



Refined Waterway Voyages

VIETNAM CAMBODIA MYANMAR LAOS

SPECIAL COVID-19 POLICY (ENGLISH)

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LATEST UPDATE 24 APRIL 2020

The policy below offers special booking terms during the COVID-19 period and allows travelers to book a cruise with peace of mind.

NEW BOOKINGS | OUR RISK-FREE BOOKING POLICY

FOR TRAVEL PERIODS THROUGH 30 APRIL 2021

SMALL DOWN PAYMENT

For NEW bookings a deposit of only **150 USD per person** has to be made upon confirmation. Balance payment is due 90 days prior to departure. This payment policy applies only for bookings made on the lower Mekong (Vietnam & Cambodia), upper Mekong (Laos), and Ayeyarwady / Chindwin River (Myanmar).

This policy does not apply for cruise bookings in Halong Bay & Lan Ha Bay. Our regular [general terms and conditions](#) apply.

LESSER CHARGES (if any)

There is no risk for you to make a NEW booking, as any penalty charges will be applied as credit to a future booking. In addition, we also have reduced our charges versus our regular terms:

prior to 180 days of departure date:	no charge
180 – 91 days prior to departure date:	150 USD per person
90 – 61 days prior to departure date:	15% (or max 500 USD per person)
60 – 31 days prior to departure date:	75%
Within 30 days to departure date:	100%

This payment policy applies only for bookings made on the **lower Mekong (Vietnam & Cambodia), upper Mekong (Laos), and Ayeyarwady / Chindwin River (Myanmar)**. Halong Bay & Lan Ha Bay cancellation policy remains unchanged as per our general terms and conditions (or reseller agreement for business partners).

For NEW bookings, paid monies or penalty charges (if any) in case of a cancellation due to COVID-19 travel restrictions will be **credited to a future reservation** within 12 months of the original travel date. The re-booking has to be made in the same cruise destination and on the same vessel. Original confirmed rates will be honored when travelling in the same season.

EXISTING BOOKINGS

For existing booking in the cruise period from **01 October - 31 December 2020**, we encourage guests to keep your booking. In the event your travel is still affected by international COVID-19 travel restrictions, we will offer a credit of paid monies (or due charges if any) to a future booking within 12 months of original departure date.

IMPORTANT NOTES

This special policy applies for Free Individual Travelers (FIT, not applicable for groups) bookings. The terms stated above are subject to re-confirmation by our reservation team at the time of your enquiry and booking. For a reservation of a **highest room category on any ship**, the above special terms **do not apply** and our regular terms and conditions apply.

This special policy is valid until further notice. It can be withdrawn or amended **at any time** by Heritage Line subject to the worldwide development of 'Covid-19' and its impacts on traveling. We also reserve the right to revert back to regular terms for bookings previously confirmed under special terms in the event the pandemic crisis situation ceases to exist regionally or globally.

Terms other than those stated apply per our [general terms and conditions](#) (for travel agents, their individual contractual agreement is applicable).