

Terms and Conditions



Booking Procedure

1. Bookings can be made via our online booking form, or by email or phone. ETHOS does not require an advance deposit to confirm the booking. Your booking will be confirmed by e-mail.
2. The total service price can be paid in cash (USD or VND) or by Visa/Mastercard upon arrival at the ETHOS office, and a receipt will be issued.
3. While ETHOS has utilized its best endeavours to ensure the accuracy of the tour price, such price is subject to change as a result of factors beyond ETHOS's reasonable control, in which event ETHOS shall utilize its best efforts to notify clients of such change as soon as possible.

Responsibility

Except in situations beyond human control, ETHOS will be held responsible for any additional expense resulting from changes caused by ETHOS in itinerary, transportation, accommodation, etc.

Except in situations beyond human control, ETHOS shall provide compensatory service for participants or refund the difference in payment for service rendered below standard.

Clothing and Equipment

All outdoor equipment including footwear and clothing must be provided by guests. Be aware that during rainy periods, trails around Sapa may be muddy and slippery. Walking shoes with good grip and weatherproof over clothes are recommended.

Cancellations Policy / No Show

1. Services are cancelled by the guest

You must inform us in writing (via fax, email or post) if you wish to cancel a tour or other booking in whole or in part. At ETHOS we do our best to minimize cancellation penalties for our guests but we must abide by the cancellation policies of service providers. In case a tour is cancelled by the guests for any reason the total service prices must be paid according to the table. We trust our guests to make the payments, either in person in Sapa or via online transfer:

More than 30 days in advance of our services	10 % of the total service cost
From 10 days to 72 hours in advance of our services	30 % of the total service cost
Less than 24 hours in advance of our services	100 % of the total service cost

2. Services are cancelled by ETHOS

The contract between ETHOS and their guests can only be cancelled by ETHOS if dramatic problems like natural disasters, epidemics, political problems, etc, occur. In this case, the clients will receive back the total sum having been paid for services, but have no right to any indemnities. ETHOS reserve the rights to cancel any tours, without notice in the event that no deposit or down payment has been made.

3. Alterations: If we must change your tour itinerary, which may be for reasons beyond our control, we will notify you as soon as possible and give you the information as to the alterations. If the change significantly alters an essential aspect of the tour itinerary, you will have the option to:

- a) Take a substitute tour of equivalent or superior value if we are able to offer you such a substitute,
- b) to take a substitute tour of similar content.

4. Amendments to bookings

In the event that the client joins the tour after the departure date, or leaves before the completion thereof for any reason whatsoever, the client shall not be entitled to any refunds or debits whatsoever from the Company.

5. Force Majeure: Where we cancel the whole tour before departure because of unusual or unforeseen circumstances beyond our control, then we will refund all money already paid by you but you will not be entitled to any compensation for the loss of the tour. Where the tour is interrupted to a significant extent by circumstances beyond our control we will refund what is deemed to be a fair proportion of the cost of the tour.

6. Behaviour: You will be responsible for the conduct of yourself and all members of your party and you will indemnify us against any liability for damage caused by you or any members of your party. We reserve the right to terminate the tour in the event of behaviour deemed to be unreasonable by our staff. We also reserve the right to withdraw an offer of any tour in the event that we deem guest behaviour may not promote a balanced cultural exchange.

7. Complaints: Should you have a complaint during your tour, contact your tour organiser and our staff will do their best to rectify your problem.

Travel Insurance

ETHOS highly recommends you to have personal travel insurance & comprehensive health insurance when travelling around Vietnam. You are advised to take out insurance, which would cover you in the event that you have to cancel your booking or compensate you for delays and/or damage to your property.

The client acknowledges that the travel insurance must include comprehensive medical insurance including provision for air evacuation, and that ETHOS shall not be liable for any consequences, damages or loss as a result of the client failing to have the necessary cover.

Please ensure that your travel insurance is appropriate to the activities undertaken.