

## **PRIVACY POLICY**

Rose Travel Service Co.,Ltd assures its guests that information you provide us will be absolutely secure. We will not provide your information to any third party except where we have your agreement.

### 1. Purposes of saving guest information:

Rose Travel Service Co.,Ltd would like to retain your information, including: your name, email, telephone, nationality in order for us to communicate with you about our tour and other services.

- We retain your information your information to complete your tour reservation.
- If you agree, Rose Travel Service Co.,Ltd may send you promotions and offer several services and for customer care when traveling.

### 2. Sharing information

Rose Travel Service Co.,Ltd assure that we use your information for above purposes only. We will not sell, distribute or rent your personal information to any third party. Except these cases:

- Where it is a legal Requirement from government agency or where the action is needed and aims to support legal requirements
- In other cases, we will inform our guests of the details when we must share information to third party and this information will be provided only if we have your agreement.

### 3. Information privacy:

We assure you that your information will be secured. In order to protect your personal information that you provide us, we use suitable process and information management systems. Moreover, we also use privacy process and limit access to your personal information. Only authorized senior staff will have access to your personal information to complete their tasks to deliver our services to you.

### 4. Payment

We accept Credit Cards, Visa, MasterCard and payments from your PayPal account.

All of your transaction will be secured by SSL at Master Card system. Vietnam Datacommunication Company (VDC) will not save your card information in VDC system. Rose Travel Service Co.,Ltd assure you that your card information will be absolutely secured at MasterCard and Vietnam bank system.

## GENERAL RULES

Assuring that you have an enjoyable trip, please read the rules of Rose Travel Service Co.,Ltd to understand about the rights of guest and tour reservation process.

### I. TOUR PRICE

Tour price will be evaluated in VND. In case guest pay in USD, it will be exchange to VND follow exchange rate of Vietcombank at the time of payment.

Tour price includes listed item on the itinerary.

Tour price is stated in each itinerary and defines the specified time period.

### II. CANCELLATION AND CANCELLATION FEE

#### A. In the case the tour is cancelled by Rose Travel Service Co.,Ltd

1. Where Rose Travel Service Co.,Ltd cannot operate the tour, Rose Travel Service Co., Ltd must advise the guest immediately and refund all money paid in full within 3 days of advising of the cancelation by bank transfer or in cash.

2. Rose Travel Service takes responsibilities for all costs that company pre-reserve for guests included: deposit for accommodation service, restaurant, transportation, train and boat.

B. In the case the trip is cancelled by guest: After confirmation, if guest announce tour cancellation:

Notice of the cancellation must be received in writing and sent to us via email or fax.

Some of accommodation service and travel services will be charge additional cancellation fee:

- 24 hours prior to tour departure: there is no cancellation charge.
- 12 hours prior to tour departure 50% charge for tour will be charged.
- Departure day: the full charge will be applied.

### III. CHILDREN POLICY

Children under 16 years of age to join the tour must accompanied by an adult at the time of departure or if traveling with someone else, there must be written authorization of their parents.

- Child under 3 Free of charge
- Child 4 years old and under 10 years: 50% of tour
- Child from 10 years old and above: Adult price

Note: Please bring your copy of passport to tour.

All children must be supervised by an adult at all times during the tour.