

# SON DOONG CUSTOMER BOOKING PROCESS

## **Step 1: Online Booking**

Choose a date for the Son Doong Cave Expedition and fill in your booking form completely. Please be detailed and honest in your medical & fitness history.

## **Step 2: Automatic Notification Email**

You will receive an automatic notification email that we have received your booking. If you receive this email, your spots are being held while we review your application.

## **Step 3: Booking Review**

Our technical advisory team will thoroughly review your application and contact you if we need further information. This may take up to 5 business days so we appreciate your patience.

## **Step 4: Approval Email & Payment Processing**

At this step, payment will be required via a credit card payment link we will send you. (Bank transfers are accepted for Vietnamese residents).

## **Step 5: Booking Finalization**

We will confirm your payment is received and your tour is confirmed.

## **Step 6: Pre-Departure Support & Follow Up**

If you need any information or support leading up to your tour, including planning your arrival and departure or booking extra nights here, we will be available to assist you.

## **Step 1: Online Booking**

Start at our website: <http://www.oxalis.com.vn>, proceed to Tours, and then Son Doong Cave Expedition. Scroll down to Pricing & Availability to select your desired date and the number of participants in your booking. Fill in the booking form with your personal details. This form will include a list of questions regarding fitness level and medical history. Please answer these questions honestly and comprehensively. Booking forms with too little information will be rejected without further question.

### Note:

- Reservations will be accepted on a first come, first served basis through our online booking system. Reservations for a join-in tour will not be accepted via email or phone under any circumstance.
- We will only accept one reservation per customer. Our team will cancel all bookings made for more than one date by the same customer, out of fairness to other customers. Please decide on one departure date only for your tour, or risk cancellation.
- If you are interested in a private tour, please contact us directly to sign up. There is a different price for private tours than regular join-in tours.

## **Step 2: Automatic Notification Email**

Firstly, upon completion of your application you will see a “Thank you” page, with a 7 digit reservation code (beginning with an R). Secondly, our booking system will send you an automatic notification email with the same reservation code with your booking information.

Please do not email us to ask if we have received your reservation.

If you don't see the “Thank you!” screen, it is likely your booking was unsuccessful. Please try making your booking again as soon as you can to claim your spots.

If you see a “Thank you!” screen promptly after making your booking, but then do not receive the email, please inform us as soon as you can via email, and include your reservation code at that time.

If you receive the automatic email and upon reviewal, find any information is incorrect or amiss, please send an email reply to inform us of your updated information as soon as possible.

## **Step 3: Booking Review**

As your booking comes in, your form will be passed along to our Technical Advisory Team who will review it. If they have any further questions regarding your application or if they need more detailed information from you on any of the criteria, they will follow up with you directly via email. Please be patient for up to 5 business days before expecting to hear back from us (longer if your booking is not immediately approved).

#### **Step 4: Approval Email & Payment Processing**

Once your booking has been approved, you will receive an approval notification email from our sales team with a payment request. The invoice will be attached and a payment link will also be included in the email. Also enclosed will be our **booking conditions** (including cancellation policy) which we ask you to review thoroughly. Our cancellation policy is quite strict so please look this over with utmost care prior to making your payment. The full balance of the tour (68,700,000 VND/\$3,000 USD) is due *within 72 hours of receiving this email*. Your reservation is not considered completed until your invoice is finalized. We request payment via credit card (Visa or Mastercard only); there will be an additional 3% added to your invoice for the credit card processing fee. Bank transfers are acceptable for Vietnam residents. Please inform us in advance if you would like to pay by bank transfer instead and we will provide you with a new invoice and our necessary account details.

#### Notice:

- It is your responsibility to read our full Booking Conditions (including cancellation policy) prior to payment.
- If you are signing up with others on the same reservation but would like to pay separately instead of together, please let us know in advance via your initial application so that we can prepare your invoice(s) accordingly.

#### **Step 5: Booking Finalization**

After completion of payment, you will receive an automatic notification from the payment platform OnePay informing you that your payment has been processed. Following this, our sales team will also send you an email informing you that your payment has been received in full and your reservation is finalized. This email will include a brief overview of your expedition itinerary and links to our Accommodation Guide, Arrival & Departure Guide, Phong Nha Travel Tips, Booking Conditions, and Son Doong FAQ. You will then be responsible for sending us a scanned copy of your passport and your travel insurance.

#### **Step 6: Pre-Departure Support & Follow Up**

Our sales executive will continue to follow up with your booking. He/she will assist you during your preparation to get ready for the departure including answering any questions you may have regarding arrival & departure. The sales executive assisting you can also book any extra car transfers you need or rooms at Oxalis Home hotel or Ho Khanh Homestay before the tour or [Chay Lap Farmstay](#) after the tour. You will be responsible for letting us know your arrival information no less than 1 month prior to your tour.

We are happy to answer any questions you may have regarding your upcoming adventure, so please feel free to contact your friendly sales executive at any time leading up to your departure.