



LUXURY VIETNAM & CAMBODIA with STYLE

Hanoi, Danong, Saigon, Siem Reap & Phnom Penh

13 Nights / 14 Days

ITINERARY AT A GLANCE

DATE	DAY DESCRIPTION	ACCOMMODATION	MEALS*
Day 1	Hanoi – Arrival	Sofitel Legend Metropole Hanoi Hotel	_,_,_
Day 2	Hanoi	Sofitel Legend Metropole Hanoi Hotel	B,L,D
Day 3	Hanoi - Cruise	Paradise Elegance Cruise	B,L,D
Day 4	Cruise - Danang	InterContinental Danang Sun Peninsula Resort	B,_,_
Day 5	Danang	InterContinental Danang Sun Peninsula Resort	B,_,_
Day 6	Danang	InterContinental Danang Sun Peninsula Resort	B,_D
Day 7	Danang - Saigon	The Reverie Saigon	B,_D
Day 8	Saigon	The Reverie Saigon	B,L,D
Day 9	Saigon	The Reverie Saigon	B,L,_
Day 10	Saigon - Siem Reap	Phum Baitang Zannier Hotel	B,_D
Day 11	Siem Reap	Phum Baitang Zannier Hotel	B,L,D
Day 12	Siem Reap	Phum Baitang Zannier Hotel	B,L,D
Day 13	Siem Reap - Phnom Penh	Rosewood Phnom Penh Hotel	B,L,D
Day 14	Phnom Penh - Departure		B,L,_

***B** = Breakfast, **L** = Lunch, **D** = Dinner

Day 1: ARRIVAL IN HANOI

Flight: xx xxxx x:xxam-xx:xxpm

Fast track service at Noi Bai airport.

You are met and by our local representative at the arrivals gate, assisted with immigration procedures and landing visa, check and sort baggage at luggage belt, assisted with custom baggage declaration and escorted to the pick-up point.

Transfer to your Hotel for check in.

Arrive and rest of the day is at leisure at the Hotel. (Early check-in on request / not included in the tour price)

Foodies afoot in Hanoi

Enjoy a taste of local Hanoian life as you explore a local market and some of the city's best street food stalls. Meet your guide at the bustling Hom market, one of the biggest and most popular markets in Hanoi. Wander through the narrow alleyways passing colourful stalls piled high with a vast array of fruit, vegetables, and sweets and elaborate temple offerings. Take photos of the vibrant colours and breathe in the aromas of the tropical fruits. If you're feeling brave, venture to the exotic section to see kicking frogs, silkworms and wriggling eels. The entire market is alive with the buzz and excitement of the locals bartering and haggling for the freshest ingredients at the best prices.

Your guide will take you to popular street food stalls where you can sample some of the city's signature dishes. Stop at a local coffee shop to taste this rich and flavourful drink then continue your culinary exploration with a stroll through the maze of bustling streets that make up the Old Quarter of Hanoi. Join the locals and pull up a plastic stool at a pavement stall to try Vietnamese snacks and a cup of iced tea, followed by a sweet dessert of fresh fruit and condensed milk. End the tour with a cold draught beer at a sidewalk stall popular with locals.

Overnight: Sofitel legend Metropole Hanoi Hotel (Grand Premium Room/Opera Wing)

Day 2: HANOI

Sightseeing in Hanoi

Although it is the modern-day capital of Vietnam, Hanoi still retains the mystery and charm of past centuries, with its narrow lanes and traditional shop houses. Begin with an exploration of the Museum of Ethnology (closed on Mondays - alternative to visit Vietnamese Women's Museum). This museum showcases art, traditional clothing and reconstructions of traditional longhouses from 54 different ethnic groups. Afterwards head to the Temple of Literature with its walled courtyards and graceful gateways. Founded in 1070 and dedicated to Confucius, this was also the site of Vietnam's first university. Continue to visit Ho Chi Minh Memorial Complex where the Vietnamese people honour the country Great Father. Visit the Ho Chi Minh Mausoleum (outside only) which contains the embalmed body of Ho Chi Minh; and Ho Chi Minh's Stilt House where Ho Chi Minh lived from 1958 until his final days in 1969. Preserved in the same

condition as during his life, it may be viewed through the windows. Following by the miniature 11th century One Pillar Pagoda which was rebuilt after being destroyed by the French in 1954.



Lunch at Ngon Villa Restaurant.

In the late afternoon, visit Hoan Kiem Lake which contains an islet with the tiny Tortoise Pagoda and enjoy the coffee. Take the green electric buggy to the Old Quarter.

Enjoy Water Puppet Show

See a Water Puppet Show, a fantastic art form originating in northern Vietnam, best seen in Hanoi.

Dinner will be at the Press Club Restaurant

Overnight: Sofitel legend Metropole Hanoi Hotel (Grand Premium Room/Opera Wing)

Meals: Breakfast, Lunch & Dinner

Day 3: HANOI – HALONG – HANOI - CRUISE

By vehicle from Hanoi (city) to Halong by luxury van.

Transfer to/from Tuan Chau Marina Port.

Cruise aboard Paradise Elegance cruise through Halong Bay

Arrive at Tuan Chau Island. Transfer to cruise ship. Welcome drink - cruise briefing, safety instructions, check-in cabins. Depart to Halong Bay - cruise and programme commence. Enjoy lunch while the cruise sails passing by magnificent sceneries of the World Heritage site. In the afternoon, explore Sung Sot cave, hiking up and down 600 steps to the magnificent limestone formations of the biggest and most marvelous cave in Halong bay or enjoy kayaking (with supplement) around the islet. Back to the vessel and participate in cooking demonstration with cruise's chef. Dinner on board. Overnight on board.

Lunch and dinner on Paradise Elegance

Overnight: Cruise - Paradise Elegance Cruise (Captain View Terrace Suite).

Meals: Breakfast, Lunch & Dinner



Day 4: CRUISE – HALONG – HANOI - DANANG

Cruise aboard Paradise Elegance cruise through Halong Bay

Join an early morning Tai Chi session on the sundeck while tea, coffee and assorted pastries are being served. Relax on board or go visit Titov Island. Back on board enjoy breakfast, check out and return to Tuan Chau Island. End of the program.

You will be transferred by vehicle from Halong to Hanoi (Noi Bai Airport)

Upon arrival you will be met at the departure gate, assistance with check in procedures and escorted to the waiting room.

Flight from Hanoi to Danang (Business class)

Danang Domestic Arrival Airport Fast Track Service

Upon arrival, our Local representative will meet and greet you inside the arrival terminal with the signboard with your names on it. Then our representative will walk you to the baggage claim to pick up your luggage and escort you to the exit gate to meet your guide, who is waiting outside the arrival terminal. Transfer to your Hotel for check in.

Overnight: Danang - InterContinental Danang Sun Peninsula Resort (Son Tra Room)

Meals: Breakfast

Day 5: DANANG - HOI AN

Morning at leisure at the Resort.

Architectural Walking Tour of Hoi An

Together with a local expert, gain an insider's guide into the life and architecture of the picture perfect old town of Hoi An. Meet a local researcher who specialises in the preservation of Hoi An, a South-East Asian trading port during the 16th to 19th centuries. Now a UNESCO World Heritage Site, the town is home to

beautiful temples, pagodas and ancient homes that display a unique blend of local and foreign influences including French, Japanese and Chinese. Take a slow stroll through the narrow winding streets of the old quarter to experience the lifestyle of the local people. Pass by the sleepy river full of traditional fishing boats, ochre-hued stone houses, and shop fronts full of brightly colored silk lanterns. Along the way visit some of the most significant places including the Fujian temple, an old merchant's house, and the iconic Japanese Covered Bridge with its pagoda. As you walk, your Hoi An expert will unveil the history and traditions of this beautifully preserved town.



Thu Bon River Sunset Cruise

In the late afternoon board the local boat, sit back and begin the leisurely cruise along the Thu Bon River. Pass by the beautiful Hoi An countryside and witness scenes of local riverside life as the sun slowly sets.

A night lantern lighting in Hoi An

When the moon is at its fullest and brightest, you will immerse yourself in the sparkling and fanciful space inside Hoi An old town. While the boat sails slowly on the river, you will gently drop lanterns into the river and wish for good things. The boat trip becomes splendid with thousands of lantern on Hoai River. You will get to enjoy views of the ancient town and the bright full moon on a serene ride.

Overnight: Danang - InterContinental Danang Sun Peninsula Resort (Son Tra Room)

Meals: Breakfast

Day 6: DANANG - HOI AN

Morning at leisure

Jeep Safari - My Son and beach BBQ at The Nam Hai Resort

Take to the roads and discover Vietnam's ancient culture followed by a romantic beach barbeque with the setting sun as your backdrop. Hop into your restored Us army jeep and head towards My Son, the site of Vietnam's most extensive Cham remains dating back to pre-Angkorian times. As you explore the

abandoned and ruined temples your guide will explain the history behind the Champa monarchy. Continue driving off the beaten track through lush rice fields past small farms and village houses until you eventually arrive at a beautiful beach. With views of the Cham Islands, Marble Mountain, Son Tra Peninsula and Danang in the distance, you will soon discover why this has been voted one of the top ten beaches in the world. Your private butler and chef will greet you with a glass of chilled wine as they fire up the barbecue to cook the freshly caught seafood. After your delicious meal have a cooling dip in the sea, take a romantic stroll along the sand, or relax and watch the local fishermen go about their business. As the setting sun turns the sky into vibrant shades of red, climb back into the jeep for the return journey to your hotel.



Overnight: Danang - InterContinental Danang Sun Peninsula Resort (Son Tra Room)
Meals: Breakfast & Dinner

Day 7: DANANG - SAIGON

Morning at your leisure until check out time by noon.

Transfer from your Hotel to Airport

Danang Domestic Departure Airport Fast Track Service

Upon arrival at the airport, our representative will collect your tickets, passport and luggage and proceed to get your boarding pass for you. Then hand over your ticket, passport and boarding pass, assist you with immigration and then lead you to the waiting area until the boarding time.

Flight from Danang to Saigon. (Business class)

Saigon Domestic Arrival Airport Fast Track Service

Upon arrival, our Representative will meet and greet you inside the arrival terminal with the signboard with your names on it. Then our representative will walk you to the baggage claim to pick up your luggage and escort you to the exit gate to meet your guide, who is waiting outside the arrival terminal.

Transfer from Airport to your Hotel for check in.

Hidden Saigon at Night

Transfer to the Saigon Opera House, the city's cultural and architectural icon, built by the French in 1898. Sit back in your seat in the oval auditorium and get ready to watch a fascinating cultural show depicting Vietnamese village life. The show is an energetic mix of contemporary dance, traditional folk music and breathtaking acrobatic acts using long bamboo poles. The performance has generated so much enthusiasm that part of the crew is currently on a tour of Europe. Or enjoying the typical Vietnamese Traditional music show. After the show take a walk to a restaurant popular with the locals. Soak up the lively atmosphere as you sample some delicious Vietnamese street food. The evening ends in a hidden coffee shop where you can sit back with a drink and listen to talented local musicians perform Vietnamese and Western songs.



Dinner at Nha Hang Ngon

Overnight: Saigon - The Reverie Saigon (*Junior Suite*)

Meals: Breakfast & Dinner

Day 8: SAIGON

Good Morning Saigon (Tour will start early morning)

Wake up with the locals and soak in the sights and sounds of Saigon in the early morning. Set off not long after the sun has risen and witness the city slowly waking up around you. Spend some time sipping cafe da, a Vietnamese iced coffee at the outdoor "bird cafe" in one of the city's most attractive parks. This is a great place to mingle with the locals and even join in the early morning chatter. Saigon's bird lovers flock here on a daily basis to show off their prized birds and to listen to the singing. They sit on the bench-lined walkways shaded by ancient towering trees exchanging expertise and sharing gossip. Stroll through to the adjacent park and witness the locals going about their daily exercise routines. Some practise Tai Chi while others jog and challenge each other to games of badminton. Continue walking to an old dim sum shop, a popular and bustling eatery in the neighborhood. Sit among the locals and sample the same breakfast they enjoy every day - an assortment of tasty dim sum with steamed dumplings, buns and rolls. After a delicious breakfast, return to your hotel as the locals set off to begin their daily work.

Sightseeing in Saigon

A vibrant metropolis, Saigon teems with energy, activity and motion. Everywhere you look, you see the convergence of traditional and modern life. Begin the trip into modern history with a tour of the Reunification Palace. Formerly the Independence Palace of the South Vietnamese president, this 60s style building was famously stormed by tanks on April 30, 1975 signifying the fall of South Vietnam. It has been preserved in its original state, and the original tanks remain on display near the entrance gates.



Afterwards, drive to the historic centre to visit the Emperor of Jade Pagoda, one of Saigon's most interesting pagodas. Proceed to pay a quick visit to the neo-Romanesque Notre Dame Cathedral and the Central Post Office. Pass by the classic European-style landmarks such as the ornate City Hall (Hotel De Ville), the old Opera House (both may only be viewed from the outside). Finally, end up at the central Ben Thanh Market, where vendors display a vast array of goods and handicrafts, appealing to every taste.

Dinner will be served at the Deck Restaurant.

Overnight in Saigon - The Reverie Saigon - Junior Suite

Meals: Breakfast, Lunch & Dinner

Day 9: SAIGON

Cu Chi with a War Veteran and Secret Bunker by luxury car:

From central Saigon our luxury car will bring you to Cu Chi. You have a chance to visit the tunnels with a war veteran. Cu Chi was an important Vc base during the American War. Stretching over 200 km, this incredible underground network, dug by hand out of hard laterite, connected command posts, hospitals, shelter and weapon factories. Today, you can walk through the area and learn about the day-to-day life of the Vc, see the cleverly disguised entrances and elaborate booby-traps, and even venture inside the tunnels, some of which have been modified to accommodate tourists. Return to town. Visiting a secret bunker-hidden in the quiet alley of central Saigon, it is a historic national site where the soldiers were hiding more than 2 tons of weapons and were preparing for the battle of the 1968 Tet offensive at the Independence Palace (now called Reunification Assembly Hall). Transfer to a local restaurant for lunch with authentic Vietnamese food, flavours and charm.

Lunch will be served at the Chopsticks Saigon Restaurant



Overnight: Saigon - The Reverie Saigon – (Junior Suite)
Meals: Breakfast & Lunch

Day 10: SAIGON - SIEM REAP

Transfer from your Hotel to Airport.

Saigon International Departure Airport Fast Track Service

On arrival at the airport, our representative will take your tickets, passport and luggage, and will collect the boarding pass on your behalf. You will then be assisted through immigration to the Waiting Lounge until your flight is ready to board.

Flight from Saigon to Siem Reap. (Business class)

Arrival in Siem Reap

Siem Reap International Arrival Airport Fast Track Service

On arrival at the airport, our representative will meet you at the visa counter to collect your passport and the visa fee (if applicable). The officer will prepare the express visa while you collect your luggage. You can then exit the airport to meet your guide and wait in the transfer vehicle. Your guide will collect the passport from the officer.

Transfer to your Hotel for check in.

Evening Storytelling and Insights with dinner

Bambu Stage is Siem Reap's newest open-air theatre venue. It presents unique shows about the history, culture and modern issues that affect Cambodia. This one-of-a-kind authentic experience takes place under the stars. In just one evening you will gain an insider's knowledge about the background to Cambodia and the great temples of Angkor.

There will be one show each evening depends on the schedule:

1. Snap! 150 years of Photography in Cambodia: An exhibition of the very first photographs that were taken of Angkor. Through live music, special effects and shorts from old movies you will be taken through the turbulent history of Cambodia. Be prepared to get emotional as you hear the stories about royalty, temples and war, along with personal memories.
2. Angkors Temples De-coded: An interactive show that tells you everything you need to know about the temples of Angkor. Using a huge model, live action drawings and colourful projected images, you will learn how the temples were built and how they relate to astronomy and the spirit of the ancestors. It's an engaging and fun way to get unique insights that you can apply to any temple in Cambodia.
3. Bambu Puppets: Using fire, music, flickering shadows and special effects this very physical theatre brings Cambodian folk, classical and modern stories to life. Meet the puppet makers, handle the puppets yourself, and learn about the diversity of Asian puppetry.

Enjoy local dinner afterward.

Overnight: Siem Reap - Phum Baitang Zannier Hotel (Pool Villa)

Meals: Breakfast & Dinner

Day 11: SIEM REAP

Visit Angkor Wat at sunrise (Tour will start early morning)

Angkor Wat is a temple dedicated to the Hindu god Vishnu by King Suryavarman I, who reigned between 1131 and 1150. It was constructed over a period of 30 years and illustrates some of the most beautiful examples of Khmer and Hindu art. Angkor Wat features the longest continuous bas-relief in the world, which runs along the outer gallery walls and narrates stories from Hindu mythology. In 1992 the Unesco World Heritage Committee declared the monument, and the whole city of Angkor, a World Heritage Site.

Lunch at FCC Angkor Boutique Hotel

Visit Angkor Thom with local Archaeologist

The fortified city of Angkor Thom covers an area of 10 square km. Enclosed by a wall and wide moats; the city includes many of Angkor's most popular sights. Enter by the monumental South Gate over a causeway lined on either side by statues of demons and gods, each carrying a giant naga. Continue to the Terrace Of The Elephants and the Terrace Of The Leper Kings, former spaces for public ceremonies, both adorned with dramatic bas reliefs. Visit the ruined Baphuon, Royal Enclosure and Phimeanakas before continuing to the mysterious Bayon Temple. In this temple, one of the most popular and compelling in Angkor, explore the galleries of beautifully preserved bas reliefs and ascend narrow stairs to reach the central sanctuary, where giant stone faces smiling enigmatically down from every angle.



Dinner at Malis Restaurant.

Evening enjoy Khmer Cirque du Soleil “Phare Ponleu Selpak” performance

After having performed in many countries around the world, the young and talented artistes from the famous Phare Ponleu Selpak in Battambang have now brought their exciting and energetic circus show to Siem Reap. Watch this unique show which combines traditional and modern theatre, music, dance, acrobatics, juggling and contortion. The beautifully choreographed and energetically performed show tells a story about Cambodian contemporary life in an ever changing society.



Overnight: Siem Reap - Phum Baitang Zannier Hotel (Pool Villa)

Meals: Breakfast, Lunch & Dinner

Day 12: SIEM REAP

Visit Ta Prohm Temple

Ta Prohm is one of the most popular attractions of Angkor as much of the jungle has not been cleared and it looks very much as most of the Angkor monuments would have appeared when European explorers first stumbled across them.

Lunch at KROYA Restaurant.



Visit Banteay Srei Temple

Seemingly miniature in comparison to the other Angkor temples, Banteay Srei is considered to be the jewel of classical Khmer art. Built in pink sandstone, the walls are covered in exquisitely preserved carvings of unusual delicacy. Because of its small size, wondrous atmosphere and extraordinary examples of Khmer sculpture, this temple is often a favourite with visitors.

Visit Banteay Kdei Temple

A massive Buddhist temple dating from the second half of the 12th century, Banteay Kdei is surrounded by four concentric walls, the outer walls measuring 500 by 700 metres.

Dinner at Phum Baitang Zannier Hotel.

Overnight: Siem Reap - Phum Baitang Zannier Hotel (Pool Villa)

Meals: Breakfast, Lunch & Dinner

Day 13: SIEM REAP – PHNOM PEMH

Transfer from your Hotel to Airport.

Siem Reap International Departure Airport fast track service

On arrival, our representative will meet you at the departure terminal and collect your tickets, passport, and immigration form. They will take you to the check in desk and assist with the boarding pass while you check in your luggage. After check-in, head to the waiting lounge until the flight is called.

Flight from Siem Reap to Phnom Penh (Business class)

Arrival in Phnom Penh

Phnom Penh International Arrival airport Fast Track Service

On arrival at the airport, our representative will meet you at the visa counter to collect your passport and the visa fee (if applicable). The officer will prepare the express visa while you collect your luggage. You can then exit the airport to meet your guide and wait in the transfer vehicle. Your guide will collect the passport from the officer.

Lunch at Topaz Restaurant.

Sightseeing in Phnom Penh - Rosewood Phnom Penh Hotel - Manor Suite



Visit the Royal Palace and Silver Pagoda

The Royal Palace of Cambodia is a complex of buildings, which was built to serve as the residence of the King of Cambodia, his family and foreign dignitaries, as well as a venue for the performance of court ceremony and ritual and as a symbol of the Kingdom. The compound was the citadel of King Ponhea Yat (1393-1463) and rebuilt to its present state in 1886, when King Norodom (1834-1904) relocated the royal capital from Oudong to Phnom Penh. The buildings with beautiful towering spires are a great example of classic Khmer architecture found in Cambodia today.

The Royal Palace complex and attached 'Silver Pagoda' compound consist of several buildings, structures and gardens all located within 500x800 metre walled grounds overlooking a riverfront park. Marking the approach to the Palace, the high sculpted wall and golden spired Chanchhaya Pavilion, stand distinctively against the riverfront skyline. Inside the Palace grounds, street sounds are silenced by the high walls and the various Royal buildings sit like ornate islands rising from the tranquil, manicured tropical gardens.

The silver pagoda is often called the Pagoda of the Emerald Buddha or Wat Preah Kaew Morokot after the statue housed there. The wooden temple was originally built by King Norodom in 1892 and inside its floor is comprised of more than 5000 silver blocks which together weigh nearly 6 tons.

Visit the National Museum

The elegant National Museum, designed in the 1920s in the Khmer style by George Groslier, contains a vast collection of Khmer sculpture and art. Wander the halls to acquire an insight into an artistic heritage that stretches back centuries.

Visit the Central Market (Psah Thmey)

Explore Psah Thmey, a covered market which is distinguished by its central dome (constructed in 1937). It is filled with shops selling jewellery, fabrics and many kinds of souvenirs.

Dinner at Salt N' Pepper Restaurant.

Overnight: Rosewood Phnom Penh Hotel (*Manor Suite*)

Meals: Breakfast, Lunch & Dinner

Day 14: PHNOM PENH

Flight: xx xxxx x:xxam-xx:xxpm

Tuol Sleng Museum with a S21 Survivor

Explore a powerful and moving museum and meet an extraordinary man that survived to tell a poignant tale.



Learn about a chapter from Cambodia's more recent history at the Tuol Sleng Genocide Museum, also known as S-21. Formerly the Tuol Svay Prey High School, this became the main interrogation and torture facility for the Khmer Rouge regime. Kept largely unchanged, this hauntingly eerie building now showcases photographs and exhibits about the thousands of victims that passed through the doors - only seven of whom came out alive. On this tour you will have the experience to meet with one of these extraordinary survivors. He will take you on a personal tour of the cells and share his harrowing personal experiences with you. This is a heart breaking but necessary place to visit in order to better understand and appreciate the resilience of the local people despite such a tragic past.

Lunch at Malis Restaurant.

Transfer to Airport for your departure flight.

Phnom Penh International Departure airport Fast Track Service

On arrival, our representative will meet you at the departure terminal and collect your tickets, passport, and immigration form. They will take you to the check in desk and assist with the boarding pass while you check in your luggage. After check-in, head to the waiting lounge until the flight is called.

Meals: Breakfast & Lunch

Bon Voyage...!

INCLUDED:

- ✓ English-speaking VIP guide.
- ✓ Accommodation in hotels as mentioned above or equivalent.
- ✓ Meals according to itinerary / Breakfast box in lieu of ABF when early morning flight
 - Flight ticket(s) as mentioned in the itinerary.
 - Flight from Hanoi to Danang(Business Class)
 - Flight from Danang to Saigon(Business Class)
 - Flight from Saigon to Siem Reap(Business Class)
 - Flight from Siem Reap to Phnom Penh(Business Class)
- ✓ Special conditions apply to Vietnam Airlines flight bookings. Please go to <http://www.is-intl.com/html/vnairflightpolicy.htm> for details.
- ✓ Current fuel surcharges are included, however, these are subject to change prior to tour start date.
- ✓ Boat ticket(s) according to the itinerary.
- ✓ Ground transportation in private A/C vehicle.

VIETNAM: Ford Transit or similar



CAMBODIA: Hyundai H1 or similar



- ✓ Complimentary WIFI in car, mineral bottle water, non-alcohol drinks, snacks and cold towels in the vehicle.
- ✓ Sightseeing incl. admission fees according to itinerary.
- ✓ International and domestic airport taxes included in ticket.
- ✓ Welcome Garland upon arrival and Farewell gift upon departure.
- ✓ STYLE Concierge Service 24/7

NOT INCLUDED:

- ✗ Visa fees, drinks, tips, personal expenses.

Important information:

1. Your passport must be valid for a period of 6 months after your return;
2. Your passport must contain TWO blank pages side by side for immigration.
3. Comprehensive Travel Insurance is essential
4. Special conditions apply to Vietnam Airlines flight bookings. Please go to <http://www.is-intl.com/html/vnairflightpolicy.htm> for details.
5. Flight ticket penalties may apply if changes or cancellations are made outside of 31 days prior to arrival date. You will be advised of ticket issuance deadlines if any are outside of our cancellation policy time frame.

TERMS & CONDITIONS:

1. PRICE INCLUDES:

Meeting/Assistance/Transfers/Porterage: Airport / Hotel round-trip transfers at all destinations and includes one suitcase per person.

Accommodation: In twin/double rooms with en-suite facilities.

Meals: Meals as per itinerary.

Guide: Professional English-speaking local guide(s).

Sightseeing & Entrance Fees: Vehicle size depends on number of travelers. Entrance fees as per itinerary.

Services Charges & Taxes: All taxes charged by local governments on services, which are part of the program.

2. PRICES DO NOT INCLUDE:

Personal expenses: Telephone and data port charges at some hotels, meals and drinks, unless otherwise specified in the itinerary.

Tips: To guides, drivers and hotel personnel.

Insurance: Travel insurance is highly recommended and may be purchased at the time of deposit.

3. PAYMENT CONDITIONS: A non-refundable deposit of \$300.00 per person is required at time of booking unless otherwise stated in your invoice. Tourcan Vacations office must receive final payment 60 days prior to departure. For bookings made within 60 days of departure, full payment is due. **Some suppliers may require additional deposits. You will be advised at time of confirmation. The additional amount is non-refundable. If final payment is not received 60 days prior to departure the booking will be cancelled.**

4. TERMS & CONDITIONS : The purchase of packages, air only or tours (hereinafter referred to as the “Travel Services”) offered by Tourcan Vacations constitutes a contractual agreement between Tourcan Vacations and the customer and implies your acceptance of Tourcan Vacations terms and conditions. Please ensure you read carefully and understand these terms and conditions prior to booking.

5. PRICES INDICATED: Prices quoted in our website or by reservations staff are based on double occupancy and in Canadian dollars (\$CAN), unless otherwise indicated, and are based upon the prices of service providers, exchange rate, cost of fuel, taxes and other fees in force at time of preparation of the present brochure. All prices are valid upon date of publication and are subject to change without notice. Unless the customer has paid in full, all prices may be increased at any time and for any reason. Where there is an increase in the total price of the Travel Services after a deposit has been paid and the cumulative increase, except any increase resulting from an increase in retail sales tax or federal goods and services tax, is more 7 per cent the customer has the right to cancel the contract and obtain full refund.

6. RESERVATIONS/DEPOSIT/CONFIRMATION: Reservations must be accompanied by a deposit or payment in full before they can be considered confirmed.

7. FINAL PAYMENT: Final payment must be received by Tourcan Vacations 60 days prior to departure date. Reservations made less than 60 days prior departure date must be accompanied by payment in full. If final payment is not received within the required period, Tourcan Vacations reserves the right to cancel any such reservations without prior notice and levy applicable cancellation fees.

8. PAYMENT BY CREDIT CARD:

Signed copies of Credit Card Authorization Forms must be in our possession before final documents will be issued.

9. CHARGES FOR CHANGES: Any changes to a reservation will be subject to a \$50 change fee outside of 65 days of departure. Within 65 days of departure cancellation penalties will apply. If any change made by one or more customers alters the basis of room occupancy, rates will be adjusted to reflect true room occupancy status. Changes of customer names will be treated as a cancellation and cancellation fees will apply. Charges will apply for any changes in customer reservations (subject to availability) subsequent to the departure date.

10. CANCELLATION CHARGES: Charges will apply in the event of any cancellation. Insurance premiums are non-refundable, in whole or in part, whether cancelled before or after the departure date. The day of departure is excluded when calculating cancellation or change fees. All cancellation fees must be calculated based on the total amount of the products and Travel Services purchased. Tourcan Vacations reserves the right to cancel a booking where any payment is not received by its due date (60 day prior to departure).

CANCELLATION BEFORE DEPARTURE DATE:

Up to 60 Days prior – loss of deposit*

59 to 0 Days prior- 100% penalty*

No refunds will be made for any used portion including hotels, sightseeing, cruises, transfers, meals, international or domestic flight with or without notice, unless cancelled or missed by the supplier.

*Plus any unrecoverable deposits paid to airlines or suppliers.

11. FLIGHTS AND CARRIERS

Customers acknowledge and accept the following

Changes: Flights offered by Tourcan Vacations are conducted in accordance with the applicable tariffs of the air carrier and pursuant to regulations set out by the Canadian Transportation Agency. All such flights and rates are also subject to approval by the relevant government authorities. Consolidations and changes in the published schedule, aircraft type, days of operation, air carrier providing air transportation and flight itinerary may be undertaken at any time and without prior notice, in accordance with the air carrier's tariffs.

Fares and Names: Fares and taxes may increase between the time of quoting, booking and tickets being issued.

The fares quoted are subject to class availability and may have booking conditions attached.

Tickets must reflect the passengers name as shown in their passport. If names are not reflected correctly boarding may be denied.

Schedule Check and Connecting Flights: Flight schedules are subject to change without notice. Customers having purchased air only must reconfirm their return flight within 24 to 72 hours prior to the scheduled take-off time. Tourcan Vacations undertakes to notify customers reasonably in advance through means it deems appropriate of any schedule changes resulting in the advancement or delay of the flight departure times or in case of cancellation of a flight. Whenever customers book connecting flights, they must allow sufficient time to make their connection. No control can be exercised over air carriers to guarantee flight schedules, which may be altered or affected by various circumstances. Tourcan Vacations will not be liable for any change of schedule or a missed flight connection,

including any additional fees incurred and special, incidental or consequential damages (including the carriage of baggage) arising from the foregoing, whether or not it had the knowledge that such additional fees or damages might be incurred.

Airport check-in: It is recommended that customers arrive at the airport check-in counter at least 3 hours prior to departure. Failing this, their reservation may be cancelled and their seats assigned to other customers, with no right of recourse.

Seat assignment: unless already pre-assigned, staff at the air carrier's check-in counter conducts aircraft seating.

Other applicable conditions: Air transportation is subject to all applicable government regulations and is governed by the Montreal Convention, or the Warsaw Convention as the case may be, the applicable tariffs of the air carrier as well as the conditions of contract appearing on the airline ticket. Any amendments or changes to the applicable air carrier's general terms and conditions of carriage once filed with and approved by federal regulatory authorities, are not subject to additional public notice and are legally binding.

Refusal to transport: Removal of passengers: Tourcan Vacations shall not be liable for refusal by itself or the air carrier to transport a passenger nor for the cancellation of a reserved space or removal of a passenger due to, but not limited to, safety reasons, to prevent the violation of any applicable laws of any country or to prevent any hazard or risk to such passenger, to any other person or property, or to the flight.

12. VALIDITY OF TICKETS: Tickets are made out in the name of the customer and are not transferable. Tickets are valid only on the dates and flights indicated. Unused portions of tickets may not be used for travel on other flights and are not subject to refund at any time.

13. BAGGAGE:

Limits: Air carriers have individual rules and regulations with respect to baggage weight, size and number. Customers must consult with the travel agent for applicable restrictions.

Liability: The provisions of the Montreal Convention, or the Warsaw Convention as the case may be, the applicable tariffs of the air carrier, as well as the notice appearing on the passenger ticket and baggage check, govern the loss of and damage to baggage and establish the limits of air carrier's liability. Baggage lost or damaged while boarding or disembarking a ship must be reported to the Purser's office prior to the ship's departure from port or prior to leaving the local customs area. Passengers' baggage and property are transported, stored and handled at owner's risk at all times.

14. TRAVEL DOCUMENTS: It is the full responsibility of customers to obtain at their own expense all necessary travel documents required by all relevant government authorities, including all ports of call, and to comply with the laws thereof. Passports will be required for all air and sea travel to or from all destinations and may have to be valid for six months beyond the date of the expected return to Canada. Canadian Citizens born in certain countries may require a visa in addition to a valid passport. A permanent resident card will be required for permanent residents/landed immigrants who are not Canadian citizens. One (1) parent traveling with a child under age 18 may have to obtain a notarized letter of consent signed by the parent not traveling. Customers are responsible for checking which documents are required, and then make certain that they have the necessary documents in hand prior to departure. The carrier or relevant authorities, without further recourse or the possibility of a refund, may deny customers boarding privileges failing to provide the required documents. Entry to another country may also be refused even if the required information and travel documents are complete. No refund or replacement will be given for lost or stolen travel documents. Tourcan Vacations shall not be liable for any aid or information given by its employees or the travel agent in connection with obtaining any necessary travel documents or complying with any laws, whether given orally, in writing or otherwise, or for the consequences suffered by any customer resulting from his/her failure to obtain such documents or to comply with such laws.

15. CUSTOMER ADVISORY: Some events are part of normal unpleasant occurrences, which can happen when

traveling abroad. The customer realizes this, solely assumes the consequences thereof and agrees that Tourcan Vacations cannot be held responsible for any damages owing to such occurrences.

Living Standards: Customers are asked to bear in mind and accept that living standards and practices at the destination, and the conditions there with respect to the provision of utilities, services and accommodations, may differ from those found in Canada.

Service disruptions: Some services including water, electricity, air-conditioning, security, sanitary conditions, pools, food, beverages and other services or benefits may be suspended or interrupted partially or completely during the customer's stay. Likewise, depending on the occupancy rate of hotels, à la Carte dining may be replaced by buffet or vice-versa.

Food, water and beverages: The food, water and beverages may not be up to North-American standards. Accordingly, customers assume sole responsibility for any illness suffered while abroad or upon return owing to the quality of the food, water and beverages.

16. ROOM ALLOCATION: Hoteliers are solely responsible for room allocation, in accordance with the category reserved by customers. Should customers choose to alter their room category upon arrival at destination (upon availability), they must make their own arrangements with the hotelier and assume all additional fees levied by them.

17. CHECK-IN AND CHECK-OUT CONDITIONS: Customers acknowledge and accept that hoteliers, in accordance with international standards, have specific check-in times, usually from 3 PM and check out by noon on the scheduled day of departure or by noon on the day immediately preceding a late night departure.

18. CUSTOMERS REQUIRING ASSISTANCE AND CARE WHILE TRAVELLING

All customers requiring special care, assistance, attention or treatment must advise Tourcan Vacations and the air carrier of any and all specific needs at the time of booking, in order to arrange air transportation, hotel and tour accommodations.

19. CHANGES TO TRAVEL SERVICES:

If Travel Services are no longer available prior to the departure date or subsequent to arrival at destination, Tourcan Vacations reserves the right to substitute them for comparable goods or Travel Services, or, alternatively, to cancel them.

Changes to itinerary: Tourcan Vacations and the participating tour operator reserves the right to cancel, alter or re-schedule any timing, to omit one or more stops, to substitute alternative itineraries or to otherwise amend the content of the tour with or without prior notice to the passenger.

20. CUSTOMER RESPONSIBILITY

Health: Customers, whose physical condition so requires, must ensure that they have a sufficient quantity of any required medication with them, and that they carry such medication in their hand baggage at all times. Customers must also consult competent medical authorities prior to departure about preventive medical measure as regards to the countries to be visited.

Activities: Tourcan Vacations cannot be held responsible for any accident or mishap occurring at the destination during the practice of activities in which the customers participate of their own free will and initiative.

21. FORCE MAJEURE: Tourcan Vacations shall not be liable for failure in the performance of any of its obligations, including without limitation, for any loss or damage resulting from any delay, cancellation, loss of personal belongings, illness, bodily injury, accident, death, deterioration of Travel Services, inconvenience, loss of enjoyment, disappointment or frustration, either mental or physical, due to:

- * An Act of God or Force Majeure;

- * A war, revolution, insurrection, riot, blockage or any other unlawful act against public order or authority, including an act of terrorism or threat thereof;

- * Fire, flood, explosion, earthquake, epidemics, quarantine, storm, lightning, tornado or adverse weather conditions generally;
- * Accident to or failure of an aircraft or equipment used in connection therewith, loss of or hijacking of an aircraft, or any shortage of or inability to provide labor, fuel or facilities;
- * Any strike, lock-out, labor dispute or other industrial disturbance whether involving Tourcan Vacations' employees, the employees of its service providers or others upon whom Tourcan Vacations relies;
- * Any government order, regulation, action or inaction or any failure to obtain the approval of a government authority having jurisdiction in the circumstances as may be required to the conduct of operations hereunder or any government or legal restraint upon such operation;
- * Others upon whom Tourcan Vacations relies for the performance of the whole or any part of any Travel Services hereunder;
- * Any other causes beyond the reasonable control of Tourcan Vacations and any other event not reasonably to be foreseen, anticipated or predicted, whether actual, threatened or reported, which may interfere with the operations of Tourcan Vacations or of its service providers.

22. EXCLUSION OF LIABILITY: Tourcan Vacations makes arrangements with air carriers, hotels, transfer operators and other independent parties to provide customers with Travel Services they purchase. Although Tourcan Vacations takes great care in selecting these service providers, it does not have any control over them and cannot be held responsible for their omissions, fault or negligence, or that of their employees, nor for any loss or damages suffered as a result thereof. Travel Services provided are subject to the conditions imposed by the service providers and their liability is limited by their tariffs, conditions of carriage, tickets, vouchers, international conventions and agreements.

23. ACTIVITIES NOT INCLUDED: Tourcan Vacations shall not be liable for the quality or safety of activities (such as excursions, optional tours, little extras and others) available at the destination that customers may wish to participate in and which are not included in the package, nor for any other representation made by the operator of any such activities. Any written or oral contract for all such activities shall be deemed to be made between customers and the operator of such activities and shall be undertaken at the customers' own risk of loss, damage or injury. Tourcan Vacations shall not be liable in any manner for any complaints or claims that may arise as a result of participation in any such activities which are offered by third parties over whom Tourcan Vacations has no control.

24. CONFIDENTIALITY: Tourcan Vacations strictly complies with principles of confidentiality with respect to customers' personal information, including in accordance with the Personal Information Protection and Electronic Documents Act.

25. LAWS: The laws of the province in which the Canadian gateway city is located govern this agreement. Any legal action instituted against Tourcan Vacations must be heard before the courts of this province. For the purposes of any such proceedings, the parties hereby agree to elect domicile in the judicial district of the Canadian gateway city in question. The voiding of one or other of the clauses hereto shall neither annul nor invalidate this agreement, which is known as the Terms and Conditions. Tourcan Vacations is registered as a wholesaler in Ontario.