



**TRAVEL THERE CO**

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## Vietnam Family Adventure

**Days:** Hanoi to Ho Chi Minh City

### What's Included

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Your G for Good Moment: Oodles of Noodles Demonstration and Lunch, Hoi An

Your Welcome Moment: Meet Your CEO and Group

Your Discover Moment: Hoi An

Your Local Living Moment: Mekong Homestay, Mekong Delta. Arrival transfer. Cyclo tour through Old Quarter (Hanoi). Water puppets show. Halong Bay boat trip. Citadel tour in Hue. City cyclo tour in Hanoi and Ho Chi Minh City. Mekong Delta boat trip.

The information in this trip details document has been compiled with care and is provided in good faith. However it is subject to change, and does not form part of the contract between the client and the operator. The itinerary featured is correct at time of printing. It may differ slightly to the one in the brochure. Occasionally our itineraries change as we make improvements that stem from past travellers, comments and our own research. Sometimes it can be a small change like adding an extra meal along the itinerary. Sometimes the change may result in us altering the tour for the coming year. Ultimately, our goal is to provide you with the most rewarding experience. Please note that our brochure is usually released in November each year. If you have booked from the previous brochure you may find there have been some changes to the itinerary.

**VERY IMPORTANT:** Please ensure that you print a final copy of your Trip Details to review a couple of days prior to travel, in case there have been changes that affect your plans.

### Itinerary

#### Highlights

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Explore Hanoi by cyclo, cruise the peaks in Halong Bay, shop and relax in Hoi An, meet local families in the Mekong Delta, discover bustling Ho Chi Minh City

#### Dossier Disclaimer

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## Itinerary Disclaimer

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While it is our intention to adhere to the route described below, there is a certain amount of flexibility built into the itinerary and on occasion it may be necessary, or desirable to make alterations. The itinerary is brief, as we never know exactly where our journey will take us. Due to our style of travel and the regions we visit, travel can be unpredictable. The Trip Details document is a general guide to the tour and region and any mention of specific destinations or wildlife is by no means a guarantee that they will be visited or encountered. Aboard expedition trips visits to research stations depend on final permission.

Additionally, any travel times listed are approximations only and subject to vary due to local circumstances.

## Important Notes

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In some major cities in Vietnam, many hotel rooms do not have windows. There may be a weight restriction for the internal flight on this tour. Each passenger is allowed to carry one checked bag with a maximum weight of 15 kg (33lbs). Additional bags or excess weight charges may apply. These charges are the responsibility of the passengers.

## Group Leader Description

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All Travel There Co group trips are accompanied by one of our group leaders. The aim of the group leader is to take the hassle out of your travels and to help you have the best trip possible. They will provide information on the places you are travelling through, offer suggestions for things to do and see, recommend great local eating venues and introduce you to our local friends. While not being guides in the traditional sense you can expect them to have a broad general knowledge of the countries visited on the trip, including historical, cultural, religious and social aspects. We also use local guides where we think more specific knowledge will add to the enjoyment of the places we are visiting- we think it's the best of both worlds.

## Group Size Notes

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Max 20, avg 10

## Meals Included

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11 breakfasts, 3 lunches, 2 dinners

## Meals

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Eating is a big part of traveling. Travelling with Travel There Co you experience the vast array of wonderful food that is available out in the world. Generally meals are not included in the trip price when there is a choice of eating options, to give you the maximum flexibility in deciding where, what and with whom to eat. It also gives you more budgeting flexibility, though generally food is cheap. Our groups tend to eat together to enable you to taste a larger variety of dishes and enjoy each other's company. There is no obligation to do this though. Your CEO will be able to suggest favourite restaurants during your trip. Included breakfasts will usually be asian style consisting of noodles or congee (rice porridge) or bread and eggs. Vegetarians will be able to find a range of different foods, although in some areas the choice maybe limited. While trekking in remote regions food is included, plentiful and made of fresh local ingredients. For all trips please refer to the meals included and budget information for included meals and meal budgets.

## Transport

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Train, bus, plane, cyclo, tuk-tuk, boat.

## About our Transportation

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Train travel in Vietnam is very basic and train cleanliness is often not a priority for train staff. Sleeper trains normally have 4 seats per compartment, which convert into sleeping bunks (two upper and two lower). A sheet, pillow and blanket are provided, although many people prefer to bring their own sleeping sheet. At times,



passengers of different genders may be required to share a sleeper train berth and/or share a compartment with people not travelling in your group.

Simple food is available on the train but many people like to stock up on freshly baked bread, cheese and fruit prior to departure. Water should also be bought before the journey.

Train journeys in Vietnam are an experience and allow you to get a real taste of Vietnam.

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## Local Flights

All local flights are included in the cost of your tour unless otherwise noted. It is important that we have your passport information at the time of booking in order to process these tickets. Internal flight tickets are issued locally and will be given to you prior to the flight departure.

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## Solo Travellers

We believe single travellers should not have to pay more to travel so our group trips are designed for shared accommodation and do not involve a single supplement. Single travellers joining group trips are paired in twin or multi-share accommodation with someone of the same sex for the duration of the trip. Some of our Independent trips are designed differently and single travellers on these itineraries must pay the single trip price.

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## Accommodation

Hotels (8 nts), homestay (1 nt), sleeper train (1 nt), overnight junk boat (1 nt).

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## About Accommodation

Accommodation for family trips have been chosen to give the best location and facilities for your family. They may vary depending on the location and destination, but designed to give the most comfortable experience while travelling.

You and your family will generally be sharing rooms on a twin or triple share basis. These rooms will be either adjoining or located in close proximity to each other. For the Halong junk boat, only two triples are available on a first-come, first-serve basis.

Families will be roomed together and not with other families everywhere we stay. If you have any special hotel requests at the time of booking, let us know and we will do what we can to accommodate them.

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## Joining Hotel

For details of your joining hotel please refer to your tour voucher, G Account, the Travel There Co App or contact your travel agent.

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## Joining Instructions

When arriving at Noi Bai Intl Airport in Hanoi you have a choice of pre paid taxi or Vietnam Airlines shuttle bus to get you into the city. The airport is 35 km outside of the city and the drive should take between 40-50 minutes depending on traffic. The airport taxis are a safe and convenient way to arrive at your hotel. The cost is 16 USD and is paid directly to your driver upon arrival at the hotel. The other option is to take the Vietnam Airlines shuttle bus which drops everyone at the Vietnam Airlines office downtown, The cost of the tickets is 45000 Dong (approx 3 USD). From the Vietnam Airline office there are taxis that can take you to your hotel with the meter on about 2-4 USD.

If you have paid in advance for an arrival transfer, a Travel There Co representative will be at the airport to meet you. There is a common scam at the airport for non-Travel There Co' drivers to pretend they are working for the company. It is very important to confirm your name and booking number with your airport transfer representative. If you are unable to make contact for whatever reason, please make your way to the joining



point hotel via taxi.

Please note that Day 1 is an arrival day and no activities have been planned for that day other than your welcome meeting in the evening, so you can arrive at any time.

A Travel There Co Representative will organize a short meeting soon after arrival, during which you will meet other tour participants and receive information about general and specific aspects of the trip. A welcome note will be left for you in the hotel so you have all the necessary information regarding the meeting time. If you arrive late, s/he will leave you a message detailing what time and where you should meet the next morning.

## Arrival Complications

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We don't expect any problems, and nor should you, but if for any reason you are unable to commence your trip as scheduled, as soon as possible please contact your starting point hotel, requesting that you speak to or leave a message for your CEO (if you are not on a group tour please refer to the emergency contact details provided in this dossier). If you are unable to get in touch with your leader, please refer to our emergency contact details. If you have pre-booked an airport transfer and have not made contact with our representative within 30 minutes of clearing customs and immigration, we recommend that you make your own way to the Starting Point hotel, following the Joining Instructions. Please apply to your travel agent on your return for a refund of the transfer cost if this occurs.

## Emergency Contact

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Should you need to contact us during a situation of dire need, it is best to first call either the Travel There Co Local Representative (if one is listed below) and then our Travel There Co Local Office. If for any reason you do not receive an immediate answer, please leave a detailed message and contact information, so they may return your call and assist you as soon as possible.

### AIRPORT TRANSFER

If you have purchased an arrival through Travel There Co or if an arrival transfer is included in the cost of your tour, please note that:

Your arrival transfer has been arranged based on flight information provided to us. If you are advised of a flight schedule change within 48 hours of your scheduled arrival time, we will do our best to rearrange your arrival transfer however we cannot guarantee this. If your arrival transfer does not arrive within 30 minutes after you have exited the arrivals area please take a taxi to your start point hotel.

If you are experiencing complications with your Ho Chi Minh City AIRPORT TRANSFER that was booked through Travel There Co please call: +84 91 204 0262

### EMERGENCY CONTACT NUMBERS

Travel There Co Office Bangkok, Thailand  
During Office hours (Weekdays, 9am-5pm Local Time)  
From outside Thailand: +66 2 508 8630  
From within Thailand: 02 508 8630

After hours emergency number:

From outside Thailand: +66 87 049 6074  
From within Thailand: 087 049 6074

Travel There Co Local Representative (Vietnam)

Ms Alice

Emergency number: +84 866 472056

If you are unable for any reason to contact our local office, please call the numbers listed below, which will connect you directly with our 24 hour Sales team, who will happily assist you.

Toll-free, North America only: 1 888 800 4100



Calls from UK: 0344 272 0000

Calls from Germany: 0800 365 1000

Calls from Australia: 1 300 796 618

Calls from New Zealand: 0800 333 307

Outside North America, Australia, New Zealand, Germany and the UK: +1 416 260 0999

## What to Take

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What you need to bring depends on the trip you have chosen and the countries or regions you are planning to visit. We suggest that you pack as lightly as possible as you are expected to carry your own luggage. As a rule we try not to have to walk more than 15-20 minutes with your bags which is why we recommend keeping the weight of your bags between 10-15kg/22-30lb. Suitcases are not recommended for Travel There Co trips! Most travellers carry a backpack or rolling bag of small to medium size (no XXL ones please!) as they need to fit under the beds when travelling on sleeper trains. You will also need a day pack/bag to carry water, cameras and other electronics like ipods and mobile phones. If your trip involves overnights in homestays, villages or camping then you usually have the opportunity to rent sleeping bags if need be instead of bringing them with you.

## Checklist

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### Conservative Dress:

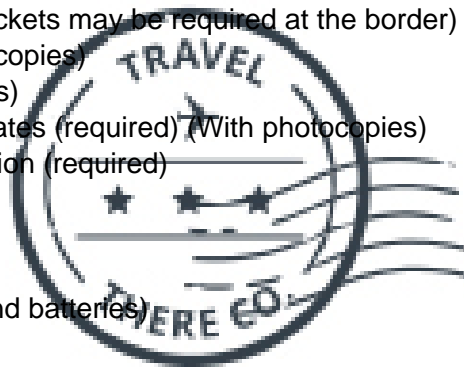
- Modest clothing that covers knees and shoulders (Long pants, long skirts, shirts that cover shoulders)
- Shawl or scarf (for temple visits)

### Documents:

- Flight info (required) (Printouts of e-tickets may be required at the border)
- Insurance info (required) (With photocopies)
- Passport (required) (With photocopies)
- Required visas or vaccination certificates (required) (With photocopies)
- Vouchers and pre-departure information (required)

### Essentials:

- Binoculars (optional)
- Camera (With extra memory cards and batteries)
- Cash, credit and debit cards
- Day pack (Used for daily excursions or short overnights)
- Ear plugs
- First-aid kit (should contain lip balm with sunscreen, sunscreen, whistle, Aspirin, Ibuprofen, bandaids/plasters, tape, anti-histamines, antibacterial gel/wipes, antiseptic cream, Imodium or similar tablets for mild cases of diarrhea, rehydration powder, water purification tablets or drops, insect repellent, sewing kit, extra prescription drugs you may be taking)
- Flashlight/torch (Headlamps are ideal)
- Fleece top/sweater
- Footwear
- Hat
- Locks for bags
- Long pants/jeans
- Moneybelt
- Outlet adapter
- Personal entertainment (Reading and writing materials, cards, music player, etc.)
- Reusable water bottle
- Shirts/t-shirts
- Sleepwear
- Small travel towel
- Sunglasses
- Toiletries (Preferably biodegradable)
- Watch and alarm clock
- Waterproof backpack cover



- Windproof rain jacket

#### Health & Safety:

- Face masks (required)
- Hand sanitizer (required)
- Pen (Please bring your own pen for filling out documents.)
- Rubber gloves

#### Sleep Sheet and Pillow:

- Sleeping bag liner/sleep sheet
- Travel pillow

#### Warm Weather:

- Sandals/flip-flops
- Shorts/skirts (Longer shorts/skirts are recommended)
- Sun hat/bandana
- Swimwear

Note: Please pack clothing for the season in which you will be travelling. From Nov-Feb weather can be cold, so please pack warm clothing. From May-Oct it is the wet season, so please bring waterproof clothing.

## Laundry

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Laundry facilities are offered by some of our hotels for a charge. There will be times when you may want to or have to do your own laundry so we suggest you bring non-polluting/biodegradable soap.

## Visas and Entry Requirements

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Please note that visas are the responsibility of the individual traveller. The visa requirements for your trip vary depending on where you are from and where you are going. For the most up to date information please check your Governments Foreign Ministry website or with your travel agent as rules do change.

VIETNAM - If you require a visa for Vietnam, they need to be arranged ahead of time (BEFORE your trip) as the processing time varies and they are not available upon arrival.

As of March 2017, a select 40 nationalities are now eligible to enter Vietnam with an E-Visa. Please contact your Foreign Ministry or Vietnamese consulate to see if your nationality is eligible. Please note that you should ONLY apply for a Vietnam E-Visa if you are entering Vietnam by international airport - either Noi Bai International Airport (Hanoi) or Tan Son Nhat International Airport (Ho Chi Minh City).

If you are entering Vietnam by land border, please apply for a regular visa for Vietnam. Many of the land borders we travel through do not accept the Vietnam E-Visa.

Please note that while MOST countries require a Visa ahead of time for Vietnam, certain countries may be allowed entrance for 15 days with proof of exit. As of July 1st, 2015 this will include citizens of Scandinavian countries, Japan, Russia, the UK, France, Germany, Spain and Italy. However, we STRONGLY recommend checking with your Embassy on the requirements as these change often. Please contact your Foreign Ministry for up to date entry/exit requirements. Your sales agent can assist with departure documentation from Vietnam once we are within 30 days from departure.

## Spending Money

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Every traveller is different and therefore spending money requirements will vary. Some travellers may drink more than others while other travellers like to purchase more souvenirs than most. Please consider your own spending habits when it comes to allowing for drinks, shopping and tipping. Please also remember the following specific recommendations when planning your trip.

## Money Exchange

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As currency exchange rates in Asia fluctuate often we ask that you refer to the following website for daily exchange rates: [www.xe.com](http://www.xe.com) As of January 2011 the exchange rate for VIETNAM was 1 USD = 20,000 VND (Vietnamese Dong). There are many ATM machines that accept both Visa and Mastercard but these are limited to major cities. In Cambodia most transactions take place using USD and we suggest you bring small unmarked notes. We also recommend the use of cash and travellers cheques in USD currency. Major credit cards are accepted in some shops but they may charge a 2-4% transaction fee.

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## Emergency Fund

Please also make sure you have access to at least an additional USD \$250 (or equivalent) as an 'emergency' fund, to be used when circumstances outside our control (ex. a natural disaster) require a change to our planned route. This is a rare occurrence!

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## Departure Tax

Departure Tax is included in all International and Domestic tickets in China, Thailand & Vietnam.

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## Tipping

It is customary in Asia to tip service providers such as waiters, at approximately 10%, depending on the service. Tipping is expected - though not compulsory - and shows an expression of satisfaction with the people who have assisted you on your tour. Although it may not be customary to you, it is of considerable significance to the people who will take care of you during your travels. There are several times during the trip where there is opportunity to tip the local guides or drivers we use. You may do this individually, or your CEO will offer to collect the money and tip as a group. Recommendations for tipping drivers and local guides would range from \$1-\$2 USD per person per day depending on the quality and length of the service; ask your CEO for specific recommendations based on the circumstances and culture. Also at the end of each trip if you felt your Travel There Co CEO did an outstanding job, tipping is appreciated. The amount is entirely a personal preference, however as a guideline \$10-15 USD per person, per week can be used.

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## Optional Activities

Hu?

- Tien Mu Pagoda Visit
- Hue Motorbike Tour

M? S?n

- M? S?n Excursion (30USD per person)

Hoi An

- Hoi An Cooking Class (30USD per person)

Ho Chi Minh City

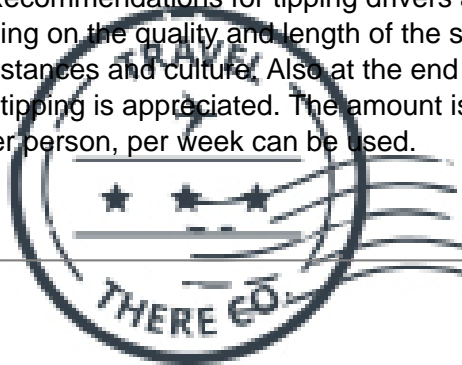
- Benh Tan Market Visit
- Dam Sen Water Park Visit (4USD per person)
- Giac Vien Pagoda Visit
- Thien Hau Pagoda Visit
- Reunification Palace Visit (2USD per person)
- War Remnants Museum Visit (2USD per person)

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## Health

Please note inoculations may be required for the country visited. It is your responsibility to consult with your travel doctor for up to date medical travel information well before departure.

You should consult your doctor for up-to-date medical travel information well before departure. We recommend that you carry a First Aid kit and hand sanitizers / antibacterial wipes as well as any personal medical



requirements. Please be aware that sometimes we are in remote areas and away from medical facilities, and for legal reasons our leaders are prohibited from administering any type of drug including headache tablets, antibiotics, etc. In Asia pharmacies tend to stock the same western drugs as you get at home but they are usually produced locally so please bring the full drug name with you when trying to purchase a prescription drug. When selecting your trip please carefully read the brochure and itinerary and assess your ability to cope with our style of travel. Please refer to the Physical and Culture Shock ratings for trip specific information. Travel There Co reserves the right to exclude any traveller from all or part of a trip without refund if in the reasonable opinion of our CEO they are unable to complete the itinerary without undue risk to themselves and/or the rest of the group.

## Safety and Security

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Many national governments provide a regularly updated advice service on safety issues involved with international travel. We recommend that you check your government's advice for their latest travel information before departure. We strongly recommend the use of a neck wallet or money belt while travelling, for the safe keeping of your passport, air tickets, travellers' cheques, cash and other valuable items. Leave your valuable jewellery at home - you won't need it while travelling. Many of the hotels we use have safety deposit boxes, which is the most secure way of storing your valuables. A lock is recommended for securing your luggage. When travelling on a group trip, please note that your CEO has the authority to amend or cancel any part of the trip itinerary if it is deemed necessary due to safety concerns. Your CEO will accompany you on all included activities. During your trip you will have some free time to pursue your own interests, relax and take it easy or explore at your leisure. While your CEO will assist you with options available in a given location please note that any optional activities you undertake are not part of your itinerary, and we offer no representations about the safety of the activity or the standard of the operators running them. Please use your own good judgment when selecting an activity in your free time. Although the cities visited on tour are generally safe during the day, there can be risks to wandering throughout any major city at night. It is our recommendation to stay in small groups and to take taxis to and from restaurants, on during night time excursions.

Protests and Demonstrations- Protests and demonstrations, even those that are well intended, have the potential to turn violent with no warning. Counter protests can also turn violent. Action by security forces to disperse demonstrators and protesters may occur at any time. If you are in an area where demonstrators or protesters are gathering, avoid the temptation of staying for a good photo opportunity and leave the area immediately.

Water based activities have an element of danger and excitement built into them. We recommend only participating in water based activities when accompanied by a guide(s). We make every reasonable effort to ensure the fun and adventurous element of any water based activities (in countries with varying degrees of operating standards) have a balanced approach to safety. It is our policy not to allow our CEOs to make arrangements on your behalf for water based activities that are not accompanied by guide(s).

Swimming, including snorkeling, is always at your own risk.

We take all prudent measures in relation to your safety. For ways to further enhance your personal safety while traveling, please visit:

<http://www.gadventures.com/travel-resources/safety/>  
[www.gadventures.com/travel-resources/safety/](http://www.gadventures.com/travel-resources/safety/)

## Trip Specific Safety

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We strongly recommend the use of a neck wallet or money belt while travelling, for the safe keeping of your passport, air tickets, travellers' cheques, cash and other valuable items. Leave your valuable jewellery at home - you won't need it while travelling. Many of the hotels we use have safety deposit boxes which is the most secure way of storing your valuables. A lock is recommended for securing your luggage.

Be aware that petty theft can be an issue in some Vietnamese towns and cities especially late at night. A common tactic is opportunists on motorbikes that drive by and snatch bags. Please always leave valuables and passports etc in your hotel, in safety boxes if available, and only carry with you enough cash to spend for the



day. Bags should always be carried over the neck and not left to sit on your shoulder.

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## Medical Form

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### A Couple of Rules

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Illegal drugs will not be tolerated on any trips. Possessing or using drugs not only contravenes the laws of the land but also puts the rest of the group at risk. Smoking marijuana and opium is a part of local culture in some parts of the world but is not acceptable for our travellers. Our philosophy of travel is one of respect towards everyone we encounter, and in particular the local people who make the world the special place it is. The exploitation of prostitutes is completely contrary to this philosophy. Our CEOs have the right to expel any member of the group if drugs are found in their possession or if they use prostitutes.

### A Word of Warning

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As Vietnam embraces capitalism with open arms it is also falling victim to some of the problems of the West. Some parts of city centres are now a favourite hangout for pickpockets. If doing some exploring on your own carry only the necessary minimum with you and use a well-hidden money belt. Valuables, including your passport, should be left in the hotel safe - organize this at reception. There is no need to get paranoid, just be cautious.

### Travel Insurance

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Travel Insurance: Travel insurance is compulsory in order to participate on any of our trips. When travelling on a group trip, you will not be permitted to join the group until evidence of travel insurance has been sighted by your CEO, who will take note of your insurance details. When selecting a travel insurance policy please bear in mind that all clients must have medical coverage and that we require a minimum coverage of USD 200,000 for repatriation and emergency rescue. We strongly recommend that the policy also covers personal liability, cancellation, curtailment and loss of luggage and personal effects. If you have credit card insurance we require proof of purchase of the trip (a receipt of credit card statement) with a credit card in your name. Contact your bank for details of their participating insurer, the level of coverage and emergency contact telephone number.

### Local Dress

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In Asia the dress standard is more conservative than it is back home. When packing try to pick loose, lightweight, long clothing that will keep you cool in the usually hot and humid climate of Asian summers. In predominately Buddhist, Hindu and Muslim countries we ask that you dress respectfully and avoid very short shorts/skirts and singlets/tanktops when visiting temples or mosques or other holy sites. In Pakistan we recommend a head scarf for women while walking around.

### Feedback

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After your travels, we want to hear from you! Your feedback information is so important to us that we'll give you 5% off the price of your next Travel There Co trip if your feedback is completed on-line within 30 days of finishing your trip. Your tour evaluation will be e-mailed to you 24 hours after the conclusion of your trip. If you do not receive the tour evaluation link in the days after your tour has finished, please drop us a line at [customerservice@gadventures.com](mailto:customerservice@gadventures.com) and we will send it on to you.

### Minimum Age

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Minimum age of 6 years for this trip.

### International Flights

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Check-in times and baggage allowances/restrictions vary by airline and can change at any time. For the most up-to-date information for your flight, please contact your airline. We recommend checking in online in advance to avoid potential delays at the airport.

