

BOOKING POLICIES

We prioritize transparency and customer satisfaction, making the booking process straightforward and hassle-free. Our comprehensive booking policies are designed to provide you with a clear understanding of the steps involved, empowering you to make informed decisions as you plan your adventure in Cambodia and beyond.

We encourage our customers and partners to review our reservation guidelines, cancellation policies and payment options to ensure a seamless experience from the moment you express interest in our tours.

Follow outlining terms and conditions, we aim to foster trust and confidence, allowing you the peace of mind to focus on the excitement of your upcoming travel journey. Embark on your adventure with Angkor Destination and discover the beauty of Cambodia and Asia with clarity and assurance.

General Terms & Conditions

On behalf of the management team and staff, we thank you for visiting our “Angkor Destination Travel website”. When using our website you agree to the terms and conditions contained in this document and any other notice on <https://www.angkordestination.com> and <https://www.cambodiadestinations.com>

We strongly suggest to you that you read carefully through this content before purchasing any of our service products, due to the fact you are entering into a contract between yourself ‘Customer’ and us ‘Angkor Destination’. This document clearly lays out what you have agreed upon with us.

Website Copyright:

Angkor Destination Travel owns the copyright of the content of its website such as all materials, including HTML code, software, text, icons, video clips, images, and other materials that appear as part of this site are copyrights. Copying, altering or any activity in dealing with the content of this website is prohibited without the prior express consent of Angkor Destination. You may download, copy the contents and other parts displayed on the site for your personal use only. You are not allowed to reproduce, publish, distribute, display or sell any contents of this site.

Bookings & Confirmations:

- All bookings & reservations should be made through Angkor Destination Travel, head office in Siem Reap.
- All bookings & reservations are to be made by email or any trusted electronic channel. The effective bookings and reservations must be confirmed in a return email or on an electronic channel.
- In the event that the confirmation could not be happened due to any interruption of internet disconnection and/or in the event of any incident that cause to impossible confirmation, our reservation team shall send a notification to inform about the incident and your booking status.

Tour Prices:

All tour prices are quoted in US Dollars. Prices are subject to change without prior notice, except for the bookings & reservations that are fully booked and confirmed. Please check with our office team before you decide on a reservation/booking.

Cancellation of Tours booking or Hotels:

Travelers can cancel tours prior to the “indicated deadline” referring to “*cancellation-period*”. Any cancellation after the initial cancellation period will occur a charge. Charges are calculated from the day a written notification is received by the Company or their authorized travel agent as a percentage of the total tour price per person

cancelling, including surcharges but excluding any amendment charges and any insurance payment.

Group Tours:

- ✓ 45 -35 days before tour starts, *no charge.*
- ✓ 34 – 25 days before tour starts, *charge at 35% of total tour price.*
- ✓ 24 – 13 days before tour starts, *charge at 65% of total tour price.*
- ✓ 12 – 10 days before tour starts, *charge at 85% of total tour price.*
- ✓ Less than 9 days is equal to no show, *full payment to be charged “100% of total invoice”.*

FITs:

- ✓ 35 – 25 days before tour starts, *no charge.*
- ✓ 24 – 15 days before tour starts, *charge at 35% of total tour price.*
- ✓ 14 - 10 days, *charge at 65% of total tour price.*
- ✓ 9 – 7 days, *charge at 85% of total tour price.*
- ✓ Less than 6 days is equal to no show, *full payment to be charged “100% of total invoice”.*

If you voluntarily leave a trip for any reason after the trip has begun no refunds will be given. Refunds might be authorized at the discretion of Angkor Destination should you involuntarily forced to leave a trip for any reason. All cancellation charges mentioned above are not inclusive of credit card surcharges which may have incurred at the first transaction of your payment.

In case Angkor Destination has to cancel your tours:

Angkor Destination reserves the right to cancel any trip before it is guaranteed to departure, but will not cancel a tour less than 60 days before commencing. A trip is guaranteed to run once it has one fully-paid traveler. We reserve the right to cancel any trip, including a guaranteed trip, at any time prior to departure due to force majeure (War, Riots, Civil, Disturbance, Strikes, Natural disasters, Terrorists activities of threat of such, closure of airport or cancellation of international or domestic air time table services, political instability or other external events which make it unviable for **Angkor Destination** to operate the planned schedule. You will be offered an alternative trip or a full refund. We are not responsible for any incidental expenses that you may have incurred as a result of your booking such as visas fee, vaccinations fee, non-refundable flights, etc. If the alternative trip chosen is of a lower value than that originally booked then you are entitled to a refund of the price difference or the alternative tour chosen is of a higher value then you will have pay the difference in price.

Child Policy:

For children sharing room with parents, the following price policy shall be applied:

- ✓ Infant (0-2 years) *is free of charge.*
- ✓ Child (3-5 years) *charges 35 % of adult rates.*
- ✓ Child (6-11 years) *charges 75 % of adult rates.*

Payment of tours:

Full prepayment must be received within **25-15 days** before the arrival in Cambodia by Bank transfer or other electronic payment channels, except otherwise where specific agreement made prior for cash payment on arrival either by clients or group tour leaders. **Angkor Destination** doesn't absorb any bank fees at your local bank or international bank charges. The amount transfer us must be in net as specify in the invoice.

Brands Confirmation:

- ✓ *Angkor Destination Travel (ADT)*
- ✓ *Cambodia Destinations Travel (CDT), is an extension brand of Angkor Destination.*