



VIET MIND TOUR (VMT) TRAVELLING INSTRUCTIONS

BOOKING TICKETS

Customer confirm with VMT reservation to book your seat

CHECK AVAILABILITY	Itinerary	Departure Date and Time	No. of Pax (Adult/Child) Overweight Passenger (>90Kgs consider overweight)
RESERVATION & CONFIRMATION	Confirm Flight & Additional services	Agreed on VMT Terms and Conditions	Make Payment before Ticketing deadline (Timeline that the booking will auto inactive on system)

BEFORE TICKETING

Customer have to provide VMT these **compulsory** information before getting your ticket

Guest full name(s) on passport	Birth date	Passport No. + Exp date	Connecting flight Information (If possible)
Pick-up/Drop off Information (Time & Address)	Estimated weight and luggage weight (If possible)	Guest Destination/Type of cruise (Hotel/Cruise)	Guest contact Mobile phone Booker/Tour Guide name + cell phone for emergency

OTHER INFORMATION & VMT CHECK – IN NOTES

Remember to bring passport	Photo cameras are allowed in flight	No WC on the aircraft	Show-up 30 minutes before departure time. (Check-in Counter's closed 20 minutes before departure)
Luggage Weight: Maximum 20kg/pax First 7kg: FOC From >7kg to 20kg: VMT Charge 100.000VND/kg		DO NOT bring too much luggage. The airplane maximum load weight is 10 passengers per aircraft for flight transfer. If the luggage exceeds aircraft weight, VMT will refuse to take passenger's baggage without prior notice and take no responsibility for luggage storage.	

FLIGHT DELAY INSTRUCTIONS

<45 Minutes Delay	VMT's ground handling staff @ station will apologies and inform passenger: 1) Delay reason 2) New departure time		
≥45 Minutes Delay	Agreed with VMT/s New Schedule	✓ Be served @ Station lounge	

Not agreed with VMT/s New Schedule

- ✓ **Option 1** Can change to other itinerary without fee (± 3 months)
- ✓ **Option 2** Get full refund

Cruise Special Late Flight (HAI603) Solution: In case of Flight HAI603 Departed on 12:45 being delayed or cancelled, VMT will offer passengers SIC Free speedboat to catch up with their cruises.

SIC speed boat to chase cruise

Charter speed boat to chase

Late check-in fee for cruise

Private Care (4 seats)

This flight instruction will be updated regularly and changes by VMT without prior notice.

	cruise		
FOC	5,000,000VND/Boat	1,000,000VND/Pax	3,000,000VND/Car

FLIGHT CANCELLATION INSTRUCTIONS

Force Majeure covers the cases applied in accordance with international practices, such as natural disasters, fires, strikes, lock-outs, acts of the public enemy, wars, blockades, prohibitions, embargoes, uprisings, riots, epidemics, changes in the government of countries concerned (special purpose aircraft, cancelation, delay...), weather, technical errors and any cause beyond Carrier's control that force pilots or operators to make decisions for the safety of Passengers and the flight. In this case, Viet Mind Tours is not responsible for any damages and penalties.

FORCE MAJEURE REASONS	Re-Scheduled	Can change to other itinerary without fee (± 3 months)		
	Refund	Full refund		
	Arrange	Free transfer back to town		
	Scenic Flight	Viet Mind Tours will refund money to passenger or Agent without any responsibility for the consequential losses.		
WITHOUT FORCE MAJEURE REASONS	Flight	Agree to use VMT's Transfer	<ul style="list-style-type: none"> ✓ Transfer rate will be informed to the passenger(s) corresponding to each route (~30USD/pax/way) ✓ Passenger will agree by document to use VMT services and decided to pay by deducting on refund total. 	
		Not agree to use VMT's Transfer	<ul style="list-style-type: none"> ✓ FULL REFUND – AIR TICKET ONLY or passenger to preserve their payment and choose a new journey or transfer ticket to another time during next (3) months. ✓ TRANSFER BACK TO TOWN VMT will provide onetime free transfer for passenger within a radius of 30 km. ✓ TRANSFER TO ALTERNATIVE DESTINATIONS VMT Staff will help passenger to call Taxi or provide car services with reasonable expenses. 	
	Other additional service	Speed Boat	Ha Long: there will be a free speed boat transfer to support passenger to catch up with their scheduled cruise.	
		Electric Car	In every VMT Station, there will be free electric car services for passenger in specific area supporting our passenger to their destination.	
	Scenic Flight	Viet Mind Tours will refund money to passenger or Agent without any responsibility for the consequential losses.		

In all cases of delay and cancellation, Viet Mind Tours is not responsible for any additional expenses and fees except the mentioned payment above.

STATIONS	HOTLINE	ADDRESS
NOI BAI	0919136089	Counter 10, 2 nd Floor, Lobby A, T1 Station (Domestic Station)
HA LONG	0919866089	No. T7, Tuan Chau Marina Residences, Tuan Chau Island (Near Cua Vang Restaurant)

ADDITIONAL SERVICES

Used on: Public

Ex **HAN** to **HA LONG**

Shuttle Bus Transfer Services

Sales Period 01JUL14 - 31DEC16

Travel Period 01SEP14 - 31DEC16

Commission N/A Price (INCLUDE VAT)

Itinerary	Pick up	Drop off	Transportation	Price/Set/Pax
HAN - HLG	Ha Noi	Noi Bai Domestic Airport	Shuttle Bus	VND 473,000
	Tuan Chau Marina	Bai Chay Royal Marina	Shuttle Bus	
	Ha Noi	Noi Bai Domestic Airport	Shuttle Bus	VND 709,500
	Tuan Chau Marina	Hon Gai Marina	Shuttle Bus	
HLG - HAN	Bai Chay Royal Marina	Tuan Chau Marina	Shuttle Bus	VND 473,000
	Noi Bai Domestic Airport	Ha Noi	Shuttle Bus	
	Hon Gai Marina	Tuan Chau Marina	Shuttle Bus	VND 709,500
	Noi Bai Domestic Airport	Ha Noi	Shuttle Bus	

Luggage Storage Services

Storage location: Wing A, Floor 1, Passanger Station T1, Noibai Airport.

Daily Open: 6:30 AM Daily Close: 11:00 PM

Luggage Size Standards: Small Pack: ≤ [430mm x 590mm x 990mm]

Large Pack: > [430mm x 590mm x990mm]

Price list	Small Pack	Large Pack	Notes
First 03 Hours	25,000 VND	30,000 VND	Red Invoice included at Luggage Store Station
More than 03 Hours to 12 Hours	30,000 VND	35,000 VND	
From 12 Hours to 24 Hours	35,000 VND	40,000 VND	
From 24 Hours to 7 Days	40,000 VND	45,000 VND	
From 7 Days to 30 Days	50,000 VND	55,000 VND	
More than 30 Days	55,000 VND	80,000 VND	

Overweight Luggage Fee

Weight	Fee (by VND)
First 7 kg	Free of charge

Special Car Transfer Fee

Itinerary	Fee (by VND)
HAN - HLG	645000 VND / pax
HLG - HAN	645000 VND / pax
Notes	
<ul style="list-style-type: none"> ✓ In case of your Flights Cancelled, you can choose to use this VMT Shuttle Bus Service to travel (HAN<->HLG) ✓ This Car transfer fee will be subtract on customer's total refund amount. 	