Vietnam & Cambodia Discovery

HA LONG BAY ● HANOI ● HOI AN ● PHNOM PENH

The Offer

Vietnam and Cambodia are the brightest jewels in Southeast Asia's crown, boasting a spectacular mix of ancient and modern worlds. Discover both countries' intricate history and fascinating culture on an incredible small-group tour over 15 days.

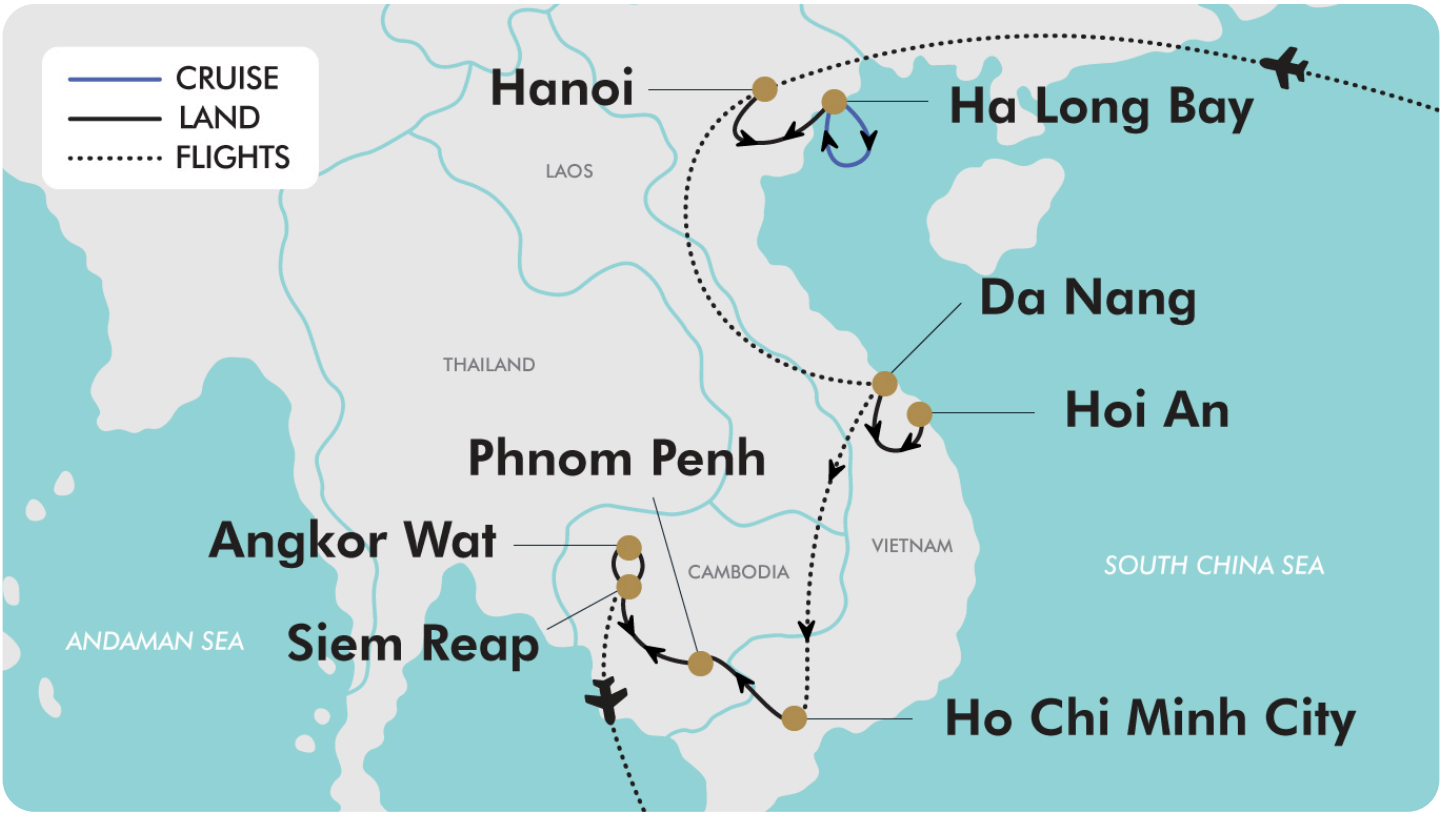
Your journey begins in Vietnam, where you'll travel past farmlands and rice paddy fields to Ha Long Bay. Enjoy an overnight cruise on a traditional junk-style vessel, gliding along emerald waters as you pass UNESCO-listed limestone islands. Onboard, you'll delight in a seafood lunch, cooking demonstrations, a serene tai chi class and more. Disembark and head to Hanoi for a walking tour to a local market, Quan Thanh sacred Taoist temple, the picturesque West Lake and more. Catch a short flight to Hoi An to tour the Museum of History and Culture, Phuc Kien Assembly Hall and Tan Ky's ancient house. Board another plane to touch down in Ho Chi Minh City, formerly known as Saigon. Learn about the country's wartime history at the Cu Chi Tunnels before exploring a section of the underground network used for hospitals and weapon storage.

Cross the Vietnam and Cambodia Moc Bai Bavet border before continuing to Phnom Penh. Enjoy a day at leisure to perhaps view the stunning architecture of the Royal Palace, stroll along the Mekong Riverfront or join an optional tour of 'Choeung Ek' Killing Fields and Phnom Penh City. Head to Siem Reap for a full-day tour of the UNESCO-listed Angkor Wat, one of the most important archaeological sites in Southeast Asia. Here, you can marvel at the grand remnants of the Khmer empire, admire the ruined Terrace of Elephants temple, see the jungle swallowing the ruins of Ta Prohm Temple and more.

Don't miss the opportunity to tick incredible landmarks and cultures off your bucket list with return international full-service flights, 2 internal flights, an overnight cruise, 4-star accommodation, 17 meals and more.

Want more? Add extra days to your itinerary with Arrive Early in Hanoi, Vietnam and Stay Behind in Siem Reap, Cambodia options. You can also upgrade to the luxury package for 5-star accommodation and choose a 17-day itinerary with a Siem Reap extension.

The Map


CRUISE
LAND
FLIGHTS
Hanoi
Ha Long Bay
LAOS
Da Nang
THAILAND
Hoi An
Phnom Penh
Angkor Wat
CAMBODIA
VIETNAM
SOUTH CHINA SEA
ANDAMAN SEA
Siem Reap
Ho Chi Minh City

The Itinerary

Itinerary 1

Day 1 Australia (or New Zealand) - Hanoi, Vietnam

Today, you'll depart Australia (or New Zealand) for your flight to Hanoi, Vietnam. On arrival, you'll be picked up by a tour representative and transferred to the hotel.

Please note: Due to flight scheduling and availability, some departures may occur on Day 0. Affected customers must be available to depart the day before. Flight times will be indicated on your final documents, issued 4-6 weeks before departure.

Overnight: Hanoi (Premium or Luxury Option) or similar
Meals included: In-Flight

Day 2 Hanoi - Ha Long Bay Overnight Cruise

For approximately 180 kilometres, you'll journey past farmlands and rice paddy fields to Ha Long Bay. Here, you'll embark on board your traditional junk-style vessel for an overnight cruise through the UNESCO World Heritage-Listed area.

Settle into your deck chair and cruise through picturesque emerald waters while marvelling at the towering limestone karst islands. Enjoy a seafood lunch before taking part in afternoon activities such as swimming, relaxing on a remote beach, climbing to the top of a lookout for an incredible panoramic view or riding a row boat into a secluded bay.

Cruise further into the bay to visit a pearl farm before watching a cooking demonstration featuring traditional Vietnamese cuisine, followed by dinner on board. Drop anchor in the late evening for an overnight stay among the dramatic limestone peaks.

Please note:

- *We recommend packing an overnight bag only for your cruise. The remainder of your luggage will be securely stored or you can take all of your belongings onboard if you'd prefer.*
- *Exact cruise itinerary is subject to change*

Overnight: Ha Long Bay (Premium or Luxury Option) or similar
Meals included: Breakfast; Lunch; Dinner

Day 3 Ha Long Bay Cruise - Hanoi

Wake early for an optional tai chi class on deck before enjoying breakfast and climbing aboard the tender for a visit to Sung Sot Cave (Surprise Cave), a colourful grotto of giant stalactites and stalagmites. Return to the boat and enjoy a short cooking class where you will learn to prepare local delicacies such as spring rolls. You'll then enjoy a light lunch onboard, followed by a relaxing trip back into port where you will disembark and return approximately 180 kilometres to Hanoi.

Upon arrival, you'll check into the hotel for an evening of leisure. Alternatively, you can choose to take part in an optional evening activity (not included).

Optional Activity: Water Puppet Performance & Vietnamese Dinner

Watch a traditional and unique performance of water puppetry, originating in the Red River Delta of northern Vietnam. Each show lasts approximately 45 minutes and includes lively illustrative Vietnamese pastoral scenes of rural daily life as well as fairy legends. Afterwards, head into the Old Quarter and feast on a dinner of authentic dishes such as Goi Cuon Tom Thit (fresh rice paper roll with prawn and pork), Pho bo (noodle soup with

The Itinerary

Itinerary 1

beef), Bun Cha (BBQ Vietnamese pork meatballs with noodles), Goi Ga Hoa Chuoi (banana blossom salad with chicken) and Che Nep Dua (sticky rice in coconut cream).

Please note: Depending on the timing of the water puppet performance, dinner may be enjoyed prior to the show.

Overnight: Hanoi (Premium or Luxury Option) or similar
Meals included: Breakfast; Lunch

Day 4 Hanoi - Hoi An

This morning, you'll set off on a walking tour to discover the real life of Hanoi people. Visit a local market and mingle with the vendors before strolling around the picturesque West Lake. You can then enter Quan Thanh sacred Taoist temple and Cua Bach Parish Church, a Roman Catholic church built in the early 20th century by the French administration that is one of the most beautiful in Hanoi.

In the afternoon, you'll be transferred to the airport for your flight to Da Nang. Upon arrival, you will be transferred to your accommodation in Hoi An.

Overnight: Hoi An (Premium or Luxury Option) or similar
Meals included: Breakfast

Day 5 Hoi An Walking Tour & Free Afternoon

This morning, set off with your local guide on a walking tour to discover the ancient town of Hoi An.

Start at the Museum of History and Culture which showcases relics spanning 2,000 years of Hoi An's rich history. Gain insight into the local heritage, viewing several Cham artefacts and photographs. You'll then continue to the Japanese Covered Bridge which was constructed in the 1590s by the Japanese community to link it with the Chinese quarters. Stroll through the central market, discover various fresh and dried ingredients used to create delicious Vietnamese food and meet some of the local vendors. Step into the Phuc Kien Assembly Hall, dedicated to Thien Hau who is the goddess of the sea.

Finally, uncover the unique architecture of Tan Ky's ancient house. Built over two centuries ago, the design highlights the influence of both European, Vietnamese and Chinese styles. Finish the day back at the hotel for an afternoon of leisure. Alternatively, you can join an optional local market cooking experience (not included).

Optional Tour: Local Market Tour & Cooking Class

This afternoon, head to Hoi An's colourful local market and soak in its buzzing atmosphere, breathe in the aromas and take the opportunity to interact with local sellers. Accompanied by your local chef, purchase ingredients used in your cooking workshop. Head to Tra Que, a picturesque village a short distance from the centre of town, to meet some of the farmers. Learn about this community farm project and the traditional techniques before stepping inside to start your workshop. Watch as the chef guides you through several home-style recipes, including a savoury pancake wrapped in rice paper before sitting down to savour your dishes.

Overnight: Hoi An (Premium or Luxury Option) or similar
Meals included: Breakfast

The Itinerary

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Day 6 Hoi An Day Free Day

Today, enjoy a day free at leisure to explore this fascinating town. Alternatively, you can take the opportunity to join an optional tour (not included).

Optional Activity: Full-Day Tour of Ba Na Hills & The Golden Bridge

Early this morning you will be picked up from the hotel and travel to Ba Na Hill Station on the outskirts of Da Nang. Take a cable car to Ba Na Hills to enjoy amazing views. Here, you will visit an old French cellar (Debay Ancient Wine Cellar), Le Jardin D'amour flower garden, a wax statue museum and the iconic Golden Bridge. Afterwards, enjoy free time to explore this resort park and enjoy an included lunch.

Overnight: Hoi An (Premium or Luxury Option) or similar
Meals included: Breakfast

Day 7 Hoi An - Ho Chi Minh City

After breakfast, you will be transferred to nearby Da Nang airport for your onward flight to Ho Chi Minh City which is located in the south of the country.

Upon arrival, you will be picked up and transferred to your hotel accommodation where you may enjoy the remainder of the day at leisure.

Overnight: Ho Chi Minh City (Premium or Luxury Option) or similar
Meals included: Breakfast

Day 8 Ho Chi Minh City - Cu Chi Tunnels Tour

Journey approximately 60 kilometres to the Cu Chi Tunnels, constructed by Vietnamese fighters during the country's long fight for independence. Watch a short introduction video to learn more about their construction before exploring a section of tunnels used as hospitals, schools, kitchens, weapon storage, command centres and living quarters. The hidden tunnel system was an excellent way for the Vietcong to move around the countryside undetected by foreign troops and was at one stage home to around 10,000 people.

Afterwards, return to Ho Chi Minh City where you'll have the option of being dropped back at the hotel, or at the nearby War Remnants Museum (entrance not included).

Overnight: Ho Chi Minh City (Premium or Luxury Option) or similar
Meals included: Breakfast

Day 9 Ho Chi Minh City Free Day

Spend today at leisure, or alternatively take part in an optional tour (not included).

Optional Activity: Mekong Delta Tour

This morning, you'll travel to My Tho on the banks of the Mekong River. Upon arrival, board a motor boat and cruise along the river to Xep Canal where you'll transfer to canoes to navigate the smaller canals. These canals are lovely places to escape the traffic of the main river. Here you will cruise under coconut trees before arriving at a small islet to disembark and walk around the small local village. Stop at a local family's home to enjoy tropical fruit,

The Itinerary

Itinerary 1

honey tea and listen to traditional Vietnamese music performed by the villagers. Afterwards, continue onwards to another islet where a traditional Vietnamese lunch will be prepared by a local family.

Please note: The above optional activity involves travel on smaller traditional river boats which may be difficult for less mobile and/or elderly travellers to get in and out of.

Overnight: Ho Chi Minh City (Premium or Luxury Option) or similar
Meals included: Breakfast

Day 10 Ho Chi Minh City, Vietnam - Phnom Penh, Cambodia

Today, early in the morning, you will be picked up at the hotel to begin your journey to Cambodia by a shared tourist bus (this applies to both group and private tour travellers). You'll stop at the Vietnam and Cambodia Moc Bai Bavet border for visa processing (visa cost not included) before continuing onwards to Phnom Penh. This journey of approximately 230 kilometres can take between 6 to 8 hours depending on the visa processing times at the border. However, an optional flight upgrade option is available.

On arrival, you'll be welcomed by your tour guide and transferred to the hotel. The remainder of the day is free to spend relaxing or exploring Phnom Penh.

Please note:

- *This tourist bus will cater up to 45 passengers and you may travel with travellers from other tour groups.*
- *For customers who would prefer to fly to Phnom Penh rather than take the tourist bus, a flight upgrade option is available for an additional cost which includes an afternoon flight (economy class) from Ho Chi Minh City and airport transfers in Ho Chi Minh City and Phnom Penh.*
- *Flights are subject to schedule changes and/or delays and may not always arrive in Phnom Penh before the bus.*

Overnight: Phnom Penh (Premium or Luxury Option) or similar
Meals included: Breakfast

Day 11 Phnom Penh Free Day

Today is yours free at leisure to explore the capital city of Cambodia or alternatively, you may choose to join an optional activity (not included).

Optional Activity: 'Choeung Ek' Killing Fields & Phnom Penh City Tour

After breakfast, you will be picked up from the hotel to explore the capital city with its bustling Central Market, the Independence Monument and Wat Ounalom. Enjoy a set lunch at a local restaurant before continuing to the Tuol Sleng Prison Museum and the notorious 'Killing Fields' of Choeung Ek, gaining deep insight into the painful rule of the Khmer Rouge. Afterwards, you will visit the Royal Palace and the sacred Silver Pagoda, which is known for its silver-tiled floor.

Overnight: Phnom Penh (Premium or Luxury Option) or similar
Meals included: Breakfast

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Day 12 Phnom Penh - Siem Reap

After an early breakfast at the hotel, you'll depart on an approximately 320-kilometre journey for Siem Reap by a shared tourist bus (this applies to both group and private tour travellers). Pass through the provinces of Kandal, Kampong Cham and Kampong Thom. On arrival, you'll be greeted by a tour guide in Siem Reap and transferred to the hotel for an afternoon of leisure.

Please note: This tourist bus will cater up to 45 passengers and you may travel with travellers from other tour groups.

Overnight: Siem Reap (Premium or Luxury Option) or similar
Meals included: Breakfast

Day 13 Full-Day Temples of Angkor Wat Tour

Today, you'll set out on a full-day tour to Angkor Wat. Marvel at the south gate of Angkor Thom before visiting the Terrace of Elephants. This used to be a base for the king's grand audience hall and the Terrace of the Leper king, which was a terrace that housed the royal crematory.

Afterwards, enjoy a set lunch at a local restaurant before visiting Ta Prohm Temple which has been relatively untouched since it was discovered and retains much of its mystery. You'll then get to see the most famous of all the temples on the plain of Angkor, Angkor Wat. The temple complex covers 81 hectares and is comparable in size to the Imperial Palace in Beijing. Its distinctive five towers are emblazoned on the Cambodian flag. The 12th-century masterpiece is considered by art historians to be the prime example of classical Khmer art and architecture.

Later, transfer back to the hotel for an evening of leisure.

Overnight: Siem Reap (Premium or Luxury Option) or similar
Meals included: Breakfast; Lunch

Day 14 Siem Reap, Cambodia - Australia (or New Zealand)

Today, you will be picked up from the hotel and transferred to the airport for your return flight home. A packed breakfast will be provided for travellers with an early departure.

Please note: Standard check-out time is 10:00 and for travellers with an afternoon or evening departure, luggage storage will be available at the hotel reception so you may enjoy the day at leisure before transferring to the airport.

Meals included: Breakfast; In-Flight

Day 15 Arrive in Australia (or New Zealand)

The Itinerary

Itinerary 2

Day 1 Australia (or New Zealand) - Hanoi, Vietnam

Today, you'll depart Australia (or New Zealand) for your flight to Hanoi, Vietnam. On arrival, you'll be picked up by a tour representative and transferred to the hotel.

Please note: Due to flight scheduling and availability, some departures may occur on Day 0. Affected customers must be available to depart the day before. Flight times will be indicated on your final documents, issued 4-6 weeks before departure.

Overnight: Hanoi (Premium or Luxury Option) or similar
Meals included: In-Flight

Day 2 Hanoi - Ha Long Bay Overnight Cruise

For approximately 180 kilometres, you'll journey past farmlands and rice paddy fields to Ha Long Bay. Here, you'll embark on board your traditional junk-style vessel for an overnight cruise through the UNESCO World Heritage-Listed area.

Settle into your deck chair and cruise through picturesque emerald waters while marvelling at the towering limestone karst islands. Enjoy a seafood lunch before taking part in afternoon activities such as swimming, relaxing on a remote beach, climbing to the top of a lookout for an incredible panoramic view or riding a row boat into a secluded bay.

Cruise further into the bay to visit a pearl farm before watching a cooking demonstration featuring traditional Vietnamese cuisine, followed by dinner on board. Drop anchor in the late evening for an overnight stay among the dramatic limestone peaks.

Please note:

- *We recommend packing an overnight bag only for your cruise. The remainder of your luggage will be securely stored or you can take all of your belongings onboard if you'd prefer.*
- *Exact cruise itinerary is subject to change.*

Overnight: Ha Long Bay (Premium or Luxury Option) or similar
Meals included: Breakfast; Lunch; Dinner

Day 3 Ha Long Bay Cruise - Hanoi

Wake early for an optional tai chi class on deck before enjoying breakfast and climbing aboard the tender for a visit to Sung Sot Cave (Surprise Cave), a colourful grotto of giant stalactites and stalagmites. Return to the boat and enjoy a short cooking class where you will learn to prepare local delicacies such as spring rolls. You'll then enjoy a light lunch onboard, followed by a relaxing trip back into port where you will disembark and return approximately 180 kilometres to Hanoi.

Upon arrival, you'll check into the hotel for an evening of leisure. Alternatively, you can choose to take part in an optional evening activity (not included).

Optional Activity: Water Puppet Performance & Vietnamese Dinner

Watch a traditional and unique performance of water puppetry, originating in the Red River Delta of northern Vietnam. Each show lasts approximately 45 minutes and includes lively illustrative Vietnamese pastoral scenes of rural daily life as well as fairy legends. Afterwards, head into the Old Quarter and feast on a dinner of authentic dishes such as Goi Cuon Tom Thit (fresh rice paper roll with prawn and pork), Pho bo (noodle soup with

The Itinerary

Itinerary 2

beef), Bun Cha (BBQ Vietnamese pork meatballs with noodles), Goi Ga Hoa Chuoi (banana blossom salad with chicken) and Che Nep Dua (sticky rice in coconut cream).

Please note: Depending on the timing of the water puppet performance, dinner may be enjoyed prior to the show.

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Meals included: Breakfast; Lunch

Day 4 Hanoi - Hoi An

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In the afternoon, you'll be transferred to the airport for your flight to Da Nang. Upon arrival, you will be transferred to your accommodation in Hoi An.

Overnight: Hoi An (Premium or Luxury Option) or similar
Meals included: Breakfast

Day 5 Hoi An Walking Tour & Free Afternoon

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Overnight: Hoi An (Premium or Luxury Option) or similar
Meals included: Breakfast

The Itinerary

Itinerary 2

Day 6 Hoi An Day Free Day

Today, enjoy a day free at leisure to explore this fascinating town. Alternatively, you can take the opportunity to join an optional tour (not included).

Optional Activity: Full-Day Tour of Ba Na Hills & The Golden Bridge

Early this morning you will be picked up from the hotel and travel to Ba Na Hill Station on the outskirts of Da Nang. Take a cable car to Ba Na Hills to enjoy amazing views. Here, you will visit an old French cellar (Debay Ancient Wine Cellar), Le Jardin D'amour flower garden, a wax statue museum and the iconic Golden Bridge. Afterwards, enjoy free time to explore this resort park and enjoy an included lunch.

Overnight: Hoi An (Premium or Luxury Option) or similar
Meals included: Breakfast

Day 7 Hoi An - Ho Chi Minh City

After breakfast, you will be transferred to nearby Da Nang airport for your onward flight to Ho Chi Minh City which is located in the south of the country.

Upon arrival, you will be picked up and transferred to your hotel accommodation where you may enjoy the remainder of the day at leisure.

Overnight: Ho Chi Minh City (Premium or Luxury Option) or similar
Meals included: Breakfast

Day 8 Ho Chi Minh City - Cu Chi Tunnels Tour

Journey approximately 60 kilometres to the Cu Chi Tunnels, constructed by Vietnamese fighters during the country's long fight for independence. Watch a short introduction video to learn more about their construction before exploring a section of tunnels used as hospitals, schools, kitchens, weapon storage, command centres and living quarters. The hidden tunnel system was an excellent way for the Vietcong to move around the countryside undetected by foreign troops and was at one stage home to around 10,000 people.

Afterwards, return to Ho Chi Minh City where you'll have the option of being dropped back at the hotel, or at the nearby War Remnants Museum (entrance not included).

Overnight: Ho Chi Minh City (Premium or Luxury Option) or similar
Meals included: Breakfast

Day 9 Ho Chi Minh City Free Day

Spend today at leisure, or alternatively take part in an optional tour (not included).

Optional Activity: Mekong Delta Tour

This morning, you'll travel to My Tho on the banks of the Mekong River. Upon arrival, board a motor boat and cruise along the river to Xep Canal where you'll transfer to canoes to navigate the smaller canals. These canals are lovely places to escape the traffic of the main river. Here you will cruise under coconut trees before arriving at a small islet to disembark and walk around the small local village. Stop at a local family's home to enjoy tropical fruit,

The Itinerary

Itinerary 2

honey tea and listen to traditional Vietnamese music performed by the villagers. Afterwards, continue onwards to another islet where a traditional Vietnamese lunch will be prepared by a local family.

Please note: The above optional activity involves travel on smaller traditional river boats which may be difficult for less mobile and/or elderly travellers to get in and out of.

Overnight: Ho Chi Minh City (Premium or Luxury Option) or similar
Meals included: Breakfast

Day 10 Ho Chi Minh City, Vietnam - Phnom Penh, Cambodia

Today, early in the morning, you will be picked up at the hotel to begin your journey to Cambodia by a shared tourist bus (this applies to both group and private tour travellers). You'll stop at the Vietnam and Cambodia Moc Bai Bavet border for visa processing (visa cost not included) before continuing onwards to Phnom Penh. This journey of approximately 230 kilometres can take between 6 to 8 hours depending on the visa processing times at the border. However, an optional flight upgrade option is available.

On arrival, you'll be welcomed by your tour guide and transferred to the hotel. The remainder of the day is free to spend relaxing or exploring Phnom Penh.

Please note:

- *This tourist bus will cater up to 45 passengers and you may travel with travellers from other tour groups.*
- *For customers who would prefer to fly to Phnom Penh rather than take the tourist bus, a flight upgrade option is available for an additional cost which includes an afternoon flight (economy class) from Ho Chi Minh City and airport transfers in Ho Chi Minh City and Phnom Penh.*
- *Flights are subject to schedule changes and/or delays and may not always arrive in Phnom Penh before the bus.*

Overnight: Phnom Penh (Premium or Luxury Option) or similar
Meals included: Breakfast

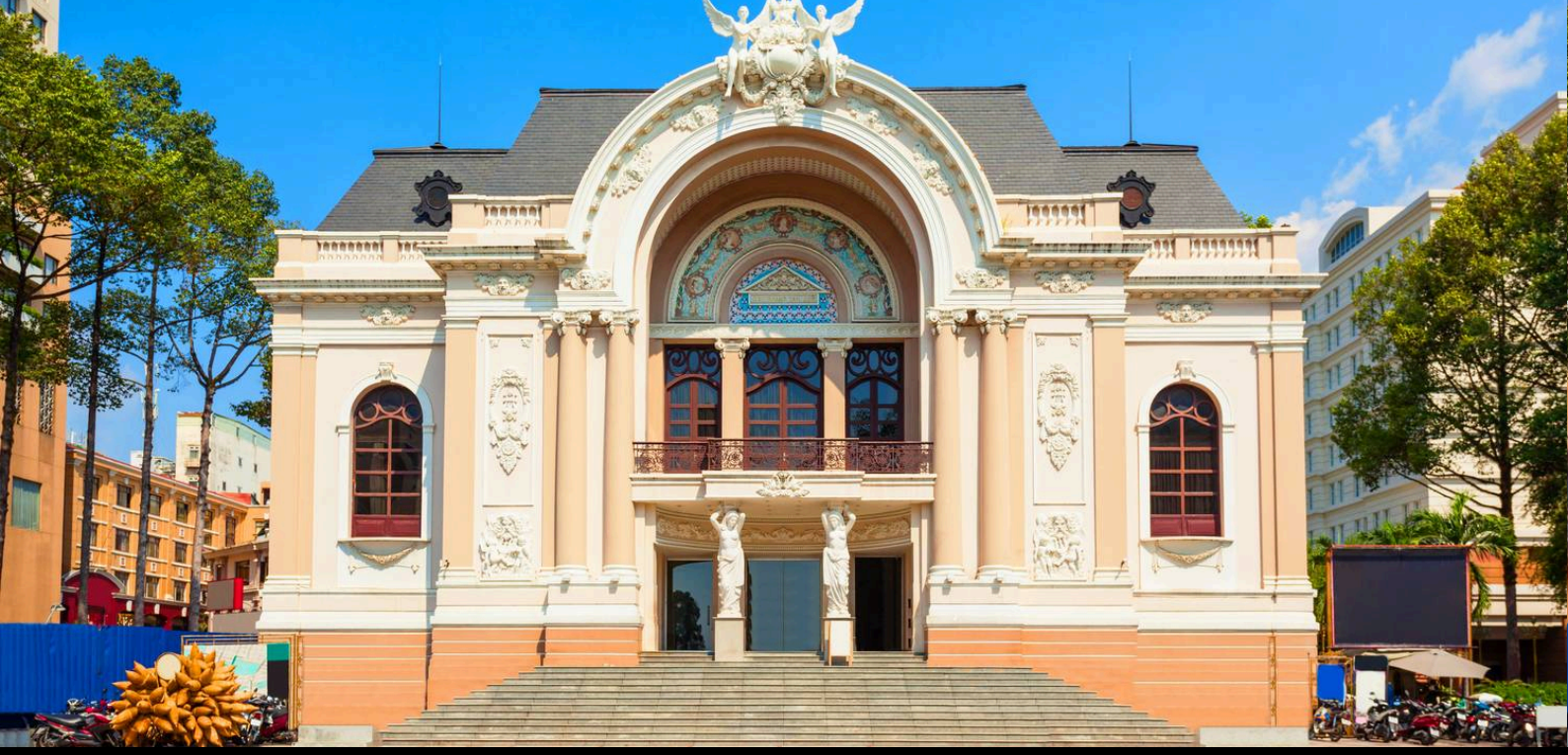
Day 11 Phnom Penh Free Day

Today is yours free at leisure to explore the capital city of Cambodia or alternatively, you may choose to join an optional activity (not included).

Optional Activity: 'Choeung Ek' Killing Fields & Phnom Penh City Tour

After breakfast, you will be picked up from the hotel to explore the capital city with its bustling Central Market, the Independence Monument and Wat Ounalom. Enjoy a set lunch at a local restaurant before continuing to the Tuol Sleng Prison Museum and the notorious 'Killing Fields' of Choeung Ek, gaining deep insight into the painful rule of the Khmer Rouge. Afterwards, you will visit the Royal Palace and the sacred Silver Pagoda, which is known for its silver-tiled floor.

Overnight: Phnom Penh (Premium or Luxury Option) or similar
Meals included: Breakfast



The Itinerary

Itinerary 2

Day 12 Phnom Penh - Siem Reap

After an early breakfast at the hotel, you'll depart on an approximately 320-kilometre journey for Siem Reap by a shared tourist bus (this applies to both group and private tour travellers). Pass through the provinces of Kandal, Kampong Cham and Kampong Thom. On arrival, you'll be greeted by a tour guide in Siem Reap and transferred to the hotel for an afternoon of leisure.

Please note: This tourist bus will cater up to 45 passengers and you may travel with travellers from other tour groups.

Overnight: Siem Reap (Premium or Luxury Option) or similar
Meals included: Breakfast

Day 13 Full-Day Temples of Angkor Wat Tour

Today, you'll set out on a full-day tour to Angkor Wat. Marvel at the south gate of Angkor Thom before visiting the Terrace of Elephants. This used to be a base for the king's grand audience hall and the Terrace of the Leper king, which was a terrace that housed the royal crematory.

Afterwards, enjoy a set lunch at a local restaurant before visiting Ta Prohm Temple which has been relatively untouched since it was discovered and retains much of its mystery. You'll then get to see the most famous of all the temples on the plain of Angkor, Angkor Wat. The temple complex covers 81 hectares and is comparable in size to the Imperial Palace in Beijing. Its distinctive five towers are emblazoned on the Cambodian flag. The 12th-century masterpiece is considered by art historians to be the prime example of classical Khmer art and architecture.

Later, transfer back to the hotel for an evening of leisure.

Overnight: Siem Reap (Premium or Luxury Option) or similar
Meals included: Breakfast; Lunch

Day 14 Tonle Sap Tour (or Phnom Kulen National Park)

After breakfast this morning, you'll head to Phnom Kulen National Park. Drive through wide open rice fields and scattered villages with traditional houses before winding up the rocky road to the top of the mountain. Phnom Kulen is widely regarded as the birthplace of the ancient Khmer Empire. During the construction of the ancient temples, sandstones were brought from this sacred mountain to Angkor. Kulen is considered by Khmers to be the most sacred mountain in Cambodia. Visit the River of 1,000 Lingas, divided into 3 ports for the Hindu trinity gods that's filled with thousands of unique, ancient carvings. Ascend to the summit of the hill to marvel at the Buddhist Pagoda and the large Reclining Buddha statue. You'll then continue to the waterfalls of Kulen, pausing at 2 beautiful spots for a swim. On the way back, you'll visit a local pagoda and the Khmer Palm Villages where local sugar palm production takes place.

Finish up back in Siem Reap where you may enjoy the remainder of the day at leisure.

Please note: In some cases during the end of the dry season before the wet season begins, the lake may dry up to the point where we are unable to offer this tour. For affected groups, an alternative tour will

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be provided to visit Preah Ang Che and Preah Ang Chorm religious Shrines, the Central Parks, Satcha Handicraft Center and the APOPO Center.

Overnight: Siem Reap (Premium or Luxury Option) or similar
Meals included: Breakfast

Day 15 Siem Reap Free Day

Today is yours free at leisure to explore Siem Reap.

Overnight: Siem Reap (Premium or Luxury Option) or similar
Meals included: Breakfast

Day 16 Siem Reap, Cambodia - Australia (or New Zealand)

Today, you will be picked up from the hotel and transferred to the airport for your return flight home. A packed breakfast will be provided for travellers with an early departure.

Please note: Standard check-out time is 10:00 and for travellers with an afternoon or evening departure, luggage storage will be available at the hotel reception so you may enjoy the day at leisure before transferring to the airport.

Meals included: Breakfast; In-Flight

Day 17 Arrive in Australia (or New Zealand)

Meals included: None

Tour Inclusions

HIGHLIGHTS

Enjoy small group touring with a maximum of 20 travellers

Experience the welcoming hospitality and culture of Vietnam

Discover the ancient town of Hoi An on a guided walking tour

Learn about the history of the Vietnam War at the Cu Chi Tunnels

Sail the tranquil waters and limestone islands of Ha Long Bay

Enjoy time at leisure in Hoi An, a UNESCO-listed town

Discover the life of Hanoian people on a walking tour of Hanoi

Travel the beautiful countryside of Cambodia

Visit the ancient temples of Angkor Wat and Angkor Thom

Discover Phnom Penh on a day free at leisure

FLIGHTS

Return international full-service flights (economy class), surcharges may apply. (Excludes Trip Only option)

2 internal flights from Hanoi to Da Nang, and Da Nang to Ho Chi Minh City

CRUISE

Overnight traditional Vietnamese junk boat cruise in Ha Long Bay

ACCOMMODATION

Premium Package
12 nights of 4-star hotel accommodation

Luxury Package
12 nights of 5-star hotel accommodation

DINING

Enjoy 17 meals

ESSENTIALS

English-speaking tour guides

Airline taxes and surcharges

TRANSPORT

Transportation by private air-conditioned vehicles

TRANSFERS

Return airport transfers. (Excludes Trip Only option)

17-DAY PACKAGE WITH SIEM REAP EXTENSION

Includes all of the above, plus the following:
2 additional nights of hotel accommodation

Enjoy 2 additional meals

Important Information

**Please note: All information provided in this brochure is subject to both change and availability. Prior to purchase please check the current deal for up-to-date information. If you have already purchased this deal, the terms and conditions on your Purchase Confirmation apply and take precedence over the information in this brochure.*

Booking Information

After purchase, you will receive a receipt and a Purchase Confirmation, directing you to an online Passenger Information Form. You must complete the Passenger Information Form within 72 hours of purchase.
Any special requests, preferences and optional extras MUST be clearly stated in your Passenger Information Form. Any change requested after submitting your Passenger Information Form cannot be guaranteed, is strictly subject to availability and will incur surcharges as outlined in the Schedule of Fees below.

Please note: All countries and territories have different entry requirements in relation to vaccinations, quarantine/isolation periods and travel restrictions. Due to the evolving nature, we would ask all of our customers to monitor, meet and adhere to the specific requirements of their intended destination(s) in the lead-up to and immediately before travel, as well as any requirements post-travel upon their return.

Our Policies

Cancellation & Refund Policy

By placing a booking with us, you acknowledge the following important information:

- **we act as your booking agent** ; TripADeal is a booking services provider, and curates the Travel Offers available on our website. We act as your booking agent, and we receive payment for the Booking Services as part of the booking price, however, we do not provide any of the Travel Services (flights, accommodation, tours or other products or services) included in your booking – the Travel Services are provided by a number of third party Travel Suppliers.
- **each booking is unique** ; our Travel Offers are made up of a variety of different components and are, during the booking process, uniquely tailored to suit your requirements, for example, departure dates and ports, flight and room upgrades, tour inclusions, etc.
- **changes/modifications to your booking may not be possible** ; once your booking has been made, changes or modifications may not be possible, and where possible, may incur a fee. It is important to ensure that the information you provide during the booking process is accurate and up to date, and that you read the Travel Offer carefully before placing your order.
- **Travel Offers are a package** ; our Travel Offers have been curated into package offerings and must be used as a package – individual components cannot be used independently of the full package offering.
- **our Travel Offers are generally non-refundable** ; in order to provide great value Travel Offers, we work with a variety of Travel Suppliers to find the best deals – this often means the Travel Suppliers' offerings are non-refundable to ensure the best price. We recommend that you obtain travel insurance as soon as you make a booking with us.

To read more about our Cancellation and Refund Policy, please click here.

General Terms & Conditions

By placing your booking with us, you acknowledge and agree to our Terms & Conditions, Privacy Policy and Cancellation Policy.

Offer Essentials

This Travel Offer is valid for travel on selected dates until 20 December 2027. Minimum group size 8, maximum group size 20 per vehicle*.
*Excluding travel via shared tourist bus on Days 10 and 12
This Travel Offer is priced per person based on a twin share.

Departure Dates & Surcharges

See checkout for live dates and availability.

Single Traveller Supplement

For solo travellers, a mandatory single supplement applies.

- 15-Day Premium Package: $800 per person.
- 17-Day Premium Package: $1,000 per person.
- 15-Day Luxury Package: $1,550 per person.
- 17-Day Luxury Package: $1,900 per person.

Please note: Accommodation for single customers who are travelling on a tour or cruise package may be in a single room, depending on availability.

Child Policy

- No child discounts are offered. The full price applies to all children travelling with their parents.
- Valid for children 8 years old and over.

Please note: Children must be accompanied by a responsible adult 18 years old and over to travel. No unaccompanied minors are allowed.

Flights

(Flight information for options excluding Trip Only)

Departure Cities

Sydney, Melbourne, *Brisbane, *Adelaide, *Perth or *Auckland

Departure City Surcharges

- Perth: $100 per person
- Brisbane: $350 per person
- Adelaide: $500 per person
- Auckland: $900 per person

International Airline(s) Used

- Cabin Class: Economy Class

Please note:

- *We cannot accommodate one-way flights. Travellers must take all included flights within the package, and any flights intentionally forfeited will result in later flights being subject to cancellation.*

Important Information

- *From Sydney, Melbourne, or Perth, the flying journey to your destination may take up to 18.5 hours, with up to 1 stop.*
- *From Brisbane, the flying journey to your destination may take up to 18.5 hours, with up to 2 stops. One of those stops may be within Australia.*
- *From Adelaide or Auckland, the flying journey to your destination may take up to 21 hours, with up to 2 stops. One of those stops may be within Australia.*

This is provided as a guide only - actual flight duration can vary depending on availability and airline schedules. Your booking's final details will be confirmed to you via email once available.

Domestic Flight(s) Used

- Cabin Class: Economy Class
- Route: Hanoi to Da Nang, and Da Nang to Ho Chi Minh City

Domestic Flight Information

Baggage allowance per person:
1 x 20kg of checked baggage
1 x 7kg of carry-on baggage

Preferred Airline Surcharge

- Cabin Class: Economy Class
- Singapore Airlines: $400 per person

Please note:

- *Preferred airlines are subject to availability. If we are unable to fulfil your request, the above extra cost will be refunded.*
- *On any upgrade purchase, short-haul flights and domestic flight sectors are not guaranteed, subject to aircraft configuration.*
- *In the event that a purchased stopover package and a purchased preferred airline upgrade are not compatible, you will have the option to receive a refund for the preferred airline upgrade or be offered an alternative stopover city option, e.g if you choose to fly with Singapore Airlines you cannot stopover in Dubai.*
- *Preferred airline refers to the marketing carrier and could include codeshare partners.*

Arrive Early & Stay Behind Options

Fly out and return home up to 60 days pre and post your tour dates.

Arrive Early

Hanoi, Vietnam - From $200 per person, subject to availability.

Stay Behind

Siem Reap, Cambodia - From $200 per person, subject to availability.

Please note:

- ***Exclusions:***

  This fee does not include extra nights' accommodation, meals or airport transfers.

- ***Cancellations & Changes:***

  Flight booking changes or cancellations after air tickets have been issued are not guaranteed and may incur additional fees and fare difference, subject to the airline cancellation and change policies. Flight changes are subject to availability at the time of booking.

- ***High-Season:***

  A high-season Arrive Early or Stay Behind can be purchased for an additional charge, subject to availability. For pricing, please refer to the cart.

- ***+ 60 days:***

  You can fly out up to 60 days before your package's start date, and/or return home 60 days after your package's end date. Should you wish to fly out or return home for more than 60 days from the tour, please contact us to request availability. Additional costs may apply.

- ***Estimated dates:***

  Your estimated departure, return, and arrival dates are all subject to availability and may vary. The confirmed schedule for all flights will be provided when you receive your flight tickets.

- *High season surcharges apply to flights departing between the below date ranges:*

12th December 2026 - 26th January 2027
19th March 2027 - 28th April 2027
19th June 2027 - 18th July 2027
11th September 2027 - 10th October 2027
10th December 2027 - 3rd January 2028

Stopover Packages

- Singapore

Includes:
- 2, 3 or 5 nights in 4-star accommodation
- Daily breakfast
- Return airport transfers

For pricing, please refer to the payment cart at checkout.

Please note:

- *When a pre and post-tour stopover is chosen, the same stopover location must be chosen each way, due to the airline used.*
- *When selecting to Arrive Early for your tour in conjunction with a Stopover Package, your fly out date from home will take place before the stopover.*
- *When selecting to Stay Behind after your tour in conjunction with a Stopover Package, your stopover will take place before your final flight home.*
- *Stopover packages are subject to availability.*
- *In the event that a purchased stopover package and a purchased preferred airline upgrade are not compatible, you will have the option to receive a refund for the preferred airline upgrade or be offered an alternative stopover city option, e.g if you choose to fly with Singapore Airlines you cannot stopover in Dubai.*
- *Blackout dates apply to flights departing between the below date ranges:*

22nd December 2025 - 2nd January 2026 (Christmas and New Years Eve)
1st October 2026 - 9th October 2026 (Singapore Grand Prix)
18th December 2026 - 3rd January 2027 (Christmas and New Years Eve)
30th September 2027 - 5th October 2027 (Singapore Grand Prix - dates are still tbc)
20th December 2027 to 3rd January 2028 (Christmas and New Years Eve)

Flight Class Upgrades

- Business or Premium Economy Class: For pricing, please refer to the payment cart upon checkout.

Please note:

Important Information

- *Business Class upgrades are subject to availability (if we are not able to fulfil your request the upgrade cost will be refunded).*
- *On any upgrade purchase, short-haul flights and domestic flight sectors are not guaranteed*

Missed Flights

If you fail to arrive for your outbound flight, you risk all flight and land arrangements in your destination being automatically cancelled by the airlines and land operator, respectively. Additional fees may apply to reinstate these services. If you miss your flight for whatever reason, please contact us as soon as possible to make arrangements.

Trip Only Option

If you choose to remove international flights from your package, your holiday may be shorter, as travel days for flights are not included in the Trip Only package. You will receive an email confirmation when minimum numbers have been met and the departure is guaranteed.
We recommend making further travel arrangements, such as flights, after you have received confirmation of a guaranteed departure.
TripADeal assumes no liability for financial losses incurred due to travel arrangements made prior to confirmation of guaranteed departure.
Note: The Trip Only Package does not include return international airfares or airport transfers. At the conclusion of the tour, you will be responsible for booking your own onward travel.
Click here for full Trip Only terms and conditions (see section 4.1)

Accommodation

Accommodation Used: Premium Package

4-Star Properties (Self-Rated)

- Hanoi, Vietnam: Flower Garden Hotel or similar
- Hoi An, Vietnam: Le Pavillon Luxury Resort or similar
- Ho Chi Minh City, Vietnam: Muong Thanh Saigon Centre Hotel or similar
- Phnom Penh, Cambodia: The Onra Hotel or similar
- Siem Reap, Cambodia: Tara Angkor Hotel or similar

Not Rated

- Ha Long Bay, Vietnam: Le Journey Cruise or similar

Accommodation Used: Luxury Package

5-Star Properties (Self-Rated)

- Hanoi, Vietnam: Pan Pacific Hanoi or similar
- Hoi An, Vietnam: La Siesta Hoi An Resort & Spa or similar
- Ho Chi Minh City, Vietnam: Hotel Grand Saigon or similar
- Phnom Penh, Cambodia: Palace Gate Hotel & Resort or similar
- Siem Reap, Cambodia: Borei Angkor Resort & Spa or similar

Not Rated

- Ha Long Bay, Vietnam: Amanda Cruise or similar

Please note: Accommodation/rooms offered are based on a lead-in room type and are subject to availability based on seasonality. In the instance a property is not available, a similar standard of accommodation will be provided. Properties will be confirmed and included in your travel pack, which you will receive 4-6 weeks before travel.

Extra Nights

Not available.

Please note: If you are interested in booking additional nights of accommodation pre or post-tour, please wait until you receive your travel documentation approximately 4-6 weeks before departure for the confirmed list of hotels. If booking your own additional accommodation directly with the hotel, please be aware that you may be required to change rooms at the start/end of your tour.

Maximum Room Capacity

2 people.

Triple Share

Not available.

Bedding Configuration

Twin or double (subject to availability).

Optional Tours/activities

- Day 3: Traditional Vietnamese Dinner and Water Puppet Show - $60 per person
- Day 5: Explore a Local Market and join a Cooking Class - $60 per person
- Day 6: Ba Na Hills, Golden Bridge and Da Nang full-day tour: $170 per person
- Day 9: Mekong Delta Day Tour: $80 per person
- Day 10: Ho Chi Minh City to Phnom Penh Flight Upgrade (economy class) - $280 per person
- Day 11: 'Choeung Ek' Killing Fields and Phnom Penh City Tour: $120 per person

Please note:

- *Prices are based per person, are subject to availability, time permitting and weather conditions.*
- *The optional tours listed above must be purchased on checkout or over the phone before submitting your passenger information form (subject to availability).*
- *Due to limited flight availability between Ho Chi Minh City and Phnom Penh passengers who purchase the flight upgrade option will most likely depart Ho Chi Minh City in the afternoon, and arrive in Phnom Penh in the evening. Flights are subject to schedule changes and/or delays and may not always arrive in Phnom Penh before the bus.*
- *Some tours require minimum numbers to operate.*

Exclusions

- Visa fees and requirements
- Domestic transfers and flights not stated in the deal offer
- Meals/beverages not stated in the deal offer
- Recommended gratuities/tipping
- Optional activities/tours
- Personal expenses
- Travel insurance

- Any costs associated with an interruption to your tour as a result of an airline schedule change or cancellation

Please note: Return international flights and transfers to and from the tour are not included in the Trip Only option.

Gratuities/tipping

Land

Gratuities (tips) are not included for the services of the tour leader (when available) and driver throughout the tour. The recommended tip is $10 AUD per person per day. This covers the guide/leader and the driver and will be collected on tour. For days where no touring is provided, but transfer services are provided, tipping is optional, but appreciated by drivers/guides. For free days at leisure tipping is not expected.

Please note: Tipping for services provided is always a matter of personal discretion; however, please be aware that many locals consider tipping part of their normal remuneration, and they may approach you for payment; there's no need to be intimidated by the request.

Other Important Information

TOUR GUIDE VS. TOUR LEADER

Tour Guide

Often locals with intimate knowledge of an area, its culture, and history. Their role entails providing commentary, routing the tour, and seeing that people have a good time. They are a licensed, qualified expert who supplies specific information on the history, art, architecture and culture of the city/village/attraction where they are guiding the tour. The guide meets the group at the required place and leaves it at the end of the tour; they do not travel with the group.

Tour Leader

An experienced person tasked with ensuring the smooth operation of tours, as well as providing practical support to passengers throughout the whole trip. Their role primarily includes assisting with accommodation, transportation between locations, and communication with tour guides at each stop. A tour leader may provide general guidance around a city or village and offer information on the place visited on the bus. However, they are not required to have specific art, architecture, or historical knowledge. They are not allowed to provide a guided tour or commentary of a city/village/attraction once there and, if caught doing so, can be fined.

Please note: Tour leaders/guides are not a standard inclusion in all travel offers. Tour leaders/guides will only be made available when required to enhance the experience of the destination featured.

CLIMATE & AVERAGE TEMPERATURES

Vietnam

Vietnam has a tropical climate with distinct wet and dry seasons, influenced by its geographical location and topography. The climate varies across the country, from the northern regions with four seasons to the tropical conditions in the south.

- North (Hanoi, Ha Long Bay): The north experiences a humid subtropical climate with cold winters (December-February) and hot, humid summers (May-August). Average temperatures range from 15-25°C in winter and 25-35°C in summer.
- Central Vietnam (Hue, Da Nang, Nha Trang): This region has a mix of tropical and monsoon climates, with a hot, dry season from January to August and a wet season from September to December. Temperatures typically range from 25-35°C year-round, with coastal areas staying cooler due to sea breezes.
- South (Ho Chi Minh City, Mekong Delta): The south has a tropical rainforest climate, with two main seasons: the dry season (December-April) and the rainy season (May-November). Temperatures are relatively constant throughout the year, ranging from 25-30°C. Humidity is high, especially during the rainy season.

Cambodia

Cambodia also has a tropical climate, characterized by distinct wet and dry seasons, and generally warm temperatures throughout the year. The climate is influenced by the monsoon winds and the country's low-lying geography.

- Dry Season (November-April): During the dry season, Cambodia experiences warm to hot temperatures, especially in the interior and southern regions. Average temperatures range from 25-35°C. The hottest months are from March to May, with temperatures often rising above 35°C, particularly in the lowlands.
- Wet Season (May-October): The wet season is marked by frequent rainfall, especially in the afternoons and evenings, due to the southwest monsoon. Temperatures during this period are slightly cooler, ranging from 24-32°C, but humidity levels are very high. July and August see the heaviest rainfall, particularly in the northern and central regions.

Overall, Cambodia's weather is warm and humid year-round, with the coolest months being from November to January and the hottest period from March to May. Water temperatures in coastal areas are generally around 27-30°C.

Weather

We always suggest referring to an online source for the most up-to-date weather information for your destination/s.

FLIGHTS

Seat Selection & Frequent Flyer Points

We do not arrange seat selection. It is essential to highlight that some airlines do not allow pre-selected seats. We strongly suggest you contact the airline directly with seating allocation requirements and/or arrive at the airport earlier to arrange your seating. While we do not add frequent flyer member details to bookings, you can do this directly with the airline once you have your flight information.

Passport Validity

Customers must provide valid passport details either at the time of purchase or no later than 45 days before the departure

date. Failure to do so may result in the cancellation of the booking. Customers will be responsible for any costs and fees incurred in this instance.

COACH TOUR

Meals

For meals not included, the tour leader (when available) will offer assistance with reservations, suggestions and directions to local restaurants. It is your responsibility to notify us of any dietary requests/ requirements.

Please note: We will do our best to meet your requests/requirements; however, we cannot guarantee that we will always be able to.

Luggage

You will be responsible for all your personal belongings whilst on tour. You must carry your own luggage from the vehicle to the hotel room and back to the vehicle. The driver will assist with the uploading and unloading of bags from the vehicle.

OTHER

Mobility

If you require wheelchair access please contact our friendly sales and service team to inquire on your behalf.

Fitness Level Required

Adventure (and spontaneity) create some of the best travel memories. Bear in mind that your home schedules and timings might not be adhered to on tour - it's all part of the fun! A Relaxed level of fitness will be required. Expect a comfortable pace of touring which will include city tours of up to 1 hour walking at a time, the ability to walk up and down small flights of stairs and gentle slopes, and occasional hiking (may involve uneven surfaces). You will be responsible for your own luggage and have the ability to board all modes of transport without assistance.

Please note:

- *Some areas may be inaccessible to wheelchairs or mobility scooters, with personal walking sticks and other aids required should they be needed. Although some assistance may be available, every traveller should be self-reliant during all aspects of their travel.*
- *It is expected that every traveller must be self-reliant and able to undertake all aspects of their own travel. Please speak to your booking agent about your personal circumstances and any assistance requirements to ensure this tour is right for you.*
- *If you have any concerns, please consult your healthcare provider prior to purchase/ travel.*

Sightseeing

Please note: If entry to a site is affected by changes in operating hours or public holiday closures, your itinerary, where possible, may be adjusted, or a similar activity will be offered in its place (subject to availability).

Shopping

Shopping overseas can be a daunting and confusing experience, especially when there is a language barrier. Please be very cautious when foreign currencies and prices are involved. If paying by credit card, please pay close attention to the amount you are being charged and keep all your receipts. Do not make any purchases you are not comfortable with or feel pressured into. If you are uncertain or need assistance with the language barrier, please seek assistance from your Tour Guide/Leader. Please refer to our Terms and Conditions regarding shopping for further information.

Visas

Vietnam

Australian passport holders are eligible to apply online for a single entry electronic visa (e-visa), valid for up to a maximum of 90 days. Lodge your application online (for a non-refundable fee) with the Vietnamese National Web Portal of Immigration. You will be given a unique code to track your visa application status. Once your visa is granted, you must print it out and present it at check in. Keep this e-visa print out with you at all times during your travel in Vietnam.
Your Port Of Entry will be the first port you fly into in Vietnam. For example, if you are flying from Australia to Ho Chi Minh City and onwards to Hanoi on Day 1 for the beginning of your tour, your Port of Entry will be Ho Chi Minh City (Tan Son Nhat International Airport)
When asked about your 'Intended length of stay in Vietnam' we suggest you input 30 days regardless of when you intend to exit. This can be done at no additional cost and will cause no issues if you depart Vietnam earlier. By doing this, it will give you more flexibility to account for any unexpected issues such as flight delays or accidents that may require you to stay in the country a couple of days longer.
Some private online visa services and travel agents have scammed travellers or been involved in the public disclosure of the personal information of applicants for visas and 'visa issued on arrival' approval letters. To avoid such scams, only use official Government of Vietnam services to arrange your visa. Visa and other entry and exit conditions (such as currency, customs and quarantine regulations) change regularly. Contact the nearest Embassy or Consulate of Vietnam for up-to-date information.

Cambodia

You need a visa to enter Cambodia. You can apply for an e-visa online or get a tourist visa on arrival. The cost is $30 USD per person (subject to change), and is payable in cash (USD) if you are arranging on arrival. These are valid for 30 days. Entry and exit conditions can change at short notice. You should contact the nearest embassy or consulate of Cambodia for the latest details.
If you're entering Cambodia via air, you must complete and submit an electronic e-Arrival Card (CeA) within 7 days before your arrival. See

https://www.arrival.gov.kh/

for more information.

Important:

- *Please start arranging your visa three weeks before departure to account for any delays due to consulate operating hours.*
- *Visa rules are subject to change. Please check with the nearest embassy, consulate or immigration department of the destination/s you are visiting once you receive your travel documentation to ensure you have the most up to date information.*
- *It is your responsibility to be travel-ready and ensure that you are aware and comply with any destination or travel requirements, including the validity of all required travel documents.*
- *Passengers who are not Australian citizens must also check with the respective consulate or visa agency to determine what their visa requirements are and what personal identification is required.*
- *It is also important to note that some areas of employment, such as journalism, government authorities and charity organisations, may have additional restrictions in applying for visas. This may, in turn, affect the type of application required.*

Travel Insurance

Embarking on your next trip is exciting, and while you hope the unexpected does not happen, it is best to be prepared. We strongly recommend you take out travel insurance when making your booking. Whether it's a potential medical emergency, a flight cancellation, a delayed suitcase, or an unforeseen event, it's important to ensure you're adequately protected. For more information or advice visit https://www.tripadeal.com.au/travel-insurance

Schedule Of Fees

Voluntary Changes

This includes booking changes requested by you, including but not limited to those changes requiring an airline ticket or a Purchase Confirmation reissue.

- Changes - $100 per booking and any additional charges applied by the airline/cruise company/accommodation/other travel providers.

Name Changes Due To Passenger Error

If the incorrect name has been provided, charges of $100 per booking and any additional charges applied by the airline/cruise company/accommodation/other travel providers.

Supplier Fees

In the event the tour package you have purchased is unable to proceed, and/or a Travel Supplier is unable to fulfil the tour due to external circumstances (Limitation of Liability e.g. a Force Majeure event), there may be a fee or amount of money that is withheld by our Suppliers and is unrecoverable. This may be due to non-refundable airline tickets, cancellation penalties with cruise cabins or unrecoverable payments with our land/accommodation partners. If refunds are not available from Suppliers, we will endeavour to obtain a travel credit on the best terms available and communicate these outcomes to you. In the event we are unable to obtain a refund or travel service credit, or part thereof, this cost is passed on to the customer as a Supplier Fee.