



# CRUISE INCLUSIONS & EXCLUSIONS

## Price Inclusions

- ✓ Taxes & Service Charges
- ✓ Welcome Cocktail
- ✓ Cruise Itinerary and Program
- ✓ Entrance and Sightseeing Fees
- ✓ In-house English-speaking Tour Guide
- ✓ Luxury Cabins and Suites with A/C
- ✓ Luxury en-suite Bathroom
- ✓ Meals on board during cruise program
- ✓ International Breakfast Buffet
- ✓ Tai Chi Session
- ✓ Cooking Class
- ✓ Insurance

## Price Exclusions

- ✗ Transfer from Hanoi to the cruise port and back (transfer time approximately 2.5 hours)
- ✗ Airfares and Hotel Accommodation
- ✗ Visa to Vietnam
- ✗ Beauty Spa Services and Massage
- ✗ Beverages and Tobacco
- ✗ Tax, tips, and other Personal Expenses
- ✗ All other services not clearly mentioned above
- ✗ Surcharge for New Year and Christmas

# Cruise Policy

## Child Policy:

- Children under 4 years old: Free of charge (FOC) when sharing a cabin with 2 adults. Only 1 child under 4 years old per cabin is allowed for FOC.
- Children aged 5-11: 75% of the adult rate will be charged.
- Children aged 12 and above: Must pay the full adult fare.

## Peak Season Surcharge:

- Gala Dinner on December 24th and/or December 31st, 2023, and Lunar New Year (9,10,11,12/2/2024): \$40/adult, \$30/child (4 - 11 years old).
- April 29, 30, May 1, and Sep 2, 2024: \$25/adult.

## Shuttle Bus (Round Trip): (If it is not included in the cruise package)

- Shuttle bus from Hanoi to Cruise Port: \$30/person (adults and children).
- Pick-up points: Hotel in Hanoi Old Quarter or in front of Hanoi Opera House.

# Halong Bay & Lan Ha Bay Bad Weather Policy

Due to ad-hoc weather changes in North Vietnam that may occur in certain seasons of the year, authorities may not allow cruise operation on last minute notice due to national safety regulations.

For these unforeseen events Visit Halong Bay has no liability and offers on goodwill and courtesy:

1. If a cruise has to be canceled before 11:00 o'clock on the cruising date a full refund will be made.
2. If the cruise operation is possible only for a restricted time on the first sailing day (up to max. 4 hours sailing) a full refund minus 100 USD person/day is offered.
3. If a cruise is completed with the first day and first overnight and the ship needs to return to shore before 10:00 o'clock on the second day a 50% refund is offered.
4. If a cruise is completed with first day and first overnight (2-Nights itinerary only) and the ship needs to return to shore before 18:00 o'clock on the second day a 20% refund is offered.

For all other circumstances no refund is offered.