



## Booking Terms & Conditions, Guiding Cambodia

We Guiding Cambodia, the destination management company “supplier” applies very simple terms and conditions to you “clients” in the order to save your time to understand and accept the terms & conditions, just make sure you read it with your attention before purchasing any of our tour products. We reserve the right to change terms and conditions without prior warning and we advise you to check our [webpage](#) regularly or request the latest version prior to make any bookings.

### Liability

We don't assume any liability for any injury, damage, death, accident or delay due to any acts by any carrier, hotels, restaurants, companies or person rendering any of the services included in the tour. We accept NO responsibility for any damage or delay due to machinery breakdown, quarantine, weather or any other causes beyond its control, any omissions, additional expenses or other events resulting from improper health certificates or necessary documents to enter or depart a country or acts of any government authority. Alternatives of similar categories or services will be replaced accordingly when we're unable to provide products or services as proposed such as hotels, restaurants, vehicles... due to being fully booked up.

### Acceptance of Booking

We reserve the right to adjust the itinerary or decline your booking without explanation if we have cause to believe that you may pose a threat to public safety or security in Cambodia. All bookings are subject to availabilities or similar alternatives will be replaced. We require you to take out travel insurance and any other necessary insurances adequate to meet your needs, and will assume that you will have done so before your arrival in Cambodia.

### Deposit & Payments

A non-refundable deposit of 30% (US dollar) of the total cost whichever is greater due 5 days after an invoice is issued and sent to you. The final payment must be made in 14 days before the departure of the tour or subject to the agreement in written email. We reserve the right to cancel all bookings in the event of the final payment not reaching our account by the due date. All prices are quoted in US Dollars (\$) and based on transport fuel rate of 3700 – 4000 Riel per litre. Payment shall be made in full without any deduction and you “customers” will bear all banking fees.

**Note:** [Private day tour](#) booking is not required down payment. You pay it on the touring day just before the tour begins. You will be informed if it's necessarily required deposit.



## **Cancellation**

We don't actually apply any cancellation fees if the cancellation in written notification is received by Guiding Cambodia or their authorized travel agent before the tour deadline. Otherwise, we will retain the charges of total amount per person if the cancellation is made as below.

- 45 – 30 days before tour start date: 30%
- 29 – 16 days before tour start date: 50%
- Less than 15 days before tour date: 100%

## **Refund**

The refunds will not be made for any unused or cancelled services for any reason after the tour has begun. A refund will be reasonably made to you "customers" for all services that are not delivered if a result of disaster, political issue, civil war, any acts or orders of government authorities and unsafe situation. All cancellation charged fee above is not inclusive of credit card surcharge fee on transaction (if any) and refunds will be considered discretely under Guiding Cambodia if you are forced to leave to trip.

## **Why do we cancel your tour?**

In the event, we're unable to honor a booking by providing travel services within traveling period, we shall provide alternative services at another period. In such cases, there is civil war, disaster, Cambodia's political issues, we still keeps the right to cancel all services or change or correct any errors of tour operating due to the real situation including weather problem, infrastructure problem and so on, or a refund in full amount will be back to you after we dealt and got refund from our suppliers.

## **Children Policy**

Children under 4 years will be free of charge (excluding flight tickets, train tickets, meal and breakfasts or extra bed in the required hotels) Children from 4 to 7 years old sharing a room will be charged 60% of the adult tour price. Children are from 8 years old – considered and charged as adult price.

## **Health Requirements**

You should ensure that you are fully up to date with vaccinations required for Cambodia. If your itinerary means you may be involved in strenuous activities such as cycling or trekking you should check with your medical practitioner if you are in any doubts about your fitness to do so. If you are allergic or have any other disabilities or health problem relevant to your holiday, you should inform us well in advance.

## **Travel Insurance**



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We DON'T provide any travel insurances. Travel insurance and medical precautions are essential. Your travel insurance must provide to cover against personal accident, medical expenses, emergency repatriation and personal liability. We strongly recommend that you take out travel insurance at the time of booking.

## **Passport & Visas**

A passport is required valid at least 6 months beyond your tour departure date. A visa is required for most nationalities who are from Europe countries and some of Asia countries except ASEAN countries such as Malaysia, Philippines, Vietnam, Thailand, Laos, Indonesia, Brunei, Myanmar and Singapore. On arrival visa is available at international airports in Phnom Penh & Siem Reap, and at a few border crossing.

## **Information we collect & how we use**

When you confirmed to book any holiday trips with us, we generally collect personally identifiable information such as your names, email address(es), living address, mobile number and other emergency contacts (third person) whom we're able to contact for emergency cases. All passport copies will be required for any flight booking and if (any) required by our partners including hotels, restaurants, cruise/bus/vehicle companies. Your names and contact detail will definitely be used for trip arrangement such as for pickup/transfer and those will also be listed in the tour voucher which is used by our local tour guide specified in confirmed tour voucher you also received from us.

We may send you email notifications about our new or existing products and services and special offers. When you're on the tours with us, we may collect your trip photos (taken by our tour guide but will ask for your permission) in the purpose for advertise channels or in any social medias.

If in any circumstances where it is necessary to force us to prevent our intellectual property rights, we will also disclose and use your personal information when our country's law requires us to do so.

## **Reservation & Enquiry**

All tour bookings & enquiry must be sent directly to us at the following email address or contact us if you have urgent matter.

Tel: +855 81 7141 55

Email: [enquiry@guidingcambodia.com](mailto:enquiry@guidingcambodia.com)

Address: Banteay Chas Village, Slorkram Commune, Siem Reap, Cambodia.