



Booking Conditions

New Booking Booking Payment only
please tick one

Before making a new booking request you must ensure that you have read and accepted the underlying terms and conditions. Please Note: Bookings may only be accepted if the underlying conditions are met and all travelling persons meet the eligibility criteria of the particular airfare/rate. Further conditions may apply to Airfares, Hotel Rates, and other products.

Current Membership Number: _____

New Member (Please attach Membership Form)

Member's Details

Title: Ms/Mrs/Mr First Name: _____

Family Name: _____

Street: _____ Ward: _____

District/Suburb: _____ City: _____

Country: _____ Postcode: _____

Home Phone: _____ Mobile: _____

Phone Number Mobile Phone Number

Work Phone: _____ Fax: _____

Phone Number Phone Number

Company Name: _____

Email Address: _____

Check List

- Membership Form**
If you need to join or renew, attach the membership form
- Booking Conditions**
Make sure you fill in this form, read the conditions & sign at the bottom.
- Booking Request**
Details of your trip.
- Verification Documents**
Letter from your employer to verify your employment in the industry.
Photocopy of your industry ID card/Passport as indicated
Provider specific requirements

Conditions of Booking

The underlying conditions are set out to ensure that you are aware of the booking procedures within Industry Travel Asia. Please ensure that you are aware of these conditions before you proceed with your booking.

Definitions: We/Us/Industry Travel Asia/ ITA refers to the trading entity: Industry Travel Asia, a trading entity of Blue Ocean Trading and Consulting Company Ltd, IATA TIDS 96642733. Customer/Member/Passenger refers to you, the eligible member of Industry Travel Asia and any accompanying persons. Products refer to any airfare, hotel rate, cruise rate, car hire rate, insurance premium or other service. Suppliers mean any legal entity providing fares, products or services. Industry refers to the travel, tourism, freight forwarding, and hospitality industry, as mentioned on the ITA membership categories on the ITA website.

Suppliers may impose further conditions on airfares or other products, which may include travel validity and membership eligibility. Membership to Industry Travel Asia does not guarantee eligibility for all products. Further conditions will be noted with each product. NOTE, while all bookings confirmed by us are confirmed space, all suppliers reserve the right to amend a passenger's booking even after confirmation has been received. You should avoid travelling during peak seasons and purchase travel insurance, which covers flight delays and cancellation.

Frequent Flyer Points will not be rewarded on any reduced rate industry airfare, nor will any hotel rewards club points be awarded with industry bookings.

Prices are all quoted in Vietnam Dong, and may be converted to other currencies unless stated otherwise. However, Industry Travel Asia reserves the right to change prices at any time due to currency fluctuations or any other reason without prior notice. Airfare prices do not include taxes unless stated otherwise. Taxes are additional and must be paid at time of booking confirmation. Any quote or invoice received is confidential and prices are not to be disclosed without approval from Industry Travel Asia. Some suppliers products will be billed in other currencies other than VND when travel or services commence outside, or terminate outside of Vietnam.

Airlines impose further conditions and may choose to reject your booking request for any reason. In the event of off-loading, the airline will endeavour to re-book you on the next available flight. Airlines will also impose strict dress code, inappropriate apparel, eg ragged, dirty or not representative of professional attire are unacceptable. Airlines reserve the right to offload passengers if they fail to meet this code.

Bookings must be received by Industry Travel Asia within the pre-defined amount of time permissible by each airfare to ensure it can be processed. Bookings received less than 10

days before departure date may incur a late booking fee of VND 250,000. Bookings for accommodation and/or car hire only may incur a land only booking fee of VND 100,000.

Amendments before departure date and after confirmation may incur an amendment fee of up to VND 500,000. Alterations after ticket issue will incur an amendment fee from Industry Travel Asia and the airline. No alterations can be made after travel has commenced.

Cancellation after confirmation and prior to departure may face up to a VND 2 million per passenger cancellation fee or up to 100% of the fare/rate. Suppliers reserve the right to forfeit rates/fares if customer cancels. Refunds to passengers will not be made unless Industry Travel Asia has received full refund from the supplier(s). After travel has commenced, passengers will forfeit their fare/rates and no refund is due.

No Show occurs if a passenger fails to check in before the required check in time. A No Show will be considered cancellation after departure and no refund will be given.

Fraudulent or misleading bookings will face up to a 100% cancellation fee of both ticket cost and booking fee, and person(s) may face prosecution. This includes bookings from individuals who deliberately and falsely join under a membership category for which they are not eligible.

Passports and Visas are the responsibility of the customer. You must ensure that your passport has at least 6 months validity, and appropriate Visas are obtained before departure. Industry Travel Asia takes no responsibility for this, however is happy to assist upon request.

Taxes are required to be collected by the travel agency issuing the airfares. Taxes paid will appear on your ticket as proof of payment. Some countries may require passengers to pay an additional departure/arrival tax that is not included in the ticket.

Fees may be imposed on certain airlines. Most international products booked will incur a VND 400,000 booking fee per passenger. Direct or Online bookings will also incur a VND 400,000 booking fee per passenger. Domestic tickets attract a VND 100,000 Booking fee.

Postage/Courier Fees Bookings that require tickets, coupons or documents to be sent will incur a postage and/or courier fee. Documents collected from Industry Travel Asia will not incur this fee. Tickets will not be sent via regular post.

Travel Insurance is strongly recommended and can be arranged through Industry Travel Asia. Please ask your consultant and see our website for details.

PLEASE try to avoid travelling during peak season, public and school holidays. **We do not** take responsibility for the delivery of tickets sent through the post. If documents do not arrive in time for your departure normal cancellation fees will apply to these tickets.

Have a great trip, Thank you for booking with us

Acceptance

I have read and agree to the above terms and conditions

Name: _____

Date: _____ / _____ /20_____

Sign: _____

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