



SON DOONG CUSTOMER BOOKING PROCESS

Step 1: Online Booking

Go to Expedition Tours and then Son Doong Cave Expedition. Scroll down to Pricing & Availability, select your desired date, and the number of participants in your booking. Complete the booking form. This form will include a list of questions regarding fitness level and medical history. Please answer these questions honestly and comprehensively. Booking forms with too little information will be rejected without further question.

Notice:

- Reservations will be accepted on a first come, first served basis through our online booking system. Reservations for a join-in tour will not be accepted via email or phone under any circumstance.
- Our team will cancel all bookings made for more than one date by the same customer, out of fairness to other customers. Please decide on one departure date only for your tour, or risk cancellation.
- If you are interested in a private tour or a photography tour, please note that these have a different price, and that you will need to contact us directly to sign up.
- We will only accept one reservation per customer. If you make bookings on more than one date, we will cancel both reservations

Step 2: Automatic Notification Email

You will receive an automatic notification email alert when your booking has been received on our system. This email will contain a 7 digit booking code (beginning with an R). Please do not email us to ask us if we have received your reservation unless you do not get this email.

Step 3: Booking Review

As your booking comes in, your form will be passed along to our Technical Advisory Team who will review it. If they have any questions regarding your form, they will follow up with you directly via email. Please be patient for up to 5 business days before expecting to hear back from us (longer if your booking is not immediately approved).

Step 4: Confirmation Email & Payment Processing

Once your booking has been approved, you will receive an email from our sales team including your invoice and payment link. The full balance of the tour (67,500,000 VND/\$3,000 USD) is due within 72 hours of receiving this email. Your reservation is not considered completed until your invoice is finalized. Payment can be received in two forms: credit card or bank transfer. If you pay via credit card, there will be a 3% charge for processing fees. If you pay via bank transfer, you will be responsible for all international and intermediary bank fees (these usually amount to about the same as a 3% fee which you'd incur from using a credit card, so most people choose to pay by credit card out of convenience).

Notice:

- It is your responsibility to read our Terms & Conditions (including cancellation policy) prior to payment. Please be advised that we have an extremely strict, 90-day cancellation policy. If you cancel within less than 90 days and before 45 days before your tour departure, you will just receive 50% a refund and there will be no refund at all if the written notification is made less than 45 days (regardless of injury, emergency, etc). For this reason, we highly recommend that you have appropriate travel insurance to cover your expenses should you have to cancel less than 90 days prior to tour departure.
- If you are signing up with others on the same reservation but would like to pay separately instead of together, please let us know in advance via the booking form so that we can prepare your invoice(s) accordingly.

Step 5: Booking Finalization

After completion of payment, you will receive a confirmation email from our sales team informing you that your reservation is finalized. You will then be responsible for sending us a scanned copy of your passport and your travel insurance. Also you'll be responsible for letting us know your arrival information at least 1 month prior to your tour, and we are happy to answer any questions you may have regarding your upcoming adventure.