



## *Refined Waterway Voyages*

VIETNAM CAMBODIA MYANMAR LAOS

SPECIAL COVID-19 PAYMENT & CANCELLATION POLICY (TEMPORARY)

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LATEST UPDATE 01 JUNE 2021

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

**NEW BOOKINGS | OUR RISK-FREE BOOKING POLICY**

FOR TRAVEL PERIODS THROUGH **30 JUNE 2023**

**SMALL DOWN PAYMENT** For new bookings, a deposit of only **150 USD per person** is 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 Rivers (Myanmar).

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

**LESS CANCELLATION CHARGES** There is minimal risk for you to make a new booking. Paid amounts, if any, will be applied as credit for a future booking. In addition, charges have been reduced (versus regular Terms & Conditions):

prior to 61 days of departure date:	150 USD (credited towards future booking)
60 – 31 days prior to departure date:	50%
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 18 months of the original travel date (not redeemable in cash). The credit is applicable for ALL Heritage Line cruise destinations.**

For future bookings in the same cruise destination (and same booking parameters), original confirmed rates will be honoured. This **cancellation policy** applies only for bookings made on the Lower Mekong (Vietnam & Cambodia), Upper Mekong (Laos), and Ayeyarwady & Chindwin River (Myanmar). This **cancellation 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**

**This COVID-19 policy is valid until further notice and can be withdrawn or amended at any time by Heritage Line.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 Payment & Cancellation Policy in the event the pandemic crisis ceases to exist (regionally or globally).**

The COVID-19 Payment & Cancellation 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 Payment & Cancellation Policy applies for **entry cabin categories only**.

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