

If the Client reserves only individual services (such as hotel, transport, plane ticket, restaurant, etc...), Phu Binh Voyages will send the contract if the Client request them by email.

After confirmation, the booked tour cannot be cancelled without prior notice (see Term 5). However, the tour remains open to modification (see Term 4).

TERM 2 – PAYMENT

2.1 – Payment conditions

The quotation is always set in US dollars. However, payments can also be made in Vietnamese dong (according to the exchange rate of the Commercial Bank for Foreign Trade of Vietnam <https://www.vietcombank.com.vn/> on the date of the transaction).

2.1.1 – Services included in the programme

All the services mentioned in the detailed programme that you have confirmed.

After confirmation of the detailed programme, you must:

- Settle all international air tickets and visa fees purchased by PHU BINH VOYAGES (if applicable) after confirmation of the booking.
- Settle **30 %** of the total amount of the tour if the departure date is more than **35 days** from the confirmation date of the trip. The remaining 70 % must be settled no later than **30 days** before departure.
- Settle the total amount of the tour if the departure date is fewer than **35 days** from the confirmation date of the trip.

2.1.2 – Services not included in the programme

If you do not book a tour with Phu Binh Voyages but only individual services (such as hotels, guides, etc...), or if you have already booked a tour with us but you want additional services that are not mentioned in the confirmed programme, these services are called "services not included in the tour".

After confirming these services, you must settle the total amount for the services.

2.2 – Payment methods

2.2.1 – International bank transfer

Our bank details:

- Name of bank: BANK FOR FOREIGN TRADE OF VIETNAM – HO CHI MINH BRANCH
Address: 05 Cong Truong Me Linh, Sai Gon Ward, Ho Chi Minh city, VIETNAM
- Recipient name: **Phu Binh Voyages SARL**,
Address: 68 Nguyen Hue, Sai Gon Ward, Ho Chi Minh city
- SWIFT code: BFTVVNVX007
- Account number in **USD**: 007 137 4517 810
- Account number in **VND**: 007 100 4470 414

Note

- All bank fees, including those deducted by intermediary or correspondent banks are covered by the Clients. The Company must receive the net amount quoted.

2.2.2 – Secured payment gateway

Most of our clients use **OnePay** – the secured payment gateway – with Visa/Master/JCB/American Express cards to settle the payment, as it is easy and secure. Additionally, in accordance with the policy of the international Visa/Master organisation, Clients can take advantage of travel insurance and assistance in case of force majeure such as disease, disaster, epidemic, etc...Please contact the card issuing bank for more detailed information.



According to Vietnamese government regulations on Finance, the price of the tour in USD will be converted into VND in accordance with the exchange rate of the Commercial Bank for Foreign Trade of Vietnam (Vietcombank) <https://www.vietcombank.com.vn/> on the date of the transaction (click [here](#) to see the daily rate published by Vietcombank).

For this payment method, we will send a payment link to your email. We recommend that you settle the payment immediately to ensure that the tour price does not change as the exchange rate varies every day.

Phu Binh Voyages preserves the right to modify the payment link without prior notice to ensure that we receive sufficient the amount in VND to purchase the amount in USD stated in our quotation, according to the exchange rate of foreign currencies published by Vietcombank (see [here](#)).

Note: Payment fees **3.5%** of the total amount are covered by the Clients.

2.3 – Invoice and vouchers

For all our payment methods, the official invoice will be issued after your total payment. The invoice can be made per group (or per individual member of the group, upon request).

If you make the payment through our secured payment gateway OnePay, an electronic invoice in VND is automatically sent to your email by the OnePay system. This invoice is considered a legal document issued by OnePay to confirm the amount you have transferred. It is not the official invoice for the whole tour.

All vouchers will be sent to you no later than 30 days from the departure.

TERM 3 – UNUSED SERVICES

Phu Binh Voyages will not reimburse services mentioned in the program but not used by the Client.

TERM 4 – MODIFICATION OF THE TOUR

All modifications will be subject to the following conditions:

- The request for modification must be sent more than 35 days before departure, by email, to the unique address info@phubinhvoyages.com.vn
- The Client must confirm the modification of the programme no later than 35 days before departure.

Phu Binh Voyages reserves the right to refuse your modification requests in order to guarantee the quality of services and the interests of both parties.

TERM 5 – CANCELLATION OF THE TOUR BEFORE DEPARTURE

In all cases of cancellation after the tour confirmation, cancellation fees will apply. These fees vary depending on the date on which you inform us, by email via the unique address info@phubinhvoyages.com.vn or at our office at 68 Nguyen Hue Boulevard, Sai Gon Ward, Ho Chi Minh City, Vietnam.

The cancellation fees are as follows:

5.1 – Services included in the programme

5.1.1 – Services included in the programme (except international tickets and visa)

- More than 30 days before departure: cancellation fee is 30 % of the total amount.



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- From 30 to 16 days before departure: cancellation fee is 50 % of the total amount.
 - From 15 to 1 day before departure: cancellation fee is 100 % of the total amount.
- All time limits are calculated in Vietnam time (GMT+7). Cancellation is effective when our written acknowledgement is sent.

5.1.2 – International tickets and visa

- International tickets: cancellation fees vary according to the cancellation conditions of the airline company and those of Phu Binh Voyages. These conditions will be mentioned on the flight tickets.
- Visa: cancellation fee is 100 % of the total amount.

5.2 – Services not included in the programme: cancellation fees are 100% of the total amount.

TERM 6 – RESPONSIBILITIES

We promise to provide the best possible services corresponding to your requests and budget. However, Phu Binh Voyages will be exempt from all responsibility in the following cases: accidents, loss of property, flight delays or cancellations, schedule changes, the client's late presentation at the airport, and force majeure (weather, natural disasters, epidemics, strikes, wars, etc.).

Activities of the Client not mentioned in our confirmed programme are not the responsibility of Phu Binh Voyages.

TERM 7 – TRAVEL DOCUMENTS

- A valid passport that expires at least six months after the end of the tour
- Entry visa for Vietnam/Laos/Cambodia/Myanmar (except in cases of visa exemption)

It is the Client's sole responsibility to obtain and carry valid travel documents. We decline all liability for losses arising from failure to do so.

TERM 8 – RECLAMATION

Any claim relating to your trip must be made **within 10 days** from the end of your trip and sent to the email address **info@phubinhvoyages.com.vn** by your confirmation email.

In the case of a complaint or dispute, Phu Binh Voyages and the client will negotiate amicably in order to reach the most reasonable solution for both parties. If Phu Binh Voyages and the client cannot reach agreement, **the Vietnam International Arbitration Centre (VIAC)** in Ho Chi Minh City at the Vietnam Chamber of Commerce and Industry, acting as a mediator, will resolve the issues between the two parties.

The arbitral award shall be final and binding on both parties.
All time limits are calculated in Vietnam time (GMT+7).

TERM 9 – INSURANCE

Before departure, all Clients travelling with Phu Binh Voyages must purchase comprehensive international travel insurance and assistance (personal assistance, medical expenses and insurance in case of accident, repatriation, baggage insurance,

cancellation insurance, third-party liability insurance, material and photographic equipment insurance, etc...).

***The booking conditions published on our website <https://phubinhvoyages.com/> and in the PDF version (signed by the Director of Phu Binh Voyages) are identical. In case of any discrepancy between the two versions, the PDF version (with the Director's signature) constitutes the final legal basis.**

(Last updated: 28 May 2026)

A handwritten signature in blue ink, consisting of stylized initials and a surname, located in the bottom right corner of the page.



TRAVEL CONTRACT

No: ...

ORGANIZATION OF THE TOUR AT ... FROM ... TO ... GROUP OF ... (... PEOPLE)

Today, August 11, 2025, the two parties of this contract are as followed:

Party A: Client Group

Number of participants: ... persons
Group representative: ... Address: ...
WhatsApp: ...
Email: ...

Party B: Phu Binh Voyages SARL

Representative: **Mrs. TRAN Thi Hong Hoa** Position: Director
Address: 68 Nguyen Hue Boulevard, Sai Gon Ward, Ho Chi Minh City, Vietnam
Telephone: 84 938 853 066 – Mobile: 84 903 918 692
Email: info@phubinhvoyages.com.vn

- Tax code: 0301424066
- Bank Name: **BANK FOR FOREIGN TRADE OF VIETNAM - HOCHIMINH CITY BRANCH**
Address: 05 Cong Truong Me Linh, Sai Gon Ward - HO CHI MINH CITY - VIETNAM
- SWIFT CODE: **BFTV VNVX 007**
- Beneficiary company: **Phu Binh Voyages SARL**
Address: 68 Boulevard Nguyen Hue, Sai Gon Ward, Ho Chi Minh City
USD Account Number: 007 137 4517 810
VND Account Number: 007 100 4470 414



Both parties agree to sign the travel contract with the following clauses:

Clause 1: Itinerary

Party B is responsible for organizing for Party A the Vietnam tour from ... to ... (...D...N) for ... people, which Party A confirmed via email ... dated The detailed itinerary is attached to this contract.

Clause 2: Price of the contract

The total contract price is ... USD (... USD).

Clause 3: Payments

Deposit: Upon acceptance of this contract, Party A must pay a deposit of 30% of the contract price:

30% *...USD = ... USD

Balance: The remaining 70% of the contract price must be paid no later than 30 days before departure.
Add: 68 Nguyen Hue Boulevard, Sai Gon Ward, Ho Chi Minh City, Viet Nam
Mobile: +84 (0) 938 853 066 - Email: info@phubinhvoyages.com.vn

... USD – ... USD = ... USD

Bank fees are the responsibility of Party A.

Clause 4: Compensation and Liability

Party A:

1. Party A agrees to provide Party B with all information and documents needed such as scanned passports of all participants (Passport must be valid for at least 6 months from the date of departure from Vietnam) to allow Party B to proceed with reservations of services mentioned in the detail program. Party B will not be held responsible for delays, incorrect and/or incomplete information as well as invalid passport transferred by Party A.
2. In case of tour cancellation, Party A needs to inform Party B using the same email that Party A used to confirm the tour. In all cases of tour cancellation, a cancellation fee will be applied. The fee will vary depending on the departure date that is confirmed through mail or through text with Party B. The cancellation fees are as follows:
 - More than 30 days before departure: cancellation fees are 30% of the total amount.
 - Between 30 and 16 days before departure: cancellation fees are 50% of the total amount.
 - Between 15 and 01 days before departure: cancellation fees are 100% of the total amount.

Party B:

1. In case Party B will not be able to provide all the mentioned services in the detailed tour program, a penalty amount should be negotiated and agreed by two parties to recompense for the loss and damage that Party A might suffer.
2. Party B will not refund for any services mentioned in the program but not used by Party A.
3. Party B will not be held responsible for any consequences resulting from the delay in international/local flights.

Clause 5: Dispute

All disputes relating to the terms of the contract shall be arranged by two parties. If the two parties fail to reach an agreement, the dispute shall be settled at the Court of Vietnam following the law of Vietnam.

Clause 6: Validity

All the booking conditions presented on the site <https://phubinhvoyages.com/> are an integral part of this contract.

This contract shall be effective upon the date this contract is signed by Party B. Any modifications relating to this contract shall be notified through email and agreed by 02 parties.

Done in Ho Chi Minh City, ..., 20..

PART A
P. THE CUSTOMER GROUP

.....

PART B
P. PHU BINH VOYAGES SARL
Director


Mrs. TRAN Thi Hong Hoa