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## 12-DAY LUXURY VIETNAM ESSENTIAL SMALL GROUP TOUR

**Trip Code:** VN12DESS\_PR

**Duration:** 13

**Destination:** Vietnam and Cambodia

**Travel Dates:** 2020

### DAY 1 HANOI - HANOI OLD QUARTER CYCLE TOUR - WATER PUPPET SHOW

Upon your arrival in Noi Bai Airport, our driver will pick you up and transfer you to Hanoi Pearl Hotel. After lunch we will take a cyclo tour in Hanoi's old quarter and experience traditional street life before watching Water Puppet show.

### DAY 2 HANOI CITY TOUR

Our tour guide and driver will pick you up from your hotel at 8am and then we will visit Ho Chi Minh's mausoleum and his former stilt-house residence, the Presidential Palace, the Ho Chi Minh museum, One Pillar Pagoda, the Temple of Literature, and the Museum of Ethnology.

The colonial capital city Hanoi is a unique Asian city with tree-lined boulevards, French colonial architecture, peaceful lakes and oriental pagodas and temples dating back to a thousand years. In the afternoon you have the option to visit museums such as the Hanoi Hilton or Hoa Lo Prison, the National Museum of Vietnamese History, the Vietnam Military History museum, and the Vietnam National Museum of Fine Arts.

Our driver will drop you off at your Hanoi Hotel around 5pm.

Note: Several sites within the tour require a respectful demeanor, and dress code mandates no shorts or sleeveless shirts.

### DAY 3 HANOI - HILL TRIBE VILLAGE

Hoa Binh is only 2 hours (75 km) from Hanoi.

This province is home to many of the country's ethnic minorities including the H'mong, Muong, Dzao and Thai people. The area has changed a lot since the largest hydro-electric power station in Southeast Asia was built here, turning the Da River into a lake. Still, even today, the province boasts some of Vietnam's most beautiful scenery and richest local culture. Our local driver and tour guide will pick you up from your Hanoi hotel at 8am before we transfer via car to Hoa Binh.

On arrival we will visit villages of the Muong and Dzao minority groups and interact with the local people. After having met the local villagers we will continue the tour to see the enormous Hoa Binh Dam before embarking on a boat for a wonderful cruise on the reservoir. After lunch we will stop to visit one of many villages of the Muong people, situated on the bank of the reservoir and explore the lives of these local Hill tribes and their culture. In the afternoon our driver will transfer you back to Hanoi.

On the way back we will stop at the Ho Chi Minh Trail Museum for a quick visit and insight into the American war. Our driver will drop you back to your Hanoi Hotel around 5pm.

#### **DAY 4 HANOI - HALONG BAY**

09:00 – 09:30: Your transfer vehicle will collect you from your hotel in Hanoi and convey you to Hai Phong around 11h30.

12:00: You will be taken on our tender from the wharf and make your way out onto the bay to board our luxurious craft, Era Cruise. You will be welcome aboard and greeted with a complimentary drink. Our Crew will conduct a compulsory safety procedures session and then you are free to check into your cabin and freshen up. Take some time to have a look around the vessel or watch the magical landscape go by.

13:15: A special lunch of fresh seafood and an assortment of appetizing favorites will be served. Dining on a luxury junk with the food and drinks doesn't come much better than this. We set sail for Lan Ha Bay passing to Da Chong islet where you can see a lighthouse built by the French over 100 years ago.

15:00: When lunch is about to finish, it is just nice that the Cruise complete its entry through Cua Van area to Lan Ha Bay (as part of Halong Bay). The area is surrounding of a lot extraordinary limestone karst landscapes. Guests can start their journey to explore Ba Trai Dao beach or Tra Bau area, doing the kayak to immersed in the crystal clear waters of the bay and/or enjoy swimming.

17:00: Back to main boat, and cruising to a place for staying overnight

17:30 – 18:30: Happy hour with special drink menu (Buy one get another one for free).

18:00: Our Vietnamese cooking demonstration is a great way to learn how to prepare delicious appetizers and we will guide you through the process.

19:15: Relish special Signature Dinner in restaurant.

20:45 - 12:00: Your free time to relax with an exotic cocktail or whatever takes your fancy. Our bar has a wide range of wines, beers and liquors and is always a welcome sight for guests after a day on Bay. Order a Spa service or take any activities on boat cruise such as watching documentary movies, squid fishing or simply relax on our roof top deck under the cover of a star filled sky

#### **DAY 5 HALONG BAY - VIET HAI VILLAGE - BA HAM LAKE**

06:30: Early birds are welcome to attend sunrise Tai Chi on our upper deck and it's an excellent way to get your energy levels up for today's adventures. You will be fascinated by the exquisiteness in the early hours as you enjoy a coffee, tea.

08:00: Enjoy a buffet breakfast with best local coffee brand and freshly fruit juices.

09:00: Next we board our Era Day Boat to head to Viet Hai Village. You will take the bicycle trip along the village path and go through rain forests and dark tunnel. Enjoy stunning scenery of rice fields on the way. Stop at the village to relax. Visit an ancient local house, made from straw, mud, bamboo...you will have chance to see the local life on a valley of local people. Optional electric car service is available (without any surcharge).

12:00: Have lunch with Signature set menu on our day boat.

13:45: Free kayaking and swimming at Ba Ham Lake area situated in the middle of a narrow, rectangular area, with the all four sides enclosed by vertical cliffs. (if the weather permit)

16:00: Back on board Era Cruise, take some time to freshen up, take a nap or just relax at your leisure as we cruise to our overnight area. Witness one of the most brilliant sunsets you will ever see.

17:30-18:30: Bar opens for Happy Hour "Buy one get one free ".

18:00: Enjoy cooking demonstration to discover our Vietnamese cuisine of traditional spring rolls.

19:15: A special dinner will be served offering you outstanding food and quality service.

20:45 – 00:00: This evening is yours to enjoy whatever you please. Tonight we will hold a movie night with a selection of films available. We also have a selection of board games for your entertainment. Our bar is always open and is an ideal place to meet new people and share stories about your adventures.

## **DAY 6 HALONG BAY - HANOI - HUE**

06:30: The nicest time of the day on Lan Ha Bay is the morning. Head to the upper deck to participate in our daily Tai Chi sessions. Relax with an early morning cup of tea, coffee or juice anywhere you wish on the boat and watch the never ending miraculous scenery unfold before you.

07:00: Light breakfast will be served in our restaurant (pastries, tea, coffee)

7:30 - 9:15: Enjoy the last stage of your trip to Dark & Bright cave and islets by local rowing boats which is a wild and mysterious beauty in the middle of the World Heritage. Back to our main board afterwards.

09:30: Check out of your cabin as we draw closer to the mainland. After a final early brunch and a last goodbye from our crew at 11:30, you will board our tender and head back to the wharf where you will be met by your return trip vehicle to transfer you to Hanoi.

12:10-12:30: Our private transfer will take you to the airport for short domestic flight to Hue.

## **DAY 7 HUE CITY TOUR**

Our tour guide and driver will pick you up from your hotel lobby around 8am to visit King Khai Dinh's Tomb and King Tu Duc's Tomb. After lunch at a local restaurant, we will visit Hue Imperial City, the home of Vietnam's last royal dynasty, then travel on to Dong Ba Market to see the daily life of local people.

Hue, Vietnam's former Royal Capital, is a city that represents the outstanding demonstration of the power of the vanished Vietnamese feudal empire, including a complex of monuments, tombs and pagodas that attract tourists coming from all over the world.

Our driver will drop you back at your hotel around 5 pm.

## **DAY 8 HUE LOCAL VILLAGE TOUR**

Pick you up at Toa Kham Wharf and the start of the trip will be a visit to the Thien Mu pagoda - the oldest pagoda, was ranked one of the twenty most beautiful landscapes in Hue. Then continue cruising to Hue Ecolodge in Thuy Bieu Eco-Village to explore the peaceful village, visit local garden, temple and interact with local villagers.

We will also visit several handicraft families (the incense making family, the joss paper making family and the paper painting family) to discover the daily life of local people while they are working strenuously with joy and enthusiasm.

During lunch time, join a special cooking class at Hue Ecolodge by yourself under the instruction of Eco-chief. (Va fruit mixed shrimp and pork; Banh Ram It and Banh Khoai), then taste the Hue traditional dishes that you have prepared and our Eco-chef will be able to give his feedback on your own chef skills.

At the end of this tour, you will have a great time to relax by steeping your foot in medicinal herb water - a traditional therapeutic practice and enjoy excellent massage by blind people.

Back to hotel and overnight in Hue.

## **DAY 9 HUE - HOI AN WALKING TOUR**

After breakfast at your hotel, our local tour guide and driver will meet you in your hotel lobby and transfer you to Hoi An. After check in we will explore the town of Hoi An on a walking tour. Visiting the 400 year old Japanese Bridge, 300 year old Chinese temples and 200 year old Vietnamese former merchants' houses. Our tour guide will walk you back to your hotel to enjoy your afternoon free at leisure.

## **DAY 10 HOI AN COOKING CLASS - MY SON TOUR**

This morning we will participate in a cooking class. After the cooking class we will visit the My Son. On arrival, we will visit the Tra Kieu capital and explore the majestic ancient ruins at My Son.

My Son is located 69 kms southwest of Danang and was an imperial city during the Cham dynasty. My Son is the former capital of the ancient Cham civilization that ruled Central Vietnam from the second to the thirteenth century. It is considered to be one of the best-preserved Cham structures in Vietnam.

## **DAY 11 HOI AN - HO CHI MINH CITY**

You will be transferred from your hotel to the Da Nang airport for a short flight to Tan San Nhat airport. On arrival you will be transferred to your hotel. The rest of the day is at leisure.

## **DAY 12 HO CHI MINH CITY DEPARTURE**

Check out from Hotel by 11am. Depending on flight departure our driver will transfer you to airport for your 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, 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 our general cancellation policy.

### 6.1 Cancellation by customer

Before the travel date the following fees will be apply:

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

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

For a group set departure date tour, if the minimum number for the group is not reached, we reserve the right to cancel or vary the tour 30 days prior to departure. If this event occurs, an alternative guaranteed travel date will be offered. Should these options not be acceptable Tweet World Travel will refund the full price paid, less visa cost.

If a tour 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.