

A Rendezvous Group Pty Ltd trading as Encounter Travel ®

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Cancellation Terms and Conditions

These Cancellation Terms and Conditions govern bookings for VIETNAM HIGHLIGHTS April 2027 (“The Holiday”) made with Encounter Travel (“Encounter Travel”, “we”, “our”, “us” or “the agent”). By submitting a booking, whether online, by phone, email, post or via a travel agent, and paying a deposit, you agree to be bound by these Cancellation Terms and Conditions, which form part of the agreement between Encounter Travel and you.

Please read these Cancellation Terms and Conditions carefully and raise any questions before paying any monies.

Final Payment Due	Friday 12 February 2027. After this date, higher deposit amounts or full payment may be required.
Deposit	\$850 per person
Participant	40 years and over at the time of travel. Refer to the detailed booking terms for further information.
Luggage Restrictions for Tour	<p>Checked luggage: 1 piece, maximum weight 20 kg</p> <p>Luggage is limited to one medium-sized suitcase per person. The combined total of the suitcase’s length, width and depth must not exceed 150 cm (59 inches), plus one overnight bag (airline carry-on size), which may be carried onboard the vehicle. If your luggage exceeds these limits, we ask that you make alternative arrangements for any excess luggage to be forwarded to the termination point of the tour. We recommend using a suitcase with wheels, as assistance with luggage may not be available at all locations.</p> <p>For airline luggage restrictions, refer to your airline ticket terms and conditions.</p>

Cancellation Policy

All cancellations must be made in writing to Encounter Travel. The effective date of cancellation is the next working day after written notice is received. Public holidays are based on New South Wales, Australia public holidays. Cancellation charges apply on a per person basis. Once written notice is received, cancellation will take effect subject to the cancellation charges outlined below. Where airfares have already been ticketed, airline cancellation penalties and Encounter Travel airfare cancellation fees will also apply and may be up to 100% non-refundable.

Cancellation charges increase as the departure date approaches. Cancellation charges may be up to 100% of the total holiday cost.

Cancellation Period	Cancellation Charges
181 days or more prior to departure	\$200 issued as a Future Travel Credit, \$50 forfeited, and any remaining deposit refunded
Between 180 and 151 days prior to departure	\$200 issued as a Future Travel Credit, \$150 forfeited, and any remaining deposit refunded
Between 150 and 121 days prior to departure	\$200 issued as a Future Travel Credit, \$350 forfeited, and any remaining deposit refunded*
Between 120 and 91 days prior to departure	\$200 issued as a Future Travel Credit, \$650 forfeited, and any remaining deposit refunded*
Between 90 and 67 days prior to departure	\$850 forfeited
66 days or less prior to departure, including no-show	100% cancellation charges apply

*Roommate Match Bookings: the deposit and any progress payments are forfeited in full.

‘Between’ includes start and end of days prior to departure.

Any reference to a “deposit refunded” is based on the full deposit having been paid.

Any payments already made that are non-refundable in part or in full may also be forfeited. This may include, but is not limited to: Tour progress payments, airfare payments, airline surcharges or upgrade costs, pre or post-tour accommodation, additional services and arrangements. These amounts may be up to 100% non-refundable. Future Travel Credits are valid for 18 months from the original departure date of The Holiday.

Use of Future Travel Credit

If a Future Travel Credit (also referred to as a Future Tour Credit or Credit Note) is applied toward this Holiday and the Holiday is subsequently cancelled, the terms of the original Future Travel Credit will be reinstated, less any applicable cancellation charges and amendment fees relating to this Holiday.

Refer to our STANDARD BOOKING TERMS & CONDITIONS for all other terms and conditions that apply when making a booking.