

BLUEBELL TOURS VIETNAM

Address: 02 / 158 / 193 Ngoc Ha - Hanoi - Vietnam
Tel: (+84) 47236713 / (+84) 989328391 Fax: (+84) 47236713
E-mail: info@bluebelltours.net Website: www.bluebelltours.net

Bluebell Tours Booking Conditions

Please read carefully the terms in the conditions of contract. In confirming a trip, you agree to be bound by these conditions for the services rendered by Bluebell Tours Co., Ltd and the client, whether on an individual or a tour basis (or the "Services"). These conditions apply to the exclusion of any other terms or conditions unless they are set out in the Booking Form or are otherwise agreed to in writing by the parties. Previous dealings between the parties will not vary these conditions. No purported variation of these conditions will be effective unless in writing and signed by a person so authorized by Bluebell Tours.

Validity

All prices quoted to the Client/Agent are on a net basis and in United States Dollars and valid according to the date specified on the Bluebell Tours printed tariffs and/or quotation and/or invoice issued to the Client/Agent. Bluebell Tours warrants that the prices or rates quoted to the Client/Agent are correct at the time of issuance of the Client's/Agent's quotation and/or invoice but are subject to change in line with market, tax or currency fluctuation, with or without prior notice.

Reservation & Confirmation

Upon confirmation of a reservation, a 30% (thirty percent) deposit is requested, and the total package tour price for the Services should be paid at least 30 days (thirty days) prior to client's arrival in the destination country or starting date of the tour, or otherwise Bluebell Tours may at their sole discretion cancel the bookings without any refund of sums already paid to Bluebell Tours by the Client/Agent. Bluebell Tours also reserves the right to change any arrangement (including tours, programmes, prices and services) in the best interest of its Client/Agent, with or without prior notice.

Payment

Full settlement should be received no later than 30 working days prior to client's arrival. Payment should be effected by telegraphic transfer to our following account details. Any bank charges levied by the sending bank relating to transfers to Bluebell Tours must be paid by the Client/Agent.




Beneficiary:	BLUEBELL TOURS CO., LTD
Account Number:	15531179
Name of Bank:	Asia Commercial Bank
Address of Bank:	186 Ba Trieu - Hanoi
Swift Code:	ASCB VNVX

Amendments

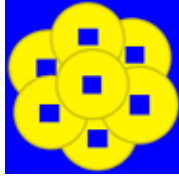
If you wish to make amendments to your tour arrangements, you must notify Bluebell Tours in writing. First time amendment is free. Subsequently, each amendment to your tour arrangements will incur a usd\$50 administration fee. All administration fees must be paid before departure.

Cancellation

If you wish to cancel your tour, you must notify Bluebell Tours in writing. Once Bluebell Tours receives your notice, cancellation will take effect subject to the following:

-  if cancellation takes place more than 60 days prior to your departure date, your full deposit will be forfeited;
-  if cancellation takes place between 60 and 30 days prior to your departure date, 50% of the tour price will be forfeited; and
-  if cancellation takes place less than 30 days prior to your departure date, 100% of the tour price will be forfeited.

The tour price is quoted as a package. No partial refunds or credit will be given for services not used. Any amount forfeited, which has not then been paid to Bluebell Tours by you, may be recovered from you by Bluebell Tours as a debt due and payable.



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Route Changes, Postponement, Cancellation or Delay

Bluebell Tours reserves the right to:

-  change the date of departure or conclusion of the tour, or
-  modify any aspect of the tour, or
-  cancel or modify any routes within the tour or objectives set out in the itinerary, or
-  substitute different or equivalent routes within the tour in place of cancelled or modified routes, or
-  postpone, cancel or delay (either in relation to the departure or arrival times or the duration of the tour) any such aspect of the tour if, in the absolute discretion of Bluebell Tours, it is necessary to do so due to inclement weather or conditions that are otherwise likely to be hazardous or dangerous or due to any other adverse or threatening conditions whether political or military or terrorist or otherwise or if, in the absolute discretion of Bluebell Tours, there is a likelihood of any such event occurring which may impact upon the safety of the client(s). In the event of any change, modification, cancellation, postponement or delay under this condition, you acknowledge that you will have no right of refund of the tour price (whether in whole or in part) and no right to claim compensation for any injury, loss or damage or other additional expenses incurred by virtue of the change, modification, cancellation postponement or delay.

Bluebell Tours also reserves the right, in its absolute discretion, to cancel any tour due to any government travel warning or advice, or any change in such warning or advice. In this event condition 3 applies in respect of the cancellation or transfer of a tour.

Insurance

Personal travel insurance is not included in the tour price. It is a condition of booking a tour with Bluebell Tours that you are adequately insured for the full duration of the tour in respect of illness, injury, death, loss of baggage and personal items and cancellation and curtailment.

Liability

Bluebell Tours shall always do its utmost to provide the Services to the best of its capacity and upon the satisfaction of the Client. It is the understanding of the Parties that Bluebell Tours acts as an intermediary between the Client/Agent and airlines, hotels, transport operators providing the Services to the Client. Bluebell Tours shall in no event be liable to the Client/Agent, by reason of breach of Services or unsatisfactory Services provided to the Client by third parties or by way of indemnity or in tort or otherwise, for any loss, injury, death, damage, delay, change in schedule or other adverse events which are beyond the control of Bluebell Tours and/or sustained by an act or default of any person or company providing the Services to the Client. The Client/Agent warrants that Bluebell Tours shall not be responsible and/or liable for additional expenses and/or damages incurred due to any delay, death, accidents, natural disaster, political action or unrest.

Exclusions from trip price

The following items are excluded from the tour price:

- personal travel insurance;
- visa, passport and vaccination charges;
- departure, airport and airline taxes;
- extra meals, transport costs, accommodation costs, or other expenses not included in the itinerary;
- laundry, postage, personal clothing, medical expenses & items of a personal nature;
- emergency evacuation and/or emergency search charges; and
- tips and excess baggage charges.

Refer to our trip notes for full details.