



## TERMS AND CONDITIONS

The information within our website, brochures and other marketing material has been compiled with care and is provided in good faith. However, it is subject to change and does not form part of the contract between the customer and Oxalis Adventure Tours. When making a booking with Oxalis Adventure Tours you agree in full to the following conditions:

### Quoted Prices

All prices quoted are subject to change due to fluctuations in the exchange rates or additional government fees, which may be imposed at any time. In the case of minor increases we won't revise the cost of a trip already confirmed.

### Payment & Tour Confirmation

Upon making your reservation our team will follow up within 2 working days via email with an invoice and link to our secure online payment provider OnePay. Please be patient up to 5 working days if you have applied for our Son Doong Cave Expedition as our Technical Advisory Team needs time to review your application.

Please review your invoice and the payment link to ensure they match the services booked, and submit your payment. You will have 72 hours to make payment otherwise your reservation will be cancelled. You can make payment via Visa or MasterCard in Vietnamese Dong. A booking processing fee of 3% applies to our Son Doong Cave Expedition.

### Cancellations

If for any reason you are turned back while on tour or if you must quit the expedition, all tour costs will be forfeited without further compensation. Our cave experts and tour guides reserve the right to decide if someone needs to be turned back at any time if they feel someone poses a safety threat to themselves or others.

#### Regarding Adventure Tours and Expedition Tours other than Son Doong Cave Expedition:

For join-in tours, if cancellation notice received and acknowledged more than 7 days before tour departure, a full refund will be processed. If cancellation notice received and acknowledged less than 7 days before the departure, there will be no refund.

For private tour and group tour, if cancellation received and acknowledged between 45 days to 30 days before tour departure you will be charged a cancellation fee of 50% of total booking price. If cancellation notice received less than 30 days before tour departure no refund will be provided under any circumstance.

#### Regarding Son Doong Cave Expedition:

If written cancellation request is received and acknowledged more than 90 days before tour departure you will be charged a VND 7,000,000 booking processing fee per person for cancellation and the balance will be refunded. If written cancellation request is received less than 90 days but more than 45 days before tour departure you will be charged a cancellation fee of 50% of total booking price and the balance will be refunded. If written cancellation request is received less than 45 days before tour departure, no



refund will be provided under any circumstance. Please make sure you have your own travel insurance to cover any unexpected cancellations.

**For group booking (\$US30,000/ group of maximum 10 people)**

There is no refund for cancellation but you can find a replacement from your network to join your team. If a written substitution request is received and acknowledged more than 90 days before the tour departure you will be charged a VND 7,000,000 booking processing fee per person. If the written substitution request is received less than 90 days but more than 45 days before the tour departure you will be charged a fee of 50% of the total booking price per person. If the replacement is made less than 45 days before the tour departure, 100% of the tour amount will be charged. Substituted members must meet our medical and fitness requirements.

**For private tours (Maximum of 10 people/ group, price upon requests)**

If a cancellation request is received and acknowledged more than 90 days before the tour departure you will be charged a cancellation fee of 50% of the total booking price and the balance will be refunded. If a cancellation request is received less than 90 days before the tour departure no refund will be provided under any circumstance. Please make sure you have your own travel insurance to cover any unexpected cancellations. You may substitute members of the group up to **1 month** prior to the tour departure as long as the substitute members meet our medical and fitness requirements.

**Resale**

Oxalis Adventure Tours strictly prohibits the resale of the Son Doong Cave Expedition products under any circumstances. If you are found reselling this product, Oxalis reserves the rights to cancel your booking of both you and whoever you sell the tour to, without refund, with no exception. This applies to both independent bookings, group bookings and private bookings.

**Amendments**

Amendments can be made up until 7 days before tour departure with no charge (excluding Son Doong Cave Expeditions, in which no amendments are accepted). No amendments are possible less than 7 days before tour departure.

**Passport**

All customers must hold a valid passport and valid visa. It is your responsibility to obtain a current Vietnam visa. All passports and visas must be presented upon arrival at Oxalis Adventure Tours office. A photocopy will be made in our office and provided to local police for registration before accessing any area that we conduct tours.

**Responsibility**

A very high level of care is taken to ensure suppliers maintain high standards. However, as we do not operate transfer services, hotels/home-stays or restaurants, and we cannot be responsible in any way or problems resulting from the booking, unless it is a direct result of negligence on our part or part of our employees.

**Compensation**



You are fully aware that you are travelling in an area that is remote and subject to unusual climatic conditions. Should Oxalis Adventure Tours deem it advisable to amend an itinerary, it may do so by varying or completely rerouting any trip. In this case the traveller will make no objection or claim for compensation from Oxalis Adventure Tours. Compensation should be made through your insurance company.

### **Tour Departure**

All tours require a minimum number of guests to depart and your booking will not be confirmed if the minimum number of guests is not reached. Oxalis Adventure Tours reserves the right to cancel any tour should the group size fall below the minimum numbers required. Alternative dates will be made available. Should this option be unacceptable, a full refund of all payments will constitute full settlement.

### **Tour Guide Authority**

Oxalis Adventure Tours reserves the right to decline, accept, or retain any person as a member of any party at any time. Travellers agree to accept the authority of the Oxalis tour guide and staff and follow all cave and trekking rules. Oxalis Adventure Tours will not accept responsibility or liability for any traveller who contravenes any laws or regulations of Vietnam.

### **Adventure Tours**

It is a fundamental condition that you acknowledge that we operate adventure tours, which require some flexibility on your part as the itinerary may change due to any number of reasons; safety, weather, etc. The day-to-day itinerary is to be taken as a guideline only and not a contractual obligation. When trekking in remote areas you are advised to reserve extra days to allow for some delays to avoid frustration and inconvenience. Oxalis Adventure Tours will not be responsible for any costs associated with booking alternative travel arrangements, flights, visas etc. if there are delays to the scheduled tour.

### **Minimum Age**

We do not accept children under the age of 16 on Oxalis tours (and less than 18 years old on Son Doong Expedition) due to safety, trekking speed, group dynamic, etc. If you wish to bring children between 12 and 16 years old on Oxalis tours (excluding Son Doong Expedition), you must book a private tour departure. We do not accept children less than 12 years old on any tour for any reason.

### **Travel Insurance & Risks**

You must purchase a comprehensive travel insurance package covering medical treatment, natural disaster, personal accidents, guided-caving tours, medical evacuation, etc. For the Son Doong Cave Expedition especially, your comprehensive package should absolutely cover you in the event that you must cancel your tour less than 90 days prior to departure (for which we will provide no refund regardless of reason for cancellation). You understand that during the course of the trip certain events may occur such as accident or illness in a remote location without medical facilities. You agree to assume all risks and hold Oxalis Adventure Tours blameless on all accounts of accident or illness.



## **Good Faith**

All information and advice provided either directly or via email related to vaccinations, climate and weather, trekking equipment, visas etc. is given in good faith but Oxalis Adventure Tours takes no responsibility for the accuracy of this information.

## **Fitness Level**

You must be in good physical health before attempting any tour with Oxalis Adventure Tours. It is vital that participants with pre-existing medical problems or conditions make these known to Oxalis Adventure Tours. If we discover that you have a medical condition which you have not disclosed to us (particularly a condition which would affect you on tour) or if you lie on your medical form in any manner, we reserve the right to cancel your tour without refund at any time. If your medical status changes at any time after you sign up, it is your responsibility to inform us immediately. Medical and evacuation expenses are the responsibility of the participant. It is important that you consult your doctor regarding vaccinations and other medical requirements before you depart. If you cannot complete any section of the tour due to lack of physical ability you will be turned around at your own cost.

## **Alcohol and Drug Use**

Neither excessive alcohol consumption (as determined by your guide team) nor recreational drug use will be permitted on tour. If you are found to be drinking heavily, a member of your guide team will ask you to slow down. If you continue to consume alcohol irresponsibly and pose a safety risk to yourselves or others, you may be removed from the tour at the discretion of your guide team. We have a strict no-tolerance policy for recreational drug use. Anyone who is turned around for the above reasons will forfeit all tour costs and Oxalis will not be responsible for any additional costs incurred by the participant.

## **Privacy**

Oxalis Adventure Tours respects your privacy. We will only collect personal information that is relevant to your travel arrangements. We will protect the privacy of the information you provide us and only pass it to third parties such as hotels and local authorities when that information is necessary to fulfill your travel arrangements. In providing this information to us, you consent to Oxalis Adventure Tours using this personal information for the purpose of making and completing arrangements with related services.