

PRIVACY POLICY

Rose Travel Service Co.,Ltd assures its guests that information you provide us will be absolutely secure. We will not provide your information to any third party except where we have your agreement.

1. Purposes of saving guest information:

Rose Travel Service Co.,Ltd would like to retain your information, including: your name, email, telephone, nationality in order for us to communicate with you about our tour and other services.

- We retain your information your information to complete your tour reservation.
- If you agree, Rose Travel Service Co.,Ltd may send you promotions and offer several services and for customer care when traveling.

2. Sharing information

Rose Travel Service Co.,Ltd assure that we use your information for above purposes only. We will not sell, distribute or rent your personal information to any third party. Except these cases:

- Where it is a legal Requirement from government agency or where the action is needed and aims to support legal requirements
- In other cases, we will inform our guests of the details when we must share information to third party and this information will be provided only if we have your agreement.

3. Information privacy:

We assure you that your information will be secured. In order to protect your personal information that you provide us, we use suitable process and information management systems. Moreover, we also use privacy process and limit access to your personal information. Only authorized senior staff will have access to your personal information to complete their tasks to deliver our services to you.

4. Payment

All of your transaction will be secured by SSL at Master Card system. Vietnam Datacommunication Company (VDC) will not save your card information in VDC system. Rose Travel Service Co.,Ltd assure you that your card information will be absolutely secured at MasterCard and Vietnam bank system.

GENERAL RULES

Assuring that you have an enjoyable trip, please read the rules of Rose Travel Service Co.,Ltd to understand about the rights of guest and tour reservation process.

I. TOUR PRICE

Tour price will be evaluated in VND. In case guest pay in USD, it will be exchange to VND follow exchange rate of Vietcombank at the time of payment.

Tour price includes listed item on the itinerary.

Tour price is stated in each itinerary and defines the specified time period.

II. CANCELLATION AND CANCELLATION FEE

A. In the case the tour is cancelled by Rose Travel Service Co.,Ltd

1. Where Rose Travel Service Co.,Ltd cannot operate the tour, Rose Travel Service Co., Ltd must advise the guest immediately and refund all money paid in full within 3 days of advising of the cancelation by bank transfer or in cash.

2. Rose Travel Service takes responsibilities for all costs that company pre-reserve for guests included: deposit for accommodation service, restaurant, transportation, train and boat.

B. In the case the trip is cancelled by guest: After confirmation, if guest announce tour cancellation: Notice of the cancellation must be received in writing and sent to us via email or fax.

Some of accommodation service and travel services will be charge additional cancellation fee:

↑ Cancellation outside 48 hours of tour departure: there is no cancellation charge.

↑ Cancellation within 48 hours and outside 24 hours of tour departure 50% charge for tour will be charged.

↑ Cancellation within 24 hours of tour departure: the full charge will be applied.

III. CHILDREN POLICY

Children under 16 years of age to join the tour must accompanied by an adult at the time of departure or if traveling with someone else, there must be written authorization of their parents.

↑ Kids under 4 years old: Free of charge (limit 1 kid/ booking) & from the second kids: 50% of tour price.

↑ Children 4 years and under 10 years old: 50% of tour price.

↑ Child from 10 years old and above: 100% adult price.

All children must be supervised by an adult at all times during the tour.

IV. TOUR RESERVATION AND PAYMENT

Payment Booking Conditions

Rose Travel Service Co., Ltd is a well-known Tour Operator Company in Vietnam with the government license number: 49-001/2009/TCDL-GP LHQT, issued by Vietnam National Administration of Tourism.

We promise to deal with any online booking or enquiry within 24 hours. All Accommodation and Tour Services on this website operate on a Pre-Payment Basis with a secure online payment system. There is a payment charge of 2.75% bank fee for Master and Visa Card paid by clients.

Payment Terms and Conditions

These terms and conditions are an agreement between Rose Travel Service Co., Ltd (RTS) which supplies accommodation/ tour services and "You" mean the person who purchases and uses any accommodation / tour services with Rose Travel Service Co., Ltd. A contract will exist as soon as we issue a confirmation invoice in response to your booking and subsequent deposit paid to us. On our part we have obligations to provide you with the accommodation / tour service you have booked on the terms clearly stated below. Your contract is entered into with RTS

Booking Confirmation & Payment Policy:

When your request is submitted through the booking form, our "instant reply" email system will send through an email to let you know we have received your enquiry. Our reservation department will then check the availability and a confirmation email will be sent out within 24 hours. Upon receipt of your acceptance an invoice will be sent out to you for a deposit on your service. You may pay in full at this time or you may pay a deposit of 50% of total amount, the balance will be made upon arrival.

We will provide you with a secure online payment system for this payment. Please check all the details for

your booking are correct before paying your deposit. The following cards are accepted for payment: Credit, Visa and MasterCard.

Deposits:

To guarantee your booking, we require a deposit of at least full charge for the service per person upon confirmation of booking tour. The remainder accommodation fees or service shall be required to send us only 60 days before departure for all services by money transfer or credit card payment with all bank transfer.

For Late Reservation: A full payment is due immediately upon your tour confirmation if the reservation is made 60 days or less before first day arrival.

Alternative Payment Options.

Payment by Cash, Traveler Cheques or Credit Card (applicable where you are in Vietnam) Payment by Bank Transfer to our banks (applicable in both cases you are in/ not in VN)

Payment by Credit Card with Authorization letter (applicable in both cases you are in/ not in VN)

Disclaimer: Whilst we endeavor to process your booking request within 24 hours, unfortunately at times we are unable to finalize your request within this limit. Circumstances that may cause delays in replying to you include international public holidays and time zone differences. In the other cases, such as high season for tourism (where it is difficult to reserve services pending payment), if we do not receive payment on-time, we have a right to cancel your reservation(s) automatically.

Refund

Rose Travel Service Co.,Ltd provides refund for cancellations pursuant to the cancellation policy. In order for a refund to be approved, you must have a signed refund request form that must be completed in writing or email/ fax directly to us. The refund amount will be transferred to your account which you used for payment online after the cancellation fee has been deducted. The refund time will be made within 20 Vietnamese working days.