



Refined Waterway Voyages

VIETNAM CAMBODIA MYANMAR LAOS

SPECIAL COVID-19 POLICY (TEMPORARY)

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LATEST UPDATE 27 OCTOBER 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 JUNE 2022**

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 **payment policy** does not apply for cruise bookings in Halong Bay & Lan Ha Bay (regular terms & conditions apply) and on selected (highly discounted) offers (please see individual promotion terms).

LESS CHARGES

There is no risk for you to make a new booking. Charges, if any, will be applied as a credit to a future booking. In addition, charges have been reduced (versus regular terms & conditions):

prior to 180 days of departure date:	no charge
180 – 91 days prior to departure date:	150 USD per person only
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%

For any new booking confirmed during the validity of the COVID-19 policy, any paid monies or charges (if any) in case of your cancellation due to COVID-19 travel restrictions will be credited to a future reservation, within 12 months of the original travel date (not redeemable in cash). The credit will be applicable for all of Heritage Line cruise destinations.

Original confirmed rates will be honored for your future booking in the same cruise destination (including other booking parameters). The COVID-19 policy applies only for bookings made on the Lower Mekong (Vietnam & Cambodia), Upper Mekong (Laos), and Ayeyarwady & Chindwin River (Myanmar). The COVID-19 policy does not apply for cruise bookings in Halong Bay & Lan Ha Bay (regular terms & conditions apply or, if applicable, as per reseller contracts).

IMPORTANT NOTES

The COVID-19 policy is valid until further notice and can be withdrawn or amended at any time by Heritage Line. We reserve the right to revert back to regular terms for confirmed bookings made under the SPECIAL COVID-19 POLICY for the event the pandemic crisis ceases to exist (regionally or globally).

The COVID-19 policy applies for Free Individual Travelers bookings only (FIT, **not applicable for groups**) and is subject to a re-confirmation by our reservation team at the time of your enquiry or booking. The COVID-19 policy does NOT apply for booking of the **highest room categories (regardless of the ship)**.

Terms other than those stated apply per Heritage Line's [Terms & Conditions](#).