any act or omission of a service provider or operator who provides services in connection with your tour. Any claim that you may have in relation to a service provider should be raised directly with that service provider.

You are responsible for any injury, loss, damage, costs or expenses arising through your own fault. You agree to indemnify us against all actions, proceedings, claims, demands, expenses and costs (including legal costs on a full indemnity basis and whether incurred by or awarded against us) as a result of, or arising in relation to, whether directly or indirectly, your participation in the tour or any act or omission by you in relation to the tour. To the extent permitted by law, we do not accept any liability in contract, or otherwise for any injury, damage, loss (including consequential loss), delay, additional expenses or inconvenience caused directly or indirectly by the acts, omissions or default, whether negligent or otherwise, of third party providers over which we have no direct control.

Under circumstances where our liability cannot be excluded and where liability may be lawfully limited, such liability is limited to the remedies required of us under applicable law (including the Australian Consumer Law). This liability clause is subject to your rights under the Australian Consumer Law and nothing in these terms and conditions is intended to limit any rights you may have under the Competition and Consumer Act 2010 (Cth). Additional expenses incurred due to delay, accident, natural disaster, political action & un-rest must be borne by the traveller.

Programs, prices & services plus conditions are based on those valid at the time of print and therefore subject to change without prior notice. Participation to tours implies your agreement to the above condition.